Ragged Left

The newsletter for the Berkeley Chapter of the Society for Technical Communication

In this issue

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Joe Devney on Forensic Linguistics
Presentation by Joe Devney, M.A. — Notes by Patrick Lufkin

Whether you watch *CSI* on television or just read about criminal cases in the newspaper, it's hard not to be aware of the large amount of information that modern science can extract from physical crime scene evidence, be it drops of blood containing DNA or oily dirt left in a boot print that can be traced back to the culprit's workplace.

But what can you learn if all you have to work with is text? As it turns out, a lot!

In September, Joe Devney introduced attendees at the Berkeley STC monthly meeting to the many facets of Forensic Linguistics, a field he is preparing to enter after a long and distinguished career as a technical communicator. Joe was President of the Berkeley STC chapter from 2003 to 2006. In 2007, he returned to school to earn an M.A. in Linguistics from Georgetown University, and a Certificate in Forensic Linguistics from Hofstra University.

Devney briefly defined the major branches of Linguistics: phonology and phonetics (spoken sounds), syntax (rules of word order), semantics and pragmatics (how meaning is created by the order of words and their interaction), dialectology (regional variations in language), and sociolinguistics (language in social groups, business, politics).

Forensic Linguistics addresses many areas where language touches on the law, including the analysis of contract and statutory language, the wording of jury instructions, and the detection of plagiarism, to name just a few. Devney said that all of the branches of linguistics can come into play in Forensics.

Devney dedicated most of his talk to the linguistic analysis of criminally-oriented communications, which includes such things as threats, stalker evidence, various message-based cons, and ransom notes.

Devney showed many examples and invited the audience to apply their language skills to answer the kinds of questions a trained professional would address:

- **Author identification**—What can we surmise about the person who wrote the document?
- **Author attribution**—Could a particular suspect have written the document?
- **Pragmatic analysis**—Does the document mean what it says?

Devney said that each of these questions can be broken into many sub-questions. An investigator might look for textual clues to such things as the writer's first language, age, ethnicity, education, occupation, motivation, geographic origin, and gender.

As an example, Devney displayed a suspicious letter from a purported official of "European Commission" who had large amounts of money to give out to randomly selected "lucky recipients."

Using language clues alone, the audience was quickly able to determine that

THE RAGGED LEFT IS PUBLISHED SIX TIMES A YEAR (EVERY OTHER MONTH).

TECHNICAL COMMUNICATION is the bridge between those who create ideas and those who use them. Conveying scientific and technical information clearly, precisely, and accurately is an essential occupation in all sectors of business and government.

THE SOCIETY FOR TECHNICAL COMMUNICATION (STC) has members worldwide. Its members include writers and editors, artists and illustrators, photographers and audiovisual specialists, managers and supervisors, educators and students, employees and consultants.

STC strives to:

- Advance the theory and practice of technical communication
- Promote awareness of trends and technology in technical communication
- Aid the educational and professional development of its members

MEMBERSHIP Membership is open to everyone. Classic membership is $145/year with an additional $15 enrollment fee. STC also offers Limited, E-Membership, and Student Membership options. To receive additional information and an application form via email:

- Send email to membership@stc-berkeley.org

INSURANCE Members of STC can apply for health, disability, and other insurance at STC group rates. For more information, contact STC office at stc@stc.org or (703) 522-4114.

WORLDWIDE ACTIVITIES STC's annual conference brings together more than 2,000 technical communicators from around the world for educational programs, seminars, and workshops conducted by experts in the field. Annual conference: Dallas, Texas, May 2-5, 2010. In addition the STC sponsors many regional conferences, which feature the same sorts of programs, seminars, and workshops on a more intimate scale. STC sponsors international and regional competitions in all aspects of technical communication. STC Special Interest Groups (SIGs) bring together members with common experiences and interests to share their skills and knowledge. STC SIGs include:

- Academic
- AccessAbility
- Canadian Issues
- Consulting and Independent Contracting
- Emerging Technologies
- Environmental, Safety, and Health Communication
- Illustrators and Visual Designers
- Information Design and Architecture
- Instructional Design & Learning
- International Technical Communication
- Lone Writer
- Management
- Marketing Communication
- Online
- Policies and Procedures
- Quality and Process Improvement
- Scientific Communication
- Single Sourcing
- Technical Editing
- Usability & User Experience

STC sponsors research grants and scholarships in technical communication.

STC publishes the quarterly journal *Technical Communication*, the newsletter *Intercom*, and other periodicals, reference materials, manuals, anthologies, standards, and booklets.

