



# Dialog!

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## Coming soon

A whole new array of meetings, speakers and topics are lining up for the year. Check the chapter Web site for the schedule.

## Remember when....

Don't miss the chapter history tidbits on [Page 7](#). If you have any memories or memorabilia to contribute to preserving our history, contact Sharon Garrity [sgarrity@dcaservices.com](mailto:sgarrity@dcaservices.com).

Sharon is reconstructing some of our historical information that has been lost or misplaced during the last few years. Old newsletters, programs, photos, or whatever you have or remember are more than welcome. Jot down any memories you have and forward them on! We'll sort them into the right era. If you want to keep the photos or old newsletters, we can always scan them to preserve them electronically.

## A winner

The Dialog! won a merit award in the 2007 STC Newsletter Competition.

## The Chapter President's Report

*By Eric Lowber, Oklahoma Chapter President 2007-08*

My name is Eric Lowber, and I am excited about serving as STC-OK Chapter President for the new year.

Our focus this year will be on developing the skills of our members, and on making everyone aware of new developments in technical communication. Our upcoming schedule of events will include workshops and presentations covering topics such as useful software tools for technical communicators, new trends in our field, and the risks and rewards of freelancing.

I encourage all of our members to contribute to this focus on professional development. You can do this by submitting an article to the newsletter, or by writing a book review.

The best way, however, that members can help out with the professional development of other technical communicators is by attending the meetings. At meetings, you can discuss problems you face on the job and how you dealt with those problems, new tools you have learned to use or are trying to master, and new directions that you or the company you work for are going in with regards to technical writing.

This year, with your help, we can make participation in STC more worthwhile.

*Eric*

## The Editor's Mark

*By Fred Stowell, Dialog! Editor*

Recently, I received an e-mail from another member of our staff who is in Customer Service. The message was in all capitals, symbolic of someone shouting. I mentioned this to the writer's supervisor because I was concerned that our Customer Service representatives were using the same approach with our customers.

The supervisor told me that she had instructed the representatives to use upper and lower case with outside customers but that all caps was okay for internal use. This incident reminded me that all of us have two sets of customers: Internal and External.

The supervisor realized this, too. Unfortunately, she forgot that internal customers are every bit as important as the external ones. Both should be treated with respect and courtesy. The interpersonal rules of good conduct should be applied equally to everyone we interact with.

*Fred*

## In a nutshell: 54th Annual STC Conference in Minneapolis

### *Member reviews sessions and provides an overview*

*By Babara Adams, Oklahoma Chapter Treasurer*

The annual meeting of the Society for Technical Communication (STC) provides technical editors and writers with an opportunity to learn about advances in content management, publishing and global technical writing.

New STC session topic categories that I attended at the Minneapolis conference were:

- Developing and delivering content
- Managing people, projects, and business
- Content management
- Information design and architecture
- Developing your skills and promoting your profession
- Globalization, localization, and translation

Other new categories that I did not attend included producing and publishing (online) information; designing and assessing user experiences, applying research and theory to practice, corporate knowledge, and Web 2.0. Editors and writers should have an opportunity to learn more about all of these important issues and recognize the value that information has to the organization.

**Sunday, May 13, 2007** — Leadership Day included sessions and information for STC chapter leaders. A new leadership community resource was announced for chapters to give support and guidance for chapter leaders. Changes in STC procedures were announced the participants then progressed to various special interest tables. As the Oklahoma Chapter Treasurer the past 2 years and also for the 2007-2008 year, I focused on the financial topics.

Other events on Sunday included the Bylaws Forum (discussion of bylaws and proposed changes) and an opening general session discussion with three panel-

ists. The welcome reception and opening of the Expo (vendors, award winners, exhibits and bookstore) followed. Many vendors dealt with translation and content management software. The International Competition award winners displayed were only “best of show” and “distinguished,” although I was told that the chapter can request the entire traveling exhibit to show at a meeting. It was disappointing to not see them all.

### **Monday, May 14, 2007**

The opening session of the STC annual meeting included a keynote address by Simon Singh, author of *Fermat's Last Theorem*.

**Session 1** – “Modular Writing and Reusability” was presented by Deborah Kenny, Information Mapping, Inc. This mini-workshop dealt with organizing information into independent units (content mapping). Information has to be consistent (use the same word for things), usable, generic, flexible, manageable, short (small pieces) and compatible. Information is divided into types: procedure, process, principle, concept, structure and fact. Basic steps are analyze, organize and present.



