

# Tieline

The Society Leaders' Newsletter

## Funding Model Pilot for Virtual Communities a Success

By Jackie Damrau and Mary Jo Stark, Associate Fellows and Project Comanagers

The Society knew that it was going to have to change the way it provided monetary support to its communities. As they still do, geographic communities were receiving a portion of total membership dues to help them offset their annual operating expenses. However, virtual communities (that is, the special interest groups or SIGs) were never really sure how much money they could spend. They would spend money, send an expense report to the Society office, and get reimbursed.

### Project Beginnings

During the transformation analysis phase, which Ed See (then STC President) and the STC Board of Directors started in 2003, the goal was for STC to move to a group of diverse communities who would have the same core skill sets, yet be treated equally in funding. Throughout the next five years, it became evident

that the Society could no longer afford to continue the fixed-funding model. This old model was simply not sustainable or stable enough for the Society—or for its communities. We developed a transformation road map that called for a new community funding model.

Enter Suzanna Laurent, the 2005–06 STC President, with a mission to establish a more robust method for funding all STC communities. The funding model project started in June 2005 following STC’s 52nd Annual Conference in Seattle, Washington. Jackie Damrau and several board members—Vici Koster-Lenhardt, Beth Tanner, and Mary Jo

Stark—began working to determine what funding structure type would be in the Society’s best interests. It was decided that a zero-based budgeting model was the ideal choice.

The Funding Model Committee began with the following charter:

To promote, emphasize, and reward a thoughtful, strategic financial planning process and to build a shared responsibility for financial stability across the Society for each major community program.

*Funding, continued on page 12*

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### Conference Hotels: Reservation Deadline is April 13

Make your reservations now to take advantage of the special rates that STC has arranged for this year’s conference attendees. The deadline to receive these rates is **April 13**.

For contact information for the Meet Minneapolis housing bureau and the rates for the four conference hotels—Marriott Minneapolis City Center, Millennium Hotel, Hyatt Regency Minneapolis, and Hilton Minneapolis and Towers—please see page 5 of this issue. ♦

### Bylaws Forum at Annual Conference

Previous issues of *Tieline* have highlighted the Bylaws Committee’s efforts to revise the STC *Bylaws* to ensure that they meet New York State legal requirements and reflect current professional association best practice. A special bylaws forum to discuss the proposed draft will be held at the annual conference in Minneapolis from 3–5 PM on **Sunday, May 13**.

This draft will be available on [stc.org](http://stc.org) by **May 4**. ♦

**Editor**

Cecily Farrar

*Tieline* is published for STC leaders. The purpose of *Tieline* is to improve communication and serve as a link between STC communities, volunteer leaders, and the Society office. Distribution to other community leaders is encouraged. Reprints from *Tieline* are permitted if credit is given and a copy sent to the editor. Electronic copy is available at the Web site noted below.

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SOCIETY FOR TECHNICAL COMMUNICATION

**LCR Connection**

# LCR Triage: A Sampling of Recent Efforts



**By Rachel Houghton, Senior Member, Willamette Valley Chapter**

The Leadership Community Resource (LCR) is prepared to make a big splash on Leadership Day at STC's 54th Annual Conference in Minneapolis. Members have been working behind the scenes for months.

One of the LCR's projects is referred to as *triage*. Triage is a process in which a geographic or virtual community situation is evaluated, and the appropriate coach and resources are used to resolve the situation.

I recently had a chance to talk with three triage coaches: Judith Glick-Smith, Jack Molisani, and Suzanne Guess. All three have dealt with different situations involving geographic communities. Before we look at successful methods used by these coaches, the following is a little background on how communities may work with the LCR.

## Asking for Help

When someone in a community needs help or advice, if the issue is one that cannot be handled within the community itself, he or she may currently contact (1) the STC office, (2) the community director, or (3) LCR Manager Mary Jo Stark directly. The STC office will now be the first point of contact going forward, and will coordinate the request according to the specific situation. Once the call for help has been made, the STC office will look at the situation requiring assistance. If it is an administrative issue, the office will work directly with the community. If it is an issue for the LCR to handle, the office will submit all applicable information to the LCR manager.

*LCR Success, continued on page 13*

## Leadership Day: An Important Resource for Incoming Leaders

Leadership Day is **Sunday, May 13**, at STC's 54th Annual Conference. See this issue of *Tieline* for a detailed schedule of the day's events. Chapters and SIGs should strongly encourage their incoming presidents and managers to participate in Leadership Day. All event activities will provide leaders with valuable information that they can use in their planning for the year ahead.

If you haven't already done so, be sure to send the name of your community, the names of those community leaders who will attend Leadership Day, and their member numbers to Elaine Gilliam at [elaine.gilliam@stc.org](mailto:elaine.gilliam@stc.org), or fax it to +1 (703) 522-2075.

The Leadership Community Resource (LCR) will be launched during this event. The LCR is STC's new structure for providing support and guidance to communities. It contains self-support components, as well as expert volunteer guidance on a plethora of topics, formal coaching and mentoring in specific leadership areas, and support for communities in crisis. Come learn about the LCR! ♦

# Community Status Reports Get Updated

By Cindy Currie, Director, Region 1, and Chair, Communities Affairs Committee and Char James-Tanny, Society Secretary

As a community leader, you hear frequently about community reports, but do you wonder why these reports are important?

According to Cindy Currie, Region 1 Director and chair of the Communities Affairs Committee, the information contained in community reports is vital to the Board of Directors as well as to the STC office staff. The Board is able to read summary-level information about a community's activities and status based on details provided in its community report, and is then more effectively able to prioritize how it provides assistance and guidance to particular communities. Executive Director Susan Burton also receives feedback about the office staff that community leaders provide in these reports, which ensures that action will be taken to clarify any questions regarding communication with STC staff.

Currie is looking toward those leaders who volunteer with the Leadership Community Resource (LCR) to compile information on the community reports after they are sent to the Community Status Reporting (CSR) team ([csr@stc.org](mailto:csr@stc.org)) to produce an overall summary of community status (this includes all communities, regardless of type). This way, the Board and office staff can be notified in a comprehensive and timely way about overall community health and status.

## Upcoming Changes

In April 2007, STC will release an updated Community Status Report. Unlike previous years, when community leaders filled out three different reports throughout the year, the new report will be used for the entire year.

In addition, we have reworked the reporting year. Instead of filing your first report in August for the September board meeting, the first report will be filled out in April. The second report will be filed in August, and the third in December.

We hope to have this report online for the second reporting period in the 2007–2008 year, which will be in July 2007. Unfortunately, we were unable to get that part of the work done in time for the April reporting period. However, you can continue to use this file for all three reporting periods. (We hope that you will add the information online when we finish that part of the process.)

The April report is due by **May 1, 2007**.