Formed in 1953, STC has today become the largest professional society in the world dedicated to advancing the theory and practice of technical communication.

LOCAL ACTIVITIES The six northern California chapters of STC conduct a variety of individual and joint activities. See page 8 for contacts for these chapters. See page 6 for a list of other local organizations in which STC members may be interested.

SUBSCRIPTIONS This newsletter is free to members of the Berkeley chapter.

ADVERTISING RATES The *Ragged Left* is not accepting advertising at this time.

SUBMISSIONS *Ragged Left* publishes original articles and illustrations. We edit them to meet our needs. You retain copyright but grant every STC publication royalty-free permission to reproduce the article or illustration in print or any other medium. Please talk with the editor for details of how to submit articles and illustrations.

The deadline for unsolicited submissions is the last Friday of odd-numbered months.

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the author was lying, was probably not a native speaker of English, and was not very technologically sophisticated (he was using a generic email account—the equivalent of transacting government business from Yahoo or Gmail).

Some of the evidence Devney displayed were from famous cases. The audience quickly spotted the odd spelling and usage in the ransom note that led investigators to Bruno Hauptmann, the German immigrant in the Lindbergh kidnapping case, and the many oddities in the ransom note in the still unsolved JonBenet Ramsey murder case.

In addition to ransom notes and scams, Devney said that forensic linguists are often called on to deal with questions raised by written threats (Is the threat real?; Does it come from where it claims?), and with communications that may have been constructed after a crime to throw the police off the investigation through such means as a ruse letter sent to exonerate a suspect by having an anonymous person claim to have committed the crime.

Devney delivered a very interesting evening with many opportunities for audience participation. If his presentation is any indication, he is heading into what should be a very interesting new career.

Patrick Lufkin is an STC Associate Fellow and Chair of the Kenneth M. Gordon Memorial Scholarship for Technical Communication. He is currently co-manager of the 2009 Northern California Technical Communication Competition.

Should You Hire a Friend?

by Melody Brumis, Senior STC Member

No. Not if you are hiring him just because he's a friend. He has to be able to do the job.

How do you discover this? You have to go through the same process you would an unknown job candidate. Carefully review his resume before calling him in for an interview. And, check references. Check his last employer and gather as much information as you can. Discovery may be in the little

things. A pause, cough, before answering the question: Would you hire Fred back again?

Martha Stewart in her book, *The Martha Rules*, has a chapter called Build an A Team. In this chapter, she outlines the following steps to take to ensure you hire the right person:
1. Create options by considering several candidates.
2. Check those references!
3. Make sure all involved employees meet the candidate.

I have had the good fortune of being hired by friends, so I thought it would work to hire a friend. Not always. What I forgot was that I was hired by friends from the East Bay Society for Technical Communication. I had been an active member of this organization from newsletter editor to president, and these friends had seen my work. Also, every one of these friends went through the entire hiring process before bringing me on. I got no free passes.

So, what do you do when a friend screws up? I won't go there. I will say that early on Adrienne Tange, my business partner, and I had the "friend" discussion. We decided whether our business, Write on Time Solutions, flourished or not, we will remain friends. We remind ourselves of this occasionally. And, we keep ourselves to our individual high standards in all our work.

Would you hire a friend? I'd love to hear your experiences. You can write me at mbrumis@writeontimesolutions.com.

One friend I asked about hiring a friend said, "You must make sure they have the same standards for work as you do." Another said, "Hire, yes. Roommates, no!"

Melody Brumis has been a contract writer and active STC Berkeley member. Recently, she embarked on the adventure of starting a small business with her friend, Adrienne Tange: Write on Time Solutions, LLC is a technical writing company that creates clear, concise and accurate technical documentation or Web content—always on time and on budget.

August 23, 2009 Workshop Notes

Workshop: Strategic Planning for Your Life

by Judy Glick-Smith
Notes by Patrick Lufkin

Success guru Stephen Covey is famous for having observed that the things that are most likely to get neglected in life are the things that are vitally important, but not urgent. Without some way to stay focused on the things that are really important, it is easy to get knocked off course.

In September, Judy Glick-Smith held a workshop for the Berkeley STC designed to meet the need to stay focused. Billed as *Strategic Planning for your Life*, the workshop was designed to help us find and set goals for our lives and then monitor them so we can stay on track.