*The Oklahoma Chapter was well represented at the Minneapolis conference. Among the members attending were, front to back, Suzanna Laurent, Candice Mckee, Barbara Adams and Pam Eaker.*

*Continued on Page 3*

## *In a nutshell: 54th Annual STC Conference in Minneapolis*

*Continued from Page 2*

**Networking Luncheon** – This lunch was an opportunity to meet with other members of the STC Technical Editing special interest group. Discussions revolved around challenges various editors have.

**Session 2** – “Effective Page Layout for the Nonartist” was presented by Jean-luc Doumont. This session dealt with the importance of getting the reader’s attention with a good layout so that the content is noticed. Visual structure is about spatial arrangement. Something prominent looks more important. Pages have two dimensions; space is the final luxury. Use big margins (even in boxes). Unusual fonts are hard to read; don’t use all caps, underlining, tight line spacing or text on top of background symbols. Too much of anything is just NOISE. Writing or creating in the layout format is optimal. Figures and text will be harmonized in size and position. The optimum length of line would be two alphabet lists (52 spaces).

**Session 3** – “Road Signs: Finding Your Way in the Visual World” again presented by Jean-luc Doumont. This session dealt with the basic concepts of visual communication: words versus pictures. Are graphical symbols, signs, or icons processed differently than words? Being economical with words helps address language issues. Signs can be conventional, literal, or metaphorical. It’s important to adapt to your audience, maximize space, and use effective redundancy. Be careful with NOISE; people need time to comprehend.



*From left to right, Susan Burton, Executive Director; Linda Oestreich, incoming STC President; and Paula Berger, outgoing STC President cut the ribbon to open the Expo and welcome reception.*

**Tuesday, May 15, 2007**

**Session 1** – “Controlled Language: An Overview of Simplified Technical English” was presented by David L. Shaw. This session consisted of an explanation of Simplified Technical English (STE) and its applications. Global marketing means a wider audience. Cultural/educational diversity makes it necessary to standardize documentation. Essentially you must make one word have one meaning; don’t use the same word as an adjective or verb. For example *close* is a verb (close the door), but the corresponding adjective would be *near* (not close to something). Don’t use the gerunds (words ending in *ing*); they are confusing. Also prefixes such as *re* or *non* are not usually used. STE has a word list of both approved words and unapproved words.

**Session 2** – “Copy-marking, Clarity, and More: Progressions of STC’s Technical Editing Community.” Progression of speakers on topics such as managing editing projects, content management, concision and clarity, and handling tricky editorial problems.

**Networking Luncheon** – This lunch was an opportunity to meet with other members of the STC Environmental, Safety, and Health Communication Special Interest Group. Discussions revolved around developments in this growing area of technical communication.

**Session 3** – “Making Your Career Happen,” was a panel discussion. The three panelists Ann Rockley (The Rockley Group, Inc.), Scott Abel (The Content Wrangler, Inc.), and Rahel A. Bailie (Intentional Design, Inc.) each addressed career options for technical communicators in content management. The most important thing is to recognize that it is not about the tools (software), trends or techniques but what the tools can do for you.

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Regarding content management, you must know what you want it to do for you. People manage by results, not process. You need objective decision-making and to collaborate. Other ideas: Present like a pro, be a mover and shaker, talk the talk, and walk the walk. See Ann Rockley's book, *Managing Enterprise Content: A Unified Content Strategy* for more information on content management.

**Session 4** – "Words, Words, Words: Controlling the Unnecessary Sprawl of Terminology" was presented by Michelle Corbin, IBM. People are unconsciously encouraged to create new terms, abuse existing ones, and forget the basics of good usage.

Word choices may contradict choices made elsewhere in the same organization. Controlling technical terminology is critical to success. Challenges include overlooking an existing word, having too many definitions, having too many connotations, and combining words to create new words unnecessarily. We also over-use jargon, foreign words, and acronyms/abbreviations.



"No paparazzi!" Barbara Adams on stage with the band at one of the conference after-hours activities. Who says writers and editors don't know how to let loose and boogie down??

Wednesday, May 16, 2007

**Session 1** – "Manual Evaluation Workshop." This was a review of the IFSTA *Company Officer* manual by Pat Overbo. Overall, the reviewer thought the book was beautiful and professionally done. She also thought the font was easy to read. She then looked at the index first because it is the most important component. If you can't find something, the book is useless. Some items needed more cross references.