## Report Contents

The report contains the following sections:

- ❖ **Community Information.** Enter the name of your community, your name and other requested information, and the current date. Select the reporting period (April, August, or December). Finally, select the community information that applies according to your community type (Geographic, Virtual, or Student). Please indicate whether the membership level has gone up or down since the last report.
- ❖ **Health and Status.** Select the appropriate reporting period that applies to your community's current status. Describe your goals for the year and select those that you have achieved. Select the reporting period that applies to your leadership team's overall status.
- ❖ **Community and Member Recognitions.** Indicate which recognitions your community will apply for.

You need to fill out the previous items only once, not for every reporting period.

- ❖ **Support.** For each reporting period, tell us what you think about the support you have received from the office, the Board of Directors, the Leadership Community Resource or SIG advocate, or other mentors and volunteers.
- ❖ **Successes and Innovations, Challenges, and Additional Comments.** Please let us know about these items. Add rows as necessary (by pressing **Tab** in the last cell of the last row).
- ❖ **April Check-up.** Please select the appropriate answers in April 2007 for reporting at the May board meeting (which takes place at the Technical Communication Summit).
- ❖ **August Check-up.** Please select the appropriate answers in July 2007 for reporting at the August board meeting (which takes place in Berkeley).
- ❖ **December Check-up.** Please select the appropriate answers in December 2007 for reporting at the January board meeting.

Please use the **Additional Comments** area to add notes to the Board of Directors.

## Sending in Your Report

After you have filled out the report for each reporting period, please attach it to an e-mail and send it to [csr@stc.org](mailto:csr@stc.org). Use the same document when reporting for subsequent periods.

Thank you for your help in completing these reports. ◆

# Leadership Day Schedule

The Leadership Day activities on **Sunday, May 13**, focus on subjects of interest to STC leaders at the chapter, SIG, and Society levels. If you are an STC leader or interested in becoming one, consider attending these activities. Activities will begin in Ballroom B of the Minneapolis Convention Center at 8:30 AM.

<b>8:30–9:00 AM</b>	Coffee and STC Mall  The STC Mall consists of tables and displays that will be available in addition to the progression sessions. Materials and displays will concentrate on the following topics:
	<ul style="list-style-type: none"> <li>❖ LCR team</li> <li>❖ Standards work</li> <li>❖ Services to the academic community from STC</li> <li>❖ STC competitions, changes, and enhancements</li> <li>❖ Bylaws</li> <li>❖ Corporate Value Program</li> <li>❖ Live Web seminars</li> <li>❖ Work with Bureau of Labor Statistics</li> <li>❖ <i>Intercom</i></li> <li>❖ <i>Tieline</i></li> </ul>
<b>9:00–10:15 AM</b>	Opening Remarks  Paula Berger Overview of the 2006–07 year  Linda Oestreich Overview of the 2007–08 year
<b>10:15–10:30 AM</b>	Break
<b>10:30 AM–12:05 PM</b>	Progressions (participants choose three):  Introduction: 10:30–10:35 Round 1: 10:40–11:05 Round 2: 11:10–11:35 Round 3: 11:40–12:05
<b>12:15–12:35 PM</b>	STC Executive Director Presentation: Susan Burton, CAE

<b>12:45–1:30 PM</b>	Lunch
<b>1:30–2:00 PM</b>	Awards
<b>2:00 PM</b>	Closing

## Current List of Progression Speakers:

- ❖ Community Newsletters: Douglas Dow
- ❖ Community Treasurer: E. C. Eklund
- ❖ Volunteer Recruitment: Carolyn Kelley Klinger and Judith Herr
- ❖ Planning Chapter Programs and Educational Events: Nicky Bleiel
- ❖ Public Relations: George Slaughter
- ❖ Managing a Society Project Long Distance: Mark Clifford
- ❖ Why Community Success Isn't Enough: Becoming a Society-level Leader: Suzanna Laurent
- ❖ Tools for Collaborating Virtually for Communities: Char James-Tanny and Karen Mardahl
- ❖ Society-level Marketing/What the Society Does for Communities: STC Staff—Mary Kabza
- ❖ Society-level Educational Activities: Providing Virtual Education for the Society, SIGs, and Chapters: Jane Smith, Linda Gallagher, and STC Staff—Lloyd Tucker

## Planned Topics:

- ❖ STC's Community Strategy
- ❖ Skills for Society-level and Experienced Leaders
- ❖ Community Web Site Development
- ❖ Community Recognition and Awards
- ❖ Managing People Long Distance
- ❖ STC Leadership as a Career Opportunity
- ❖ Saying Yes and No: Managing Volunteer Commitments and Your Life ◆

# Advance Conference Registration Deadline: May 4

Please remind your members that the last day to register for STC's 54th Annual Conference at the advance rates is **May 4**. Online registration is available at [www.stc.org/54thConf/register/index.asp](http://www.stc.org/54thConf/register/index.asp). Conference rates appear below.

## Full Conference (Monday–Wednesday)

Registration	Advance (by May 4)	Walk-in (after May 4)
Member	\$795	\$895
Nonmember	\$1,020	\$1,120
Student member	\$175	\$250
Student nonmember or retired member/nonmember	\$255	\$255

The certificate program will take place on Saturday and Sunday, May 12–13. The registration rate of \$1,295 for this offering includes admittance to the full conference. The rate for taking courses in the certificate program without obtaining a certificate is \$600.

Preconference workshops will be offered on Saturday and Sunday, May 12–13 at a rate of \$300 each.

## One Day

Registration	Advance	Walk-in
Member	\$395	\$395
Nonmember	\$620	\$620
Student/retired member or nonmember	\$105	\$205 ♦

# Conference Hotels: Reserve Rooms by April 13

STC has arranged for special rates for this year's conference attendees at the following hotels. All prices are in U.S. dollars.

- ❖ Marriott Minneapolis City Center (\$163 for a single, double, triple, or quadruple room)
- ❖ Millennium Hotel (\$164 for a single or double room, \$174 for a triple room, and \$184 for a quadruple)
- ❖ Hyatt Regency Minneapolis (\$183 for a single or double room, \$193 for a triple room, and \$203 for a quadruple)
- ❖ Hilton Minneapolis and Towers (\$194 for a single room, \$204 for a double room, \$224 for a triple or quadruple room, and \$239 for rooms located in the Towers and suites)

To take advantage of these rates, attendees must make their reservations by **April 13**. For reservations, call the Meet Minneapolis housing bureau at +1 (888) 947-2233 (toll free

within the U.S. and Canada) or +1 (612) 767-8000 outside North America. You can also make reservations through the housing bureau at [www.stc.org/54thConf/lodging/index.asp](http://www.stc.org/54thConf/lodging/index.asp). The conference code is 3121.