Judy is a Fellow and Past President of the STC. In 2006 she received the STC President's Award for her work as the chief architect of STC's Leadership Community Resource. She is also a Past President of the Lone Star Chapter of STC, and was an instructor in the Technical Writing Certificate Program at a Community College in Dallas, Texas, from 1991 to 2004.

Judy has been a successful entrepreneur, consultant, and coach since the early 1980s. Her most recent venture is MentorFactor, Inc, which provides workshops for businesses. Judy holds an M.S. in Conflict Management and is currently completing her Ph.D. in Transformative Studies at the California Institute for Integral Studies, where her area of inquiry is intra-personal transformation.

Judy has been doing workshops since the mid-90s. She said that her grandfather once said he wished that he had written his life story before the end of his life, because then he would have gotten more done. Judy said this inspired her to find a way to set goals and monitor them so people could achieve more in their lives.

The workshop could not have come at a better time. Many of the attendees said they were currently at a crossroads in their lives; many were unemployed or otherwise contemplating major changes.

The workshop included many exercises and lots of discussion. Judy took the group through a series of exercises, starting with those designed to help participants discover or focus on their basic intentions for their lives, to find what gives them joy. Participants were asked to list their likes and dislikes, to list the things they do well and the things they do not do well, and to list what gives them joy and why. In other exercises, they were asked to state their life's intention as a sort of life-long mission statement; to identify all of the roles they play in life, and to make a Dream List of the things they would like to have or do before the end of their lives.

With the results of these exercises fresh in mind, participants were asked to set life goals for such things as self, home, work, professional development, and for other areas that were important to them. Participants were then asked to select a goal, and decide what they would need to do within various time frames—ten years, five years, down to this week, and today—to get it accomplished. You should do this for each of your goals, Judy said, and couples should also do it to set goals as a family. Taken together, your list of goals, set against time, becomes your plan.

While having a plan is vital, you still need a way to monitor your progress. Judy described the process she uses. Judy keeps her goals listed in a notebook and reviews the long-term goals every six months. Shorter term goals, she reviews more often. From the daily and weekly goals, she constructs her daily To Do list. Judy recommends that you spend five minutes every day looking at what you have to do today to meet this week's goals. "If you do this," she says, "you will start knocking your goals out so fast, it will make your head spin."

Judy stresses that this is the system she uses, but that each person should use the system that works best for them. It is important, she

says, to stay flexible. Your goals can change over time, which is why they need to be reviewed. If you miss a goal, the world does not come to an end, she says. If you hit an emergency, you will need to reevaluate; but having a plan will make it easier to adjust. The purpose of goals is to keep you moving along in a direction you want to go. She said that the process is intended to be one of continuous reinvention, and that there are always an infinite number of possibilities open to you. You are always free to change goals, but having goals keeps you from just wandering aimlessly through life.

Judy told a story about how, after working on a certain idea for her dissertation, she found she could get funding to work on a different idea, and that if she worked on it, she would be able to complete her Ph.D. in a year. Judy decided to reset her goals to take advantage of the new opportunity, knowing that she could always work on the first idea later.

Judy said that the whole point of the strategic planning process is to allow you to live in the present. Goals lead you to other goals; goals give you the journey that is your life.

Judy closed with a quote sometimes attributed to motorcycle racer Bill McKenna: "Life's journey is NOT to arrive at the grave safely in a well-preserved body…but rather to skid in sideways, totally worn out, shouting "WOW! WHAT A RIDE!!!"

Participants went home with a lot of work still left to do, but knowing that they had made a good start on a strategic plan that could serve them well in the days to come.

For details of the workshop and available supplementary materials, visit the following website: *http://www.mentorfactorinc.com/ Strategic_Planning_for_Your.html.*

Patrick Lufkin is an STC Associate Fellow and Chair of the Kenneth M. Gordon Memorial Scholarship for Technical Communication. He is currently co-manager of the 2009 Northern California Technical Communication Competition.

President's Notes
by Richard Mateosian

STC has announced its dues structure for 2010, and for many of us it amounts to a significant increase.

We can join the endless conversations on many STC mailing lists about who's to blame for the crisis and what STC could have done instead of raising dues. I've read, and even participated in those conversations, and I can tell you that they generate more heat than light.

The questions we all have to ask ourselves are:

- Is STC worth the cost, given my situation and financial priorities?
- If so, how do I make STC fit into my budget?
- If not, how do I continue to take advantage of my STC network?

For me, the answer to the first question is yes, but you have to answer it for yourself. STC offers some points worth considering at http://www.stc.org/membership/. They have added new membership benefits recently, so you might want to check them out.