**Session 2** – "The Art of Friendly Persuasion" was presented by Suzanna Laurent (Communications Design Group) and Candice D. McKee (University of Central Oklahoma). The presenters talked about how to present your side of the story, dealing with team members who are not performing, and persuading a coworker to accept your ideas. They explained influencing, why it is important, and how people are persuaded. Participants completed a survey to determine their typical influencing style and how to use that knowledge and use appropriate influencing skills (*push and pull levers*).

**Session 3** – "If You're So Smart, Why Does Your Writing Suck?" was presented by Karen A. Schriver, KSA Communication Design & Research. Working with subject matter experts is difficult, but need to focus more on the contact (the beginning). Focus on writing and design. Issues are inconsiderate content shaped around the wrong interests and driven by poor thinking. Major issues are commission (visible problems with grammar, paragraphing, etc.) and omission (information gaps or missing steps). Performance-oriented writing is better than topic-oriented writing. Knowledge telling (data dump, details) is poor; knowledge transforming is audience centered and shows sensitivity to the audience, situation and culture.

**Closing Session** – The closing keynote address was by humorist Ze Frank who specializes in web design.

# Creating positive team dynamics

By Suzanna Laurent, Associate Fellow, Oklahoma Chapter

As the 2005-06 STC President, team dynamics became a special challenge for me because we were in the midst of a transformation. I knew the board of directors had to work together as a team to manage that transition. Creating positive team dynamics is especially important during transition, especially when managing an association of such diverse individuals.

Since we are all unique individuals, our values may be quite different from those held by other people on the team. I think everyone recognizes that people are different, and this is why we have to work harder to create positive team dynamics in a diverse group. Although we agree that people are different, only recently has identifying and valuing those differences become relevant. We know now that each individual usually has something unique that he or she can contribute to the team environment, and that we must value those individual differences.

Team values are the beliefs that are important to all members. Values are rules that can dictate the behavior of individuals. Ask your teammates what is important to them; then write down their responses. Once you have a list of individual values, you can work on the team values. A list of team members' values can be very long. However, a list of team values should be concise. The list is short because it is important that each member believes strongly in them and is willing to live by the team values.

To build positive relationships, there are four types of differences to consider. The challenge for your team is to find the unique combination of values that the team supports and that meet individual needs, so each member follows them for the benefits of the entire team.

1. Interpersonal styles—whether a person talks fast, uses hand gestures, or withdraws quietly.
2. Personal work styles—how a person is organized or not organized, and how they set priorities. We all like to do certain tasks and not others, but we may not appreciate how our actions affect the people around us.
3. Experience and background—New people may come in and want to change everything; veterans can be unwilling to consider new ideas.

4. Communication styles—How people get information to others. As you are asked to participate more frequently on teams, your success increasingly depend on your ability to work well with people who are different than you. Working effectively with people who are different is essential! Some examples of good individual values are:

- Honesty—being truthful with others
- Quality—striving to achieve the best results
- Friendliness—building positive relationships
- Thoroughness—completing whole jobs or projects in a thorough manner

Once your individual values are defined, you can start to define those of the team. Identifying team values involves looking

*“Winning teams identify and embrace values and norms that recognize individual preferences, but define how the team needs to work together to be successful.”*

at the lists from team members, listing those that everyone agrees are important, and determining company

values that might pertain to the team. With your team values fresh in your mind, focus your attention on developing a list of team norms. There should be a lot of discussion about this. Team members must come to a consensus on the ways the team will operate.

Here's how to identify your team norms. Have team members brainstorm a list of how they want the team to operate. Thoroughly discuss each norm, and talk about the effects of each on the team's work. Mark those norms that everyone agrees will help the team and for that reason should be kept. These are things like beginning or ending on time, confidentiality, and respect for others. Identify other norms, such as how team decisions will be made and how disagreements will be handled.

## Gaining Team Member Commitment

The next hurdle to overcome is gaining commitment from members. Ask each team member individually to answer the question, “On a scale of 1 (low) to 10 (high), how committed are you personally to these team norms?” Asking them individually allows you to get commitment from everyone. Team members must publicly acknowledge their buy-in and commitment. Discuss any low level—don't just overrule it. If a person has a low commitment (below an 8), the reason

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should be discussed, because the norm may need to be tweaked a little.