STC works hard to negotiate with hotels to provide you with the best possible accommodations during the annual conference. When you book your reservations through the housing bureau, you will have the support of STC and the bureau to resolve any issues that might arise with your reservation. If, after you have made your reservations through the housing bureau, you need to make changes, call the Meet Minneapolis housing bureau directly.

Preconference sessions will be at the Hilton Hotel. The Minneapolis Convention Center will host all other conference events and technical sessions. ♦

## Open Jam 2007

Musically inclined technical communicators won't want to miss the sixth annual Open Jam at STC's 54th Annual Conference in Minneapolis, Minnesota. All STC singers and musicians are welcome to showcase their talents at this informal gathering, to be held at 8 PM on Monday, May 14. (Check the conference *Program* for the location.) Music lovers are welcome to cheer on their STC peers as they enjoy the show. For more information, watch the STC conference Web site at [www.stc.org/54thConf/index.asp](http://www.stc.org/54thConf/index.asp). ♦

# Nominating Committee Seeks Candidates for Society-level Positions in 2008

**W**ould you like to be a part of leading STC and ensuring that it remains a vital organization? You—and other members whom you know and respect—could have the chance by being a candidate for a Society-level position in 2008.

Do you have experience directing the implementation of new ideas? Do you want to coordinate programs beneficial to our profession? Are you ready to use your strategic skills to take STC to the next level? If your answer is yes, tell the STC Nominating Committee that you would be interested in running for office. If you know another member who should be considered for a position on our international board, please pass on that person's name too.

The Nominating Committee will consider all recommendations as it draws up the 2008 slate of candidates. As part of the committee's review process, it will contact all potential candidates to confirm that they are interested in running for STC office.

The members of the current nominating committee are Suzanna Laurent, chair (*slaurent@prodigy.net*), of Mustang, Oklahoma; Michelle A. Didier (*mdidier@polaris.umuc.edu*) of Springfield, Virginia; Constance L. Kiernan (*connie.kiernan@att.net*) of Bowie, Maryland; Betsy M. Maaks (*betsy.maaks@tellabs.com*) of Chicago, Illinois; and Martha K. Sippel (*azuwrite@comcast.net*) of Lone Tree, Colorado. Please feel free to discuss your ideas with any of these people.

## Open Positions and Qualifications

In the year ahead, the STC Nominating Committee will be developing a slate of candidates for the following positions:

- ❖ **Second vice president**
- ❖ **Secretary**
- ❖ **Director (three positions)**
- ❖ **Nominating committee member (two positions)**

The STC Board of Directors depends on experienced business, academic, or Society leaders. All candidates should be senior members, have experience working at a strategic level, be comfortable making decisions collaboratively, and be focused on outcomes. They should have Society-level leadership experience as well as professional skills in managing people, projects, and budgets. Being an STC Board member is a chance to leverage these skills, to learn how to lead a nonprofit organization, and to ensure that the Society continues providing members the same opportunities and services that you've enjoyed—and better. Candidates interested in the following positions should also have the following characteristics:

- ❖ Candidates for second vice president must be passionate about our industry; have in-depth knowledge of Society-level processes and practices; and be experienced in implementing large business, policy, or educational initiatives outside of STC.

- ❖ Candidates for secretary should be detail oriented, focused, and able to multi-task. They should be familiar with taking minutes and maintaining records.
- ❖ Candidates for director should have some STC community-level experience and a background in one of the following areas: marketing, governance, finance, education, membership, communities, communication, or professional development.
- ❖ Candidates for the Nominating Committee should have excellent judgment about people and wide acquaintance with members at all levels of the Society.

The Nominating Committee welcomes your suggestions about potential candidates for the positions listed here. If you think that you or someone you know should be considered, please fill out the accompanying form and return it to STC by June 1, 2007.

Alternatively, members attending STC's 54th Annual Conference in Minneapolis, Minnesota, May 12–16, may turn in their forms at the Nominating Committee table in the exhibit hall. ♦

### Candidates for Society Office

Check the appropriate box below and provide the necessary information.

- I would like to be considered for the office listed below.
- I would like to recommend the person listed in the following section for the office listed below.

Office: \_\_\_\_\_

**If you would like to be considered for office—or would like to recommend another member—please enter the appropriate information below.**

Potential candidate's name: \_\_\_\_\_

Address: \_\_\_\_\_

Daytime phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Filling out this form is only a preliminary step in the nomination process. Additional information will be sent to you or the person you recommend. Please remember that, when STC members consent to be candidates, they do not automatically become candidates.

Please return a copy of this form by June 1, 2007, to the following address:

Society for Technical Communication  
Attn: Nominating Committee  
901 N. Stuart Street, Suite 904  
Arlington, VA 22203-1822  
Fax: +1 (703) 522-2075  
*stc@stc.org*

# Holding SIG Elections: A Case Study



By Michael Markley, Manager, Management Special Interest Group

In each issue of Tieline, a representative of the twenty STC special interest groups (SIGs) shares wisdom, hints, and lessons learned. Each is free to focus on a different aspect of facilitating STC communities—whether those communities are based on subject matter or geographic location. Currently, SIG leaders are exploring various collaborative tools and management styles to benefit their members and recruit new volunteers and leaders.

As designer, author, and artist Edwin Schlossberg says, “True interactivity is not about clicking on icons or downloading files; it’s about encouraging communication.” SIG leaders are working on just that. We hope that some of the information in this series will be applicable and helpful to other STC community leaders as well.

Judith M. Herr, STC SIG Advocate ([herrj@comcast.net](mailto:herrj@comcast.net))

If you’ve been a member of an STC geographic community, you know elections as commonplace events that everyone understands and expects. For STC’s virtual communities, however, elections are a relatively new occurrence. The leadership of such communities (also known as special interest groups, SIGs) has traditionally been appointed: the board appoints and approves the manager, and the other SIG positions are appointed by the manager.

In the past few years, we’ve seen the advent of numerous STC membership classifications (classic, limited, and so on) that allow members to be more selective about the communities with which they associate themselves. This means two things:

1. *SIGs are more prominent than they once were.* In fact, a member can opt out of joining a geographic community altogether in favor of joining two SIGs, and the cost of joining an additional SIG is the same as that of joining an additional geographic community (\$10).
2. *We owe it to our members to tighten up our SIG operations.* We need to start electing our core leadership to ensure fair representation.

## Why Should SIGs Hold Elections?

Holding SIG elections will help us:

- ❖ *Mirror the operational structure of geographic communities.* Elected leadership reflects a familiar governance model, helping people accept SIGs as an equivalent to geographic communities. This serves to build SIG legitimacy and value, which is good for everyone.