To help fit STC into your budget, STC has provided a basic membership that includes one chapter, one SIG, and online publications but not mailed hardcopies. Hardcopy publications represent a large expense for STC, so you have to pay a lot extra to receive them. STC provides a plan that enables you to pay for your membership in four monthly installments.

STC has also set money aside from one of their scholarship funds to help a limited but substantial number of underemployed members renew. They have not yet posted the details of these "recovery packages" on stc.org, so keep your eyes open for that.

If you don't rejoin, I'm afraid you'll have to pay a little extra to come to meetings, but you are still part of our community. You don't have to be a member to receive announcements or job notices. A good network is especially important during hard times, so keep coming to meetings.

July 8, 2009 Meeting Notes

Resume Secrets that Might Surprise You

Presentation by Jack Molisani

If you missed this lively presentation and are looking for some tips before sending yours out to your future employer, have a look at Jack's slides here: http://www.prospring-staffing.com/Resource/MolisaniJobHunt-ingSecrets.pdf

Editor

Submission Deadlines
by Jennie Abbingsole

The regular schedule is to post the PDF the first week of every even-numbered month (it's a bi-monthly newsletter), so I need content the last week of January, March, May, July, September, and November to publish the first week of Febryary, April, June, August, October, and December.

Other Organizations

American Medical Writers Association (AMWA) of Northern California. Meets periodically at various Bay Area locations. www.amwancal.org

American Society for Training and Development, **Mount Diablo Chapter.** Meets monthly in Danville. http://mtdiabloastd.org/.

American Society of Indexers, Golden Gate Chapter. www.asindexing.org/site/chapters.shtml#golden

Association for Women in Computing, San Francisco Bay Area chapter — www.awc-sf.org/

International Association of Business Communicators, San Francisco chapter. A network of professionals committed to improving the effectiveness of organizations through strategic interactive and integrated business communication management — http://sf.iabc.com/

National Writers Union (UAW). A labor union for freelance writers of all genres. — www.nwu.org

Northern California Science Writers' Association. Quarterly meetings & other events. www.ncswa.org

Web usability column

Preparing A Web Site For the Impact of Web 2.0

by Eric Hughes, Managing Director, Simplexity, LLC

A couple of years ago I would have predicted that as web 2.0 applications became ubiquitous, they would supplant the need for web sites. After all, the Web was always about user control, and web 2.0 was the tipping point that finally allowed that to happen. So is the cost and grief of producing a web site worth it anymore? Do individuals need them? What about companies? If you use LinkedIn to post resumes, Facebook for friends and general craziness, Twitter for sharing thoughts and headlines, and YouTube for fluidity, why would you bother with the complexity of developing a web site? Well, there are two tasks that web sites still do better than the alternatives: they manage secure transactions and they provide for a container of detailed content.

A curious thing has happened recently: the headline that gets someone to your web site is increasingly on one of the web 2.0 applications. Twitter, in particular, is being used as a place to follow key stories and events that then link back to a piece of content or transaction on a web site. Considering your web site in this strategy, it is even more important than ever to avoid critical mistakes, because keeping someone on your site for more than a few seconds is even more difficult.

Top 5 Mistakes to Avoid

Here are the top five egregious mistakes that should be avoided when directing web site visitors from a web 2.0 application:

1) Presenting a Flash movie for any non-interactive use.

Unless you run a business where I will be patient enough to wait, like a gaming or

photography site, or you have a story to tell me that I can't get in any other medium, Flash is the best way to get people to leave your site quickly. It takes too long to load, is too expensive to maintain, and is difficult to develop for search engines to index. There is a good reason that most Flash movies have a "skip" button on them. Few people want to watch. Use your development dollars to develop personas, do usability testing, create and review information architectures instead.

2) Ignoring basic effective presentation techniques: color, movement, and readability.

A web site is, at its most basic, a presentation. You may try to exert some control over the presentation - Flash, anyone? - but basically, visitors want the control of the presentation themselves. This is what the web 2.0 evolution is all about, after all. But with all the development tools, worldwide distribution, and ready-to-ignore-you audiences, what makes an effective presentation hasn't really changed. If you use colors that are not culturally appropriate to your target audiences, you will offend them. If you make content move around, you will confuse them. If you make your content unreadable, either by format or function, you will lose the sale. It is already a somewhat jarring experience to navigate from an interface as simple as Twitter.

3) Causing me to close my browser session when I don't want to.