Winning teams have buy-in and the commitment of all the members when it comes to norms! Norms become an important tool for self-management. Team values and norms provide a stable foundation for building positive relationships on teams. Values define what is important to you and what rules you expect team members to follow at work. Norms go one step further, describing specific guidelines each person is expected to follow when working with other team members. Winning teams identify and embrace values and norms that recognize individual preferences, but define how the team needs to work together to be successful.

### Systematic view

As teams become more predominant in the workplace, expectations of what teams can achieve grow. But the dilemma for many teams is that they are failing to achieve their expected results. Often breakdowns in communication create frustration and loss of productivity. In fact, poorly organized teams are actually slowing down progress—the exact opposite of the desired outcome of quicker, better quality and lower-cost expectations!

Task behaviors help a team accomplish its objectives or achieve desired goals. These are actions that are done, such as assigning work, presenting information, and making decisions.

Relationship behaviors are actions taken to build interpersonal dynamics, such as learning what skills and abilities your teammates possess or providing feedback.

By using the correct mix of task and relationship behaviors at the appropriate times, your team can progress to its peak level of performance more quickly and with less difficulty. Actually, the task and relationship behaviors should stay pretty well balanced on the team for the best results.

Teams are frequently just thrown together and assigned a task. When they get off to a rough start like that, they have the odds stacked against them for achieving successful results. If you adopt a systematic view of teams, you can use these guidelines to help your team become the most productive.

### Developing successful teams

There are six components in the development of a successful team.

1. Establish Mission—What are the team's mutual goals and how committed are the team members to those goals? Having a common team mission and purpose is a key to achieving successful results. The mission must be established early in the formation of the team and then translated into achievable goals that all team members clearly understand.

2. Team design and leadership—How is the team structured? These are the individuals who make up the team. Effective teams are not simply groups of individuals thrown together; they are individuals who each play a critical role in the team's success.

3. Team rules and guidelines—the values and norms you agree to for the team. One of the most important team building blocks is to immediately establish the rules and guidelines that will guide behavior and interpersonal dynamics. By focusing on team values and norms, you set the standards for the life of the team. It is critical that team members participate in establishing the values and norms, so they are committed to them. The values and norms must be consistent with those of the company.

4. Team dynamics—This is the team maturity. In this component, the team identifies the team life cycle or stages of maturity. Life cycle stages: Infant, Adolescent, Young Adult, Established Performer—as the team members gain confidence and maturity, the team moves from the Infant stage along to the Established Performer stage.

5. Team controls—If members are clear about their roles and how they contribute to the overall success of the team, an empowering climate is created. Much of the success of the team depends on how much responsibility can be delegated to team members. Individuals begin to take initiative to solve problems and complete tasks without being asked.

6. Evaluation—The measure of success depends upon whether the team achieves the desired results. An evaluation of the team's output is conducted by an assessment of both its customers and management sponsors.

As we consider how all of this information applies to us today, the stage is set for teams to fill the gap left by change, including restructuring and downsizing.

## Creating positive team dynamics

Teams have more responsibility than ever before to contribute to the success of the organization.

Much of this responsibility falls on the shoulders of the individual team members who must work together. As a team member, you are responsible for ensuring that you clearly understand the goals of the team, as

*Continued from Page 6*

well as your own role and standard of performance. You must also make an effort to build relationships that support positive team dynamics. In the organizations of the future, there will be less bureaucracy and less dependence on higher-level managers. You should consider yourself one of the critical success factors in building winning teams in this environment!

## Oklahoma Chapter History

*Contributed by Barbara Adams, Chapter Treasurer*

Remember 1995–1996: **Suzanna Laurent** was President, **Barbara Adams** was Treasurer, **Barbi Harrison** was in charge of the Region 5 Conference, and **Mark Hardick** was Historian.