- ❖ *Raise the vested interest of SIG members.* Common wisdom indicates that people support the things that they create themselves. Involving SIG membership in elections gives people a stronger sense of ownership, and leads to greater loyalty and involvement.
- ❖ *Position SIGs to be in touch with members’ needs.* Elections ensure a rotation of leaders, which means that a steady flow of new ideas and viewpoints will move through the leadership council. This, in turn, keeps SIG activities fresh—and relevant to membership needs.

## How to Hold a SIG Election

STC’s Management SIG has held two elections since October 2005. The following information is a culmination of the lessons I’ve learned during this process.

### Select a Nomination Committee

You might initially think that the critical component of an election is the slate of candidates. Based on my experience, however, it is the nomination committee that is most important. This committee is responsible for selecting strong candidates and ensuring a connection between the SIG leadership and membership.

I recommend a committee of three to four people. Ideal committee members should be:

- ❖ well connected within the SIG
- ❖ not connected to the sitting leadership council (and otherwise unbiased)
- ❖ willing to ask people to volunteer

Serving on a nomination committee is a mid-level commitment for a relatively short period of time. It’s a great way to contribute to the organization without making a long-term commitment; because of this, you should have little trouble finding people to volunteer.

*Note:* The nomination committee for the Management SIG also ran the election itself; however, this is not mandatory. Depending on the circumstances, your SIG may choose to have another committee coordinate the election.

### Schedule

The following is a guide for how you could schedule your nomination and election activities. Coinciding your leadership

*SIG Elections, continued on page 14*

# Distinguished Chapter Service Award Winners for 2007

The Society for Technical Communication has long recognized the importance of the hard work and commitment of its chapter members. Without their energy and enthusiasm, the Society would cease to be the largest, most effective, and most prestigious organization of technical communicators in the world.

In 1988, the Society initiated the Distinguished Chapter Service Award (DCSA) to recognize exemplary dedication to the chapter and its activities. The first awards were presented in 1989. Following is a list of DCSA winners for 2007.

## Region 1 Chapters

### *Boston*

Virginia Adams  
Karen Giventer  
Patty Morin

### *Eastern Ontario*

Rick Lorenz

### *Philadelphia Metro*

Michael V. Sharp  
Prescott S. Williams

### *Southwestern Ontario*

Opal Gamble  
Nancy Halverson

## Region 2 Chapters

### *Carolina*

Meredith Kinder  
Cindy Richardson-Decker

### *Washington, D.C.*

Katharyn L. Bine

## Region 3 Chapters

### *Atlanta*

Dirk Bender  
Roger Siegel

### *East Tennessee*

Tim Hammon

## Region 4 Chapters

### *Northeast Ohio*

Jeanette Evans  
Lori J. Klepfer

### *Pittsburgh*

Alan Houser

### *Southeastern Michigan*

Kathleen Belanger  
Deborah Stacy

## Region 5 Chapters

### *Houston*

Ann Jennings

### *Lone Star*

Jackie Damrau  
Jeanne Foster  
Paul Holland

### *Phoenix*

Linda Glass Shacklock

### *Southern Arizona*

Pat Markey

## Region 7 Chapters

### *Mid-Valley*

Scott Logan

### *Rocky Mountain*

Anne C. Halsey

## Region 8 Chapters

### *Berkeley*

Kathryn Munn

### *East Bay*

T. R. Girill

### *Los Angeles*

Melissa Stoller

### *NorthBay*

Rolfe Dlugy-Hegwer

### *San Francisco*

Larry Pastori

### *San Gabriel Valley*

Kathy Broman

### *Silicon Valley*

Jeff Beeler  
Andrew Davis  
Colleen Doherty  
Mimi Wessling  
Anne Wilson ◆

## Moving? File Your Change of Address with STC

Please remind members who are changing residences to send their new address to the STC office to avoid interrupted delivery of *Intercom* and *Technical Communication*. Some members assume that informing the post office of their new address is enough to ensure that all of their mail is forwarded. However, the United States Postal Service forwards only first-class mail; mailings such as *Intercom* and *Technical Communication* are not forwarded.

To file a change of address with STC and ensure continuous delivery of Society publications, members can use the online form at [www.stc.org/stcmembers/formAddressChange01.asp](http://www.stc.org/stcmembers/formAddressChange01.asp). ◆

# Distinguished SIG Service Award Winners for 2007

In 2002, the Society initiated a formal awards program to recognize the commitment and hard work of members of its special interest groups (SIGs). The Distinguished SIG Service Award (DSSA) recognizes length of SIG membership, consistency of service over the duration of membership, and variety of service.

Following are the winners of the 2007 Distinguished SIG Service Award:

## Academic

Kenneth T. Rainey (*posthumous award*)

## Instructional Design and Learning

Chris Emanuelli

## Management

Patrick Lufkin  
Richard Mateosian

## Online

Rachel Houghton  
Destry Wion

## Policies and Procedures

Raymond E. Urgo

## Quality and Process Improvement

Thomas Neuburger

## Usability and User Experience

Amanda J. Nance ♦

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## New Sigma Tau Chi Members Named

The STC Board of Directors recently elected eight new members of Sigma Tau Chi (STX), the honorary society for students of technical communication. STX recognizes students enrolled in baccalaureate or graduate technical communication programs who have a cumulative grade point average of 3.5 or above, are exemplary participants in STC, and demonstrate a potential for significant contribution to the profession. The new STX members at the undergraduate and graduate levels are as follows:

### Undergraduate

Jennifer E. Davis  
*Arizona State University–Polytechnic  
Campus*

Lindsay K. Lehmann  
*Cedarville University*

Brynn Paine  
*Cedarville University*

### Graduate

Sarah J. Austin  
*Missouri State University*

John Martin  
*North Carolina State University*

Kimberly Michelle Rothwell  
*North Carolina State University*

Elaine Wisniewski  
*Eastern Michigan University*

Quan Zhou  
*University of Washington*

For more information on STX, please contact the STC office by e-mail at [stc@stc.org](mailto:stc@stc.org). ♦

## Distinguished Service Award for Students

In 2005, the Society introduced a special awards program, the Distinguished Service Award for Students (DSAS), designed to recognize exemplary dedication to student chapters and their activities. Only student members who are currently attending school on a full-time basis are eligible for this award. The winners of the 2007 DSAS are listed below.

### Cedarville University Student Chapter

Brynn Paine

### Chicago Chapter

Ginnifer Mastarone

### Mercer University Student Chapter

Kyle Steele

### Missouri Western State University Student Chapter

Stacey Fosburgh-Shores

### Orlando Chapter

Rachel C. Eichen

### Texas Tech University Student Chapter

Nicole M. Madison

### Trinitite Student Chapter

Jennifer Bracken ♦

# Society Events

**April 11, 2007**

LIVE WEB SEMINAR

Kevin A. Siegel will present an STC live Web seminar, “Creating Interactive CBTs with *Captivate*®—in Half the Time,” from 1 to 2:30 PM Eastern Time.