For example, accessing a PDF is a typically a very different task than accessing an interactive web page. You access a PDF to print it out; or to fill it in and then save or print it out; or to review a printed document. When you are done, you close the PDF and go back to navigating. There is little more annoying than closing a window or a tab, and finding that you have lost Twitter or the entire browser session.

4) Making me do tasks that don't work.

There is always time and money for basic usability testing. There are three types: common sense, discount, and in-depth. Common sense usability testing will find the most common problems in your application, and will only take a few hours to complete. It is the first place where project teams look to save time and money, because the arrogance of the team stands in the way of the ability to proxy for users.

5) Presenting a page that says: "coming soon."

They used to be called "under construction" pages. Enough people complained about the "under construction" label that it basically disappeared a couple of years ago. Unfortunately, it was replaced with "coming soon," which is, of course, no better. It is selling futures, which is never a good idea. "Soon" is one of those relative terms that means something different to everybody. To me, it is tomorrow. To you, it usually means "when I get around to it."

Take Advantage of Web 2.0

The opportunity to lead important audiences to web sites is no longer just a search engine optimization project. Not taking advantage of what web 2.0 has to offer is a missed opportunity.

Eric Hughes has been an STC member since 2004. Things that don't work the way they should drive him crazy. You can reach him at hughesearthur@gmail.com; or on Twitter, FaceBook, LinkedIn, and delicious at /hughese

Meetings

Our chapter holds a dinner meeting the second Wednesday of each month. See *Berkeley STC Meeting Location and Directions* on page 9.

Upcoming Meetings

Planning for Success
by Ted Marsh

Wednesday, November 11, 2009, 6-9:30pm
Highlands Country Club
110 Hiller Drive, Oakland, California

Program

Join us as Ted Marsh, a master coach to leaders at all levels, leads us through an exploration of strategies for reinventing ourselves. We will distinguish short-term demands, long term considerations, life-work, and life meaning.

We can all benefit from winning strategies for surviving and thriving through these tough economic times by identifying what is important and keeping life in perspective.

Speaker

Ted Marsh is a master coach to leaders at all levels faced with the challenge of manifesting change. A skilled facilitator, he is able to link critical strategic issues facing institutional organizations including cultural diversity, performance enhancement, and creative learning.

Having served in a wide variety of executive management positions, including CEO, he has been able to merge an extensive technical marketing background with strategic planning and designing effective work cultures. He has broad experience in marketing, technical sales, and quality assurance programs.

How Technical Communication Supports High School Literacy
by T. R. Girill

Wednesday, December 9, 2009, 6-9:30pm
Highlands Country Club
110 Hiller Drive, Oakland, California

Program

This talk explains how a decade-long East Bay STC literacy outreach project has helped underperforming high-school students (and their teachers) improve basic nonfiction writing skills by applying a cognitive apprenticeship approach, adapting real-world instruction and description cases into age-appropriate practice activities, and introducing participants to professional usability techniques.

Speaker

T. R. Girill has recently retired from a 30-year career in technical communication at Lawrence Livermore National Laboratory, where he led the computer documentation project at the National Energy Research Supercomputer Center for over a decade. He has published numerous technical articles, and has taught students at the College of Alameda and other professionals at U.C. Santa Cruz Extension. He is an STC Fellow and he served as editor in chief of the Association for Computing Machinery's *Journal of Computer Documentation* from 1995 to 2000. Since 1999 he has also managed a technical literacy project for the East Bay chapter of STC. It is this project he will talk about at the December meeting.

Other STC chapters in Northern California

East Bay: www.ebstc.org

North Bay: www.stc-northbay.org

Sacramento: www.stcsacramento.org

San Francisco: www.stc-sf.org

Silicon Valley: www.stc-siliconvalley.org

Meeting/Dinner Prices

Advance Reservations

Reserved on the Chapter's website by the day prior to meeting.

Meeting and dinner

- Members: $10
- Non-members: $18
- Student members: $10

Program only

- Members: $5
- Non-STC-Members: $15
- Students: $5

At the door (no reservation)

Meeting and dinner

- Members: $15
- Non-members: $21
- Student members: $15

Note: If you do not reserve dinner in advance, dinner may or may not be available on a walk-in basis. We order dinner for the number of reservations plus a few walk-ins.

Program only

- Members: $10
- Non-STC-Members: $15
- Students: $10

Special cost notes

- Non-members are always welcome to STC meetings at the non-member rates.
- All members of the San Francisco Chapter of the IABC are welcome to register for Berkeley STC General Meetings at the member price by midnight on the day before the meeting.