In 1995–96, Mark wrote the following:

*In 1977 my employer paid for a year's dues for STC. I was not aware of just what the organization encompassed, but the occasional newsletters and Technical Communication magazine began to offer me some clues. Eventually, I attended a meeting, then another, and another. My professional life has been much richer for having attended.*

*How does a chapter get off the ground and become a viable entity? I have asked that question several times. The answer: Through diligence, hard work, and much time. Some of the principals in this process are found in the list of past Chapter leaders. But let's single out a few names.*

*The first to come to my attention was **Robert Corey**. I've never met him, but his position on our totem pole suggest that he was one of the leaders.*

*The person I do know, **Bea Sprouse**, began at Oklahoma State University Technical Institute by contacting anyone she could find to get information about STC. In her quest, she contacted the venerable **Bill Stolgitis** at the national headquarters and from there came the nucleus for our Oklahoma Chapter in 1977.*

*Bea's interests then were centered around her students who were involved in technical writing at OSU Tech. As a result, a number of her students became chapter members and chapter officers. Eventually, a student chapter form at OSU-OKC.*

*Another member who added fuel to our kindled chapter is **Dr. Tom Warren** (now STC Fellow) at Oklahoma State University, Stillwater. He had previously had membership before coming to OSU in 1977. Through his leadership, the Oklahoma Chapter became associated with his new technical writing degree program at OSU. Again, graduates*

*from the school became supporting members and officers in the Oklahoma Chapter.*

**Tim Whalen** writes that **Joseph N. Share** came to Tulsa and joined in the organizing of the Oklahoma Chapter along with OSU-OKC. The early Tulsa pioneers earned Distinguished Technical Communication articles in 1976 (**Bob Corey**), 1982 (**Tim Whalen**), and 1983 (**Dan Marder**).

*It is interesting to note the progression from the early newsletters (typed with paste-up columns) to the latest desktop production. We have progressed. In searching the newsletters, I have found some interesting facts:*

- 1977: **Ken Cook** (Regional Director of STC) presented the Oklahoma Chapter its new charter on May 1.
- 1977-1978: Chapter officers: **Robert Corey**, President; **Bea Sprouse**, Vice President; **Danier Marden**, Secretary; **Gary Wise**, Treasurer; **Stan Green**, Newsletter Editor.
- 1982–1983: Oklahoma Chapter hosted the STC Board of Directors winter meeting; the Oklahoma Chapter won the Chapter Achievement Award.
- 1984: Fire Protection Publications (FPP) won an Award of Excellence at the International Technical Publications Competition (ITPC).
- 1985: FPP won an Award of Achievement at the ITPC.
- 1989: Tom Warren became an STC Fellow.
- 1992: OSU Student Chapter formed on November 5.
- 1993: OSU Student Chapter newsletter won the Pacesetter Award.
- 1994-1995: Gary Lambert was awarded the Oklahoma Distinguished Service Award; the Oklahoma Chapter won the Chapter Achievement Award.
- 1995: FPP won three Awards of Achievement at the ITPC.

Now tell us some of your memories of the Oklahoma Chapter History.



# Chapter Treasurer's Report

By Barbara Adams, Oklahoma  
Chapter Treasurer

## Oklahoma Chapter Financial Report June 30, 2007

### Expenses:

#### June, July 2006

None

#### August 2006

Deposit for September Meeting

Stillwater Hideaway \$150.00

#### September 2006

Lunch Meeting (Stillwater)

Additional for lunch \$ 54.00

#### October 2006

Administrative Expenses

Postage \$ 2.22

Statewide Grant Writing Workshop

Oklahoma City \$136.14

Tulsa 120.17

OSU-Tulsa Engr. Svc. 60.00

Stillwater 88.41

OSU-Engr Svc. 300.00

**Workshop Totals: \$704.72**

### Income:

**Checking Balance:** \$919.14

**Savings Balance:** 5.00

**CD Balance:** 1,014.83

Meeting Admissions: \$168.00

Society Rebate: \$645.00

Admissions: \$290.00

Admissions: 265.00

Admissions: 180.00

**\$735.00**

#### February 2007

Society Rebate: \$645.00

Competitions: \$120.00

Two STC conference registrations  
@ \$645/each (drawing winner and  
incoming president) \$1,290.00

Administrative Expenses

Election 88.73

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# Estimated Budget — Oklahoma Chapter