Participants will learn how to maximize the potential of Macromedia *Captivate*®, a powerful tool for creating software simulations, and how to create hybrid computer-based training systems (CBTs) that will cut development time by 50 percent. For more information or to register for the seminar, please visit [www.stc.org/edu/seminarsList01.asp](http://www.stc.org/edu/seminarsList01.asp).

**April 11, 2007**

LIVE WEB SEMINAR

Dr. Sivasailam Thiagarajan will present a live Web seminar, “Learning with Thiagi,” from 1 to 2:30 PM Eastern Time. The seminar, produced by the Instructional Design and Learning (IDL) SIG, will address a set of proven principles and procedures that increase and improve interactive training—easily and affordably. For more information or to register, please visit [www.stcsig.org/idl/webinar](http://www.stcsig.org/idl/webinar).

**April 12–13, 2007**

CONFERENCE

The **Manitoba Chapter STC** and Red River College will hold their fourth annual technical communication conference, “Technology and Teamwork,” at the Red River College Princess Street campus. For more information, please contact Leslie McKendry-Smith at [lmckendry@skyweb.ca](mailto:lmckendry@skyweb.ca), or visit [stcmanitoba.org](http://stcmanitoba.org).

**April 14, 2007**

CONFERENCE

The **Birmingham Chapter STC** will host a partial-day workshop for business writers from 9 AM–3 PM in Birmingham, Alabama. Sessions include “Revising and ‘Perfecting’ the Document in a Fast-Paced Environment”; “Persuasion: It’s Not Enough to Be Right”; “Amplification: It’s Not Enough to Provide the Data”; and “Organization: Being Organized Is Not Enough.” For more information on the topics, speakers, and registration, please contact Sara Beth Scudder at [sara.beth.scudder@fnf.com](mailto:sara.beth.scudder@fnf.com), or visit [www.birminghamstc.org](http://www.birminghamstc.org).

**April 18–20, 2007**

CONFERENCE

The **TransAlpine Chapter STC** will host its spring 2007 conference at the corporate center of Zurich Financial Services in Zurich, Switzerland. For more information, please contact Nancy Gelman at [nancy.gelman@roche.com](mailto:nancy.gelman@roche.com), or visit [www.stc-transalpine.org](http://www.stc-transalpine.org).

**April 24–26, 2007**

CONFERENCE

The **Southwestern Ontario Chapter STC** will host its spring 2007 workshop at the Hilton Garden Inn in Cambridge, Ontario, Canada. Sarah O’Keefe will guide participants through the XML challenge. Those new to XML as well as those already using it in their authoring environment are welcome. For more information, please e-mail [education@stc-soc.org](mailto:education@stc-soc.org) or visit [www.stc-soc.org](http://www.stc-soc.org).

**May 2, 2007**

LIVE WEB SEMINAR

Whitney Quesenbery will host an STC live Web seminar, “Choosing the Right Usability Technique (To Answer the Right Question),” from 1 to 2:30 PM Eastern Time. Participants will review options for usability evaluations and examine how they can be used most effectively. For more information or to register for the seminar, please visit [www.stc.org/edu/seminarsList01.asp](http://www.stc.org/edu/seminarsList01.asp).

**May 12–16, 2007**

CONFERENCE

The **Technical Communication Summit—STC’s 54th Annual Conference** will be held at the Minneapolis Convention Center in Minneapolis, Minnesota. Preconference workshops will begin on May 12. For more information, please visit [www.stc.org/54thconf](http://www.stc.org/54thconf).

**June 4, 2007**

CONFERENCE

The **Israel Chapter STC**, which will celebrate forty years as a chapter—and as the oldest STC chapter outside of North America—will hold its semiannual convention, “The Proactive Technical Communicator: Multiple Disciplines, Multiple Perspectives,” at the Daniel Hotel, Herzliya, Israel. For more information, please e-mail [convention@stc-israel.org.il](mailto:convention@stc-israel.org.il) or visit [www.stc-israel.org.il](http://www.stc-israel.org.il).

Send announcements of your community or regional events to [tieline@stc.org](mailto:tieline@stc.org). ♦

## Membership Pins Available

STC leaders seeking to recognize helpful volunteers or community members attaining new status may wish to purchase STC membership pins through the Society specialty gifts program. These stylish lapel pins feature the STC logo and are color-coded to membership grade. An order form for these and other STC specialty gifts is available from the *STC Merchandise* form, which can be downloaded from [www.stc.org/pubs/brochures01.asp](http://www.stc.org/pubs/brochures01.asp).

Contact Cara Gardner, Membership Assistant, at [cara@stc.org](mailto:cara@stc.org) if you have any questions. ♦

# \$10,000 Research Grants: June 29 Deadline

By Rachel Spilka, Manager, Research Grants Committee

An annual award of up to \$10,000 is available to support research that connects well with STC's Strategic Objectives ([www.stc.org/about/strategicObjectives01.asp](http://www.stc.org/about/strategicObjectives01.asp)). STC is interested in supporting research that has direct relevance and value to the work of technical communication practitioners, who constitute the majority of the Society's membership.

The selection of the annual award recipient involves a three-stage process.

## First Stage: Query

The deadline to submit a proposal is **midnight on Friday, June 29, 2007**. Researchers should submit an electronic copy of a cover page and a five-page query sent as a single e-mail attachment with a message addressed to Rachel

Spilka, Manager, STC Research Grants Committee ([spilka@uwm.edu](mailto:spilka@uwm.edu)).

On the cover page, include the project title and researchers' names and institutional affiliations.

The query should include the following:

- ❖ Problem statement, research questions, and project description
- ❖ Explanation (embedded in a brief literature review) of how the project will contribute to the field of technical communication and benefit the Society
- ❖ Description of the project design and methodology
- ❖ Description of researcher qualifications
- ❖ Citations list

## Second Stage: Selection of Two Finalists

From the queries received, the Research Grants Committee will select two finalists, who will be notified in September 2007. The finalists will receive detailed feedback on their queries and on the viability of their research ideas to help them develop a full proposal, which will be due on **December 1, 2007**. Finalists may also be asked for additional information and materials to help the committee in its review and deliberation.

## Third Stage: Final Selection

The Research Grants Committee will recommend one of the two projects to the STC Board of Directors for funding, and the awardee will be notified after the Board meets in January or February 2008.

Please contact Rachel Spilka at [spilka@uwm.edu](mailto:spilka@uwm.edu) if you have questions. ♦

# Jay R. Gould Award Winners

The Jay R. Gould award for excellence in teaching technical communication honors the distinguished teaching career of the late Professor Gould. His academic mentorship guided many into the technical communication profession. The Gould award honors excellence in teaching that becomes true academic mentorship: the personal and professional concern that the best teachers extend to their students beyond the classroom. This mentorship continues beyond graduation as former students grow throughout their professional careers.