Meeting Agenda

6-7pm	Check-in, networking, conversation, and dinner.
7:00 - 7:15pm	Chapter business, announcements, and introductions. Anyone can announce jobs that they know about.*
7:15 - 8:30pm	Formal program. Usually we have a speaker or panel of speakers on a topic related to the business or technology of technical communication.
8:30 - 9pm	Conversation, offline questions for the speaker, follow-up on job announcements
9:00	Clear the room. Move conversations to the sidewalk.

* Attendees, please announce open positions, and bring job listings for distribution.

Recruiters are welcome to attend meetings, place literature on a designated table, and talk with attendees one-on-one during the informal parts of the meeting. We ask them not to announce specific jobs during the formal announcement period, but they are free to stand up and identify themselves.

Similarly, we ask anyone else with commercial announcements to confine themselves to calling attention to the availability of literature on the designated table.

Berkeley STC Meeting Location and Directions

Highlands Country Club
110 Hiller Drive
Oakland, California

Information at http://www.stc-berkeley.org/MonthlyMeeting/directions.shtml

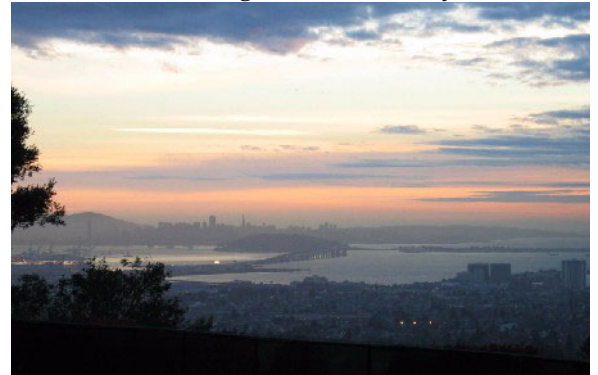View from the Highlands Country Club

Photo courtesy of Rhonda Bracey

By Car

From San Francisco

Cross the Bay Bridge to I-580 Eastbound. Remain in the right lane, until Highway 24 Eastbound (toward Berkeley and Walnut Creek). Continue eastbound until the Tunnel Road off-ramp. Exit will loop around to the west, crossing back over Highway 24. Turn left at the stop sign. Follow Tunnel Road/ Caldecott Lane to traffic signal. Veer to the right, and follow Hiller Drive halfway up the hill. Highlands Country Club will be on the right-hand side of the street.

From Walnut Creek

Take Highway 24 Westbound through the Caldecott Tunnel. Stay in the right-hand lane, taking the first exit after the tunnel ends, the Tunnel Road exit, going towards Berkeley. Follow Tunnel Road to the complex intersection and stop light, at Tunnel Drive, Hiller Drive, and Highway 13. Veer to the right, and continue halfway up the hill on Hiller Drive. Highlands Country Club is on the right-hand side of the street.

From I-80 and Berkeley

Take Ashby Avenue to the Highway 13 exit. Ashby becomes Tunnel Road at the Claremont Hotel. Continue on Tunnel Road (through the split-level section) to the stoplight just before the Highway 24 over-crossing. Remain in the left lane and make a sharp left U-turn around the Firestorm Memorial Garden, on to Hiller Drive. Continue halfway up the hill. Highlands Country Club will be on the right-hand side of the street.

From Hayward

Take I-580 Westbound to Highway 13 north. Continue on Highway 13 past the over-crossing of Highway 24. At the stoplight, turn right, then left, onto Hiller Drive. Continue halfway up the hill. Highlands Country Club will be on the right-hand side of the street.

Parking

Please park on the street. The club's parking lot is for members only.

Public Transit

Prefer to take BART? The Rockridge station is closest. Send email to president@stc-berkeley.orgto ask about transportation from BART to the meeting.

AC Transit bus E from SF via MacArthur then Rockridge takes you as far as Tunnel Road & Roble Road, with a half mile walk uphill on Hiller Drive to the Hillside Country Club.

STC News

Increase your network and net worth—join STC today!

http://www.stc.org

The Society for Technical Communication (STC) advances the theory and practice of technical communication across all user abilities and all media. For more information about STC, send an e-mail to stc@stc.org or visit www.stc.org.

Chapter News

Leadership Positions Available

We are looking to fill several leadership positions! Contact Richard Mateosian if you are interested. See http://www.stc-berkeley.org/VolunteerOpportunities/volunteer.shtml for a list of open positions.