By Barbara Adams, Oklahoma Chapter Treasurer

## Estimated Budget for FY 2007-08

<b>Beginning Balance</b>		\$1,413.27
<b>Expected Income</b>		
	Dues refund from Society	\$1,290.00
	Interest on CD	44.00
	Meetings/Workshops (admissions)	\$1,500.00
	Competitions	100.00
<b>Total Expected Income</b>	<b>\$2,934.00</b>	<b>\$2,934.00</b>
<b>Total Funds Available</b>		<b>\$4347.27</b>
<b>Expected Expenses</b>		
	<b>Meetings and Workshops</b> (room, speaker, refreshments, food, other)	\$2,000.00
	<b>2008 Conference Registration Prize</b>	1,290.00
	<b>Web Site Hosting Fee</b>	\$250.00
	<b>Awards, Prizes or Gifts</b>	150.00
	<b>Member Handbook</b> (printing, paper)	100.00
	<b>Publicity</b> (chapter brochure)	100.00
	<b>Election of Officers</b>	90.00
	<b>Miscellaneous</b>	50.00
<b>Total Expected Expenses</b>	<b>\$4,030.00</b>	<b>\$4030.00</b>
<b>Projected Surplus</b> (total income less total expenses)		<b>\$317.27</b>

# Technical Writing and Editing Courses 2007

By Andrea Zachary, Oklahoma Chapter member and former president of the OSU Student Chapter

Fall is just around the corner, along with cool, crisp temperatures, football games, vivid fall foliage, and of course — school.

Regardless of career stage, there is always something new to learn or something to improve. I compiled the following list of technical writing courses that will be available in Oklahoma this fall. The offerings range from general basic classes to complex, specialized training.

Look through the list, find something of interest, then contact the college, university or other institution for further information. Some are even free!

## Oklahoma State University

- Technical Writing
- Teaching Technical and Business Writing

## OSU-OKC

- Technical Report Writing
- Computer science and programming (Java, C++)

## Oklahoma City Community College

- Art (Adobe Illustrator)
- Business Communications
- Computer science (Java, Oracle, Linux, C++, Visual Basic, Flash, SQL server)
- Computer-Aided Technology (CAD 3-D Modeling, Digital Imaging in Photoshop, CAD programming and automation)
- Engineering (Graphics and Design)
- English (Report writing)
- Graphic Communications (Digital photography, Illustrator, advertising layout, publication design, image editing, Web Design/Dreamweaver)

## University of Oklahoma

- English (Technical Writing)
- Business Communication
- Communications (Business & Professional Communication)
- Art (Visual Communications I, Typography II)

## Rose State College

- Computer programming (visual basic, C++, Java)
- Graphics and Design (offered in Engineering)
- HTML
- Web Site Construction

## Meridian Technology Center

- Advanced Web and Graphic Design
- Fundamentals of Technical Writing
- Keys to Effective Editing
- Writing Great Technical Documents

## Moore-Norman Technology Center

- Writing for ESL
- Fundamentals of Technical Writing
- Writing Great Technical Documents
- Keys to Effective Editing
- Business Marketing Writing
- Becoming a Grant Writing Consultant

Many other courses in computer applications, web graphics and multimedia, web page design, web and computer programming

## Hands On Technology Transfer, Inc

- Computer science and programming certifications (Java, PHP, XML, C++)

## Edward Tufte

They offer a one-day course titled "Presenting Data and Information" in Chicago (August 23 & 24) and Minneapolis (August 28 & 29). For more information go to <http://www.edwardtufte.com/tufte/courses>.

## Massachusetts Institute of Technology

If you don't already know, Massachusetts Institute of Technology has posted information from their courses at <http://ocw.mit.edu>.

Free course offerings include:

- Introduction to Technical Communication
- Communicating in Technical Organizations
- Science and Engineering Writing
- Communicating in Cyberspace

## Information about *the Dialog!*

### Staff

- **Fred Stowell, Managing Editor**
- **Pat Wade, Electronic Distribution**
- **Linda Stark, Assistant Editor, Layout**

### Oklahoma Chapter logo courtesy Hui Zeng

The *Dialog!* is the newsletter of the Oklahoma Chapter of STC. It is published bi-monthly six times a year.

The current issue and past issues are posted on the Oklahoma Chapter Web site at <<http://www.stc-ok.org>>.

Letters to the editor are always welcome, as are articles. Please send letters and articles to Fred Stowell <[stowellf@osufpp.org](mailto:stowellf@osufpp.org)>.

By submitting an article, the writer implicitly grants a license to this newsletter to run the article and for other STC publications to reprint it without first obtaining permission. Copyright is held by the writer.

## Chapter Contacts

Comments? Suggestions? Ideas for meetings? Questions? Contact us. Let us know what's on your mind.

Our goal is to ensure chapter members find value in their membership. Let us know what provides value for you. We have no way of knowing unless you tell us.

President: Eric Lowber <[elowber@msn.com](mailto:elowber@msn.com)>

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