To be eligible for the award, a nominee must have been a member of the Society for Technical Communication for at least ten years and must have been involved in postsecondary education for at least fifteen years.

This year's winners of the Jay R. Gould award for excellence in teaching technical communication are as follows:

**David K. Farkas**, Fellow  
University of Washington  
Seattle, Washington

**M. Jimmie Killingsworth**, Fellow  
Texas A&M University  
College Station, Texas

**Donald E. Zimmerman**, Fellow  
University of Colorado  
Fort Collins, Colorado ♦

## Next Year's Conference: Call for Proposals

STC's 55th Annual Conference will take place June 1–4, 2008, in Philadelphia, Pennsylvania. The conference call for proposals (and an accompanying application form) will be posted on the STC Web site in early summer 2007. ♦

We altered the existing community funding model—a fixed entitlement in which communities received a blanket amount of money—to a variable-funding model based on the total number of members. The variable-funding model was at the time felt to be a more affordable solution for the Society, which was encountering its own operational budget problems.

## Change in Committee Members

The Funding Model Committee members changed about six months into the project. Vici and Beth were tasked with other projects by the STC President, Paula Berger. So, the Funding Model Committee was put under the auspices of the Finance Committee, chaired by W. C. Wiese, STC Treasurer. After this change, the team comprised our two longest-running members—Mary Jo Stark and Jackie Damrau—as well as W. C. Wiese, Char James-Tanny (STC Secretary), Susan Burton (STC Executive Director), Doris Fee (STC Interim CFO), and Peg Cottrell (STC Director of Administration).

This new committee began picking up steam, and soon developed a funding model that was ready to be put to the test.

## Deciding Our Success Criteria

The project could only be successful if STC communities could step out of the box and try a new model. We built the new funding model to:

1. Distribute funds based on service provided
2. Use a zero-based budgeting methodology
3. Have some level of reserves
4. Enable STC to provide financial rewards (incentives) for strategic initiatives

Three virtual communities were selected to pilot this funding model: the Management, Instructional Design & Learning, and Consulting & Independent Contracting SIGs.

Before these SIGs could receive their funding, they were asked to:

- ❖ Elect SIG officers: a manager, assistant manager, and treasurer
- ❖ Prepare a proposed budget detailing how the funds would be spent relative to the SIG's strategic plan
- ❖ Use an online or physical bank account
- ❖ Establish how money would be controlled and disbursed
- ❖ Require expense report approval from the treasurer and SIG manager before dispensing monies
- ❖ Establish how to handle inappropriate expenses
- ❖ Prepare a monthly report, submitted by the treasurer to the SIG leaders
- ❖ Make use of an alternative banking solution or continue the sending of physical checks to the Society office in cases where online banking is unavailable

## Funding Model Process

The three SIGs were then asked to use the following process to request operating funds for the 2006–07 fiscal year:

1. Complete a spreadsheet outlining the community strategy for the requested fiscal year
2. Submit a spreadsheet to the STC finance team for review
3. Submit a year-end report of expenditures for strategic initiatives to the finance team

In response, the finance team and other STC committees (such as technology)

were to review the funding request, and either approve it or request that the community submit additional information. The finance team was to then request the STC office to disburse funds for the first half of the fiscal year, with the second half of funds being disbursed in January.

## Pilot Success

The pilot model has been in effect for six months now. While every pilot has its business hiccups, we have concluded that the new funding model does work for virtual communities. Thus, we celebrate the model's success.

We are still monitoring expenses through the end of the 2006–07 fiscal year, and will be conducting a “lessons learned” session with the three pilot SIGs in early June. Results of the funding model pilot process will then be turned over to the SIG Advocate by early July to aid work in promoting the model among remaining SIGs. The Advocate will also have templates and process and mentoring assistance from the pilot SIGs in order to help the remaining SIGs effectively plan their budgets. This will aid the Advocate in continuing to effectively represent SIG needs at future board meetings.

## Thank You to . . .

The authors would like to say that we've enjoyed working with the Management SIG (Mike Markley and Richard Mateosian), the Instructional Design & Learning SIG (Jane Smith and Jeanette [Thomas] Rogers), the Consulting & Independent Contracting SIG (Linda Gallagher and E. C. Eklund), and the 2006–07 SIG Advocate (Judith Herr) on this pilot project.

We also thank all the committee members who helped get the project started. ♦

## Applying Triage Methods

There are at least five different types of crises that the LCR triage team handles:

- ❖ An activity has more bills now than it has money to pay, with no plan of how to handle the situation (in other words, *outgo* is greater than *income*, and a crisis is looming)
- ❖ An activity has lost its leadership, with no one left to run the show
- ❖ A special, paid event has fewer registrations than needed to break even—and won't unless immediate and significant action is taken
- ❖ There is a major conflict among community council members—or one bad apple—threatening to tear the community apart if not addressed
- ❖ A community's average attendance rate or membership has fallen below the point of financial viability

Each crisis requires a different style of mentoring, and mentors are asked to handle situations that fit their unique abilities. Following are several examples of recent situations that communities have experienced, and the mentoring methods used by triage coaches.

### 1. Conflict Resolution

Former STC President Judith Glick-Smith, the first manager of the LCR, was asked to use her professional mediation skills to solve a conflict in which two people were locked in a "classic conflict spiral." The situation escalated to a point where only a mediator was able to intervene. Judith helped the involved

parties see the conflict as a problem to be solved rather than a war to be won. In other words, she used a win-win approach by focusing on collaborative problem solving. (As a certified mediator, Judith could not relate specific details about the community due to confidentiality rules.)

### 2. Community Leadership Void

Jack Molisani, one of the leaders to initially set up the triage team concept in the LCR, was asked to take over as the president of the Aloha chapter when the former president moved to California and resigned from the position. The twist? Jack also lives in California. But he is enthusiastic about breathing new life into the chapter by reaching out to local business writers and the University of Hawaii to increase membership and offer educational opportunities.

### 3. Inactive Community

Suzanne Guess, a senior member and leadership mentor, is currently helping a dormant geographic community. There had been no activity except for occasional postings to the job board, so the chapter vice president contacted the STC office for help. Region 8 Director Beau Cain investigated the situation and contacted all the current members of the chapter. Several expressed interest in working to get the chapter up and running again. Suzanne has set up biweekly meetings with the interested members to revitalize the chapter over the next few months.

## Triage Contact Information

If your community needs support in resolving an issue, contact Mary Kabza, Director of Marketing and Membership, at the STC office at +1 (571) 366-1912 or [mary@stc.org](mailto:mary@stc.org). ♦

## For Membership Managers: The STC Membership Cycle

**M**any community membership managers may soon notice a drop in the community member counts they receive from the STC office. Don't worry: this happens every year as part of the annual cycle of STC membership.

In April, the STC office will mark members who have not yet paid their dues as "inactive" in the database. The drop in membership is reflected in both the community and total Society membership counts. However, between the April drop and June 30 (the end of the fiscal year), membership will steadily increase as late renewers pay their dues and new members join the Society.

In March, those members who had not paid their dues by the February 28 deadline received an e-mail notice informing them that no further issues of *Intercom* and *Technical Communication* would be forthcoming without renewal of their STC membership. Please use community meetings and newsletter articles to remind members to renew if they have not yet done so. ♦

## Annual Business Meeting at Conference

**T**he STC Annual Business Meeting will be held **Monday, May 14**, from 6:00–7:00 PM in Ballroom A of the Minneapolis Convention Center. STC members who have paid their dues in full may vote at the business meeting. ♦

*SIG Elections, continued from page 7*

changes with the annual conference in May allows for an orderly, face-to-face transition between current and incoming leaders. Moreover, this schedule aligns fairly closely with the fiscal year, and it gives the new leaders an opportunity to spend the summer planning activities for the coming year. Of course, your nomination committee must agree to whatever schedule you set; these dates are merely suggestions.

Form a nomination committee	January 1–15
Committee meets to discuss its strategy	January 16–31
Committee talks with SIG members to identify potential candidates	February 1–21
Committee collaborates to determine slate of candidates	February 22–28
Committee (or SIG manager) announces the slate to the SIG membership via e-mail, the Web, and/or a newsletter	March 1
Committee gathers and distributes candidates' biographies	March 1–14
Set up online election	March 1–14
Send candidate biographies and voting instructions	March 15
Hold online election	March 16–26
Committee counts and verifies votes	March 26–31
Committee (or outgoing SIG manager) announces election results	April 1
New leadership takes over	June 1

**Online Election Tools**

The Management SIG has used these tools for the past two elections:

- ❖ *Survey Monkey (www.surveymonkey.com)*. Cost: about \$20/month. In addition, the Management SIG used this tool to distribute its membership survey, which was very useful in assessing operational goals.
- ❖ *Zoomerang (info.zoomerang.com)*. Cost: nonprofit rate of \$99 for three months.

To ensure reliable and valid results, you should select one of two options: have voters input their membership number to be cross-referenced with your membership records, or allow only one vote per computer. The latter option is a little less reliable because it's dependent on the use of cookies, and, typically, people have access to more than one computer.

**Additional Considerations**

Among the topics that you will need to consider when you run elections is how the write-in candidate process works. Consult both your SIG bylaws and the Society bylaws for guidance on this issue.

Also, you might consider using the election process to gain approval for bylaws updates. In 2007, the Management SIG membership is considering a change to the bylaws that would increase the number of elected positions from three to five. This change will either be approved or denied through the online election that we are holding.

**Customize the Process for Your SIG**

Every SIG is different, and certainly there will be different ways to carry out the task of electing SIG leadership.

Best wishes to you as you work through the process to include your membership in the nomination and election process. ♦

## Membership Update

As of March 13, 2007, 65 percent of STC members have renewed their membership. Our goal is a 72 percent renewal rate by the end of the fiscal year. On March 13, 2006, the renewal rate was 60 percent.

In July through February of the last membership cycle, 2,144 new members joined STC. During July through February of the current membership cycle, a total of 2,362 new members joined STC (an increase of 218 new members).

Please thank your community's new and renewing members for contributing to STC's membership efforts. ♦

# Marketing Your Community's Activities within STC

Interested in letting fellow STC members know about an upcoming chapter or SIG event? Consider submitting your information for inclusion in STC's publications or online events calendar, or make a post on the online forum.

Please send as much information about the conference or event as possible to [intercom@stc.org](mailto:intercom@stc.org). Include the date and location; the name, phone, and e-mail address of a contact person; a related Web address; and a sentence or two about the theme or content. Be aware that the deadlines for each publication vary, as noted below.

- ❖ *Intercom*. The "F.Y.I." section promotes events of interest to technical

communicators. To ensure timely publication in *Intercom*, submit event or conference information three months prior to the issue in which you want it to appear. For example, if your regional conference is scheduled for December, you'll probably want details to appear in *Intercom* no later than November, which means that you must submit information by August 1.

- ❖ *News & Notes*. This is STC's monthly e-newsletter, sent to all members. Please submit all pertinent information two months prior to the issue in which you want it to appear. For example, if your live Web seminar is scheduled for November,

information should be submitted by September 1.

- ❖ *Tieline*. Submit information two months prior to the issue in which you want it to appear.
- ❖ *STC's related events page*. This section of the STC site ([www.stc.org/edu/relatedEvents01.asp](http://www.stc.org/edu/relatedEvents01.asp)) provides information about upcoming events and ongoing opportunities for technical communicators.
- ❖ *STC's online forum*. Get people talking and thinking about your event before and after it happens by posting an announcement on the STC forum (<http://stcforum.org>). This is a great way to start an online buzz! ♦

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## Ramius Software Provides Dynamic Conference Experience

New features planned for this year's conference in Minneapolis—including *Institutes*, or conferences-within-a-conference—continue STC's tradition of educational excellence by offering in-depth explorations of hot topics in technical communication. As part of these new features, the Ramius Corporation ([www.ramius.net](http://www.ramius.net)) of Ottawa, Canada, has joined with STC to extend and deepen the conference experience beyond the few days that attendees gather in Minneapolis.

A leading developer of online community systems for virtual collaboration and knowledge sharing, Ramius will offer complimentary use of its flagship software, *CommunityZero*, a powerful Web-based tool for creating virtual communities. Attendees who register for the Sharing Corporate Knowledge Institute will be able to use *CommunityZero* to network, share information, view

session files, and communicate with the presenter and other participants—thirty days before and after the conference!

*CommunityZero* is 100 percent Web-based and features a full suite of collaborative tools that will enable participants to discuss Institute sessions and build on the knowledge they gather at the conference. Presenters also plan to use *CommunityZero*'s polling feature to solicit registrants' input, which will help shape the discussions in Minneapolis.

More than 1.5 million users worldwide recognize the value of *CommunityZero*'s extensive capabilities, including:

- ❖ a consistent, easy-to-use interface
- ❖ powerful search capabilities
- ❖ integrated RSS feeds
- ❖ streamlined document management with check-in/check-out version tracking

- ❖ content submission via e-mail
- ❖ easy-to-use permissions capabilities
- ❖ Web-based database tool

The Sharing Corporate Knowledge Institute—organized by Michael Hughes, an STC Associate Fellow and award-winning author on knowledge management—will feature sessions on knowledge harvesting, maximizing the business value of your intranet through design standards, case studies in knowledge-driven design, and pattern language as a knowledge tool.

For more information about Ramius and *CommunityZero*, visit [www.ramius.net](http://www.ramius.net). To register for STC's 54th Annual Conference, go to the conference Web site at [www.stc.org/54thConf](http://www.stc.org/54thConf). The Institutes are included in the conference registration fee (US\$795 for members). ♦

# Two Chosen for Inaugural Ken Rainey Award

This year, STC has established the Ken Rainey Award for Excellence in Research to celebrate and honor the late professor Rainey's passion for research that results in improvements to technical communication, especially to practice. The award acknowledges the importance of exemplary research to technical communication and encourages excellence in technical communication research by honoring those whose research studies have made an outstanding contribution to the field.

STC is delighted to announce *two* winners of the inaugural Ken Rainey Award: Karen Schriver and Jan Spyridakis.

Karen Schriver's research, especially in information design, has had a lasting impact on practice. Her 1997 book, *Dynamics in Document Design: Creating Texts for Readers*, is internationally recognized and widely consulted. Through her professional work, international dissemination of research results, and continuous outreach to the media, Karen has

become an ambassador for technical communicators worldwide. She is considered a valued authority in our field and her work continues to have a positive influence on the profession.

Jan Spyridakis has devoted much of her professional life to conducting high-quality studies in our field. She is widely known for explicating innovations and trends in technical communication, conducting carefully crafted studies that extend those innovations, and helping practitioners understand and use research results to improve their professional lives. She has been a peerless research mentor, allowing her students first place in coauthored studies and educating new generations of researchers. Overall, Jan is an exemplar of best practices by designing studies that matter to practice and disseminating study results broadly and in ways accessible to everyone.

The recipients will receive their award at STC's 54th Annual Conference, May 12–16, in Minneapolis, Minnesota. ♦

## New Direct Dial Numbers for Office Staff

STC members should be aware that STC office staff members have new direct dial telephone numbers. Alternately, callers can continue to reach the main office at +1 (703) 522-4114, and may then enter the last four digits of each staff member's direct dial number, as listed below.

Staff Member	Title	Direct Dial Number
Merrick Bechini	Director of Information Systems	+1 (571) 366-1905
Claudette Brown	Education Coordinator	+1 (571) 366-1903
Susan Burton, CAE	Executive Director	+1 (571) 366-1901
Peg Cottrell	Director of Administration	+1 (571) 366-1916
Eleanor Coyne	Bookkeeper	+1 (571) 366-1906
Amanda Ervin	Staff Assistant/Front Desk Attendant	+1 (571) 366-1918
Cecily Farrar	Assistant Editor	+1 (571) 366-1911
Cara Gardner	Membership Assistant/Community Liaison	+1 (571) 366-1913
Elaine Gilliam	Meetings Manager	+1 (571) 366-1902
Alan Harris	Programmer	+1 (571) 366-1908
Mary Kabza	Director of Marketing and Membership	+1 (571) 366-1912
Maurice Martin	Communication Director	+1 (571) 366-1909
Ed Rutkowski	Assistant Communication Director	+1 (571) 366-1910
Shaf Syed	Webmaster	+1 (571) 366-1907
Lloyd Tucker	Director of Education	+1 (571) 366-1904 ♦

## New Philippine Chapter

STC members in the Philippines are in the process of forming a chapter based in the city of Taguig. To get in touch with the provisional chapter leaders, visit [www.stc.org/membership/chapterSearch01.asp](http://www.stc.org/membership/chapterSearch01.asp). ♦

## Mailings from the STC Office

- In April, the STC office will begin mailing press releases about the Society's new fellows and associate fellows to media outlets in relevant areas.
- Lists of senior members will be mailed to chapter presidents in early April.
- Monthly reports for March will be mailed to chapter membership managers in early April.
- In early April, chapter presidents will receive a roster of chapter members who have *not* renewed as of March 31, 2007. To obtain a roster of members who *have* renewed for 2007, contact Cara Gardner at [cara@stc.org](mailto:cara@stc.org).
- In mid-April, all student chapter faculty advisors will receive a reminder to complete and return a chapter financial report form to the Society treasurer by May 31, 2007.

## Community Leaders' Monthly Reminders

### April

- Please remind members who have not yet paid their dues to send payment as soon as possible. *Intercom* will no longer be mailed to those with unpaid membership dues. Their last issue will be that of April 2007.
- Chapter leaders should submit their community reports to [csr@stc.org](mailto:csr@stc.org) by **May 1, 2007**.
- Send a list of incoming officers to the STC office via fax at +1 (703) 522-2075, or e-mail Cara Gardner at [cara@stc.org](mailto:cara@stc.org). The STC office tracks the following chapter positions: president (or student chapter advisor), first vice president, secretary, membership manager, treasurer, newsletter editor, employment manager, and webmaster. The office also tracks the following SIG positions: manager, newsletter editor, secretary, webmaster, and membership manager.
- Make certain the treasurer knows that the term in office extends until the financial report is filed at the close of the fiscal year (June 30, 2007).
- See that all chapter committee records are promptly turned over to the new administration.
- Ask the chapter tellers committee to announce the names of new chapter officers at the meeting for their installation.
- Begin thinking about the upcoming year. Make preliminary notes and draw up goals for your community.
- Register for STC's 54th Annual Conference on or before **May 4, 2007**, to take advantage of advance registration rates.
- Post information or updates about community scholarships on your community Web site.
- SIG managers*: Plan for the SIG meeting at the annual conference. Prepare extra SIG brochures and other handouts. If you are unable to attend the conference, have another community member lead your SIG's business meeting and coordinate with you afterward on the items discussed.



## Membership at a Glance

As of April 3, 2007:

Total members:	12,768
Members residing in the U.S.:	10,751
Members residing in Canada:	1,213
Members residing elsewhere:	804
Total communities*:	153

\*Includes 103 professional chapters, 30 student chapters, and 20 SIGs

## Leadership Links

Leaders' Reference Guide: [www.stc.org/PDF\\_Files/ChapterLeadersGuide\\_0607.pdf](http://www.stc.org/PDF_Files/ChapterLeadersGuide_0607.pdf)

Chapter Handbook: [www.stc.org/stcmembers/chResources01.asp](http://www.stc.org/stcmembers/chResources01.asp)

Tieline Knowledge Base: [www.stc.org/stcmembers/tielineKb01.asp](http://www.stc.org/stcmembers/tielineKb01.asp)

Chapter finances: [www.stc.org/stcmembers/chFinances01.asp](http://www.stc.org/stcmembers/chFinances01.asp)

Tieline archives: [www.stc.org/stcmembers/tielineArchive01.asp](http://www.stc.org/stcmembers/tielineArchive01.asp) and

[www.stc-cdx.org/tieline](http://www.stc-cdx.org/tieline)