



Sound Views

The Newsletter of the Puget Sound Chapter of STC

Technical Writing as Seen from the Eyes of Several Professionals, part 3

By Robert Reynolds

This article is part of a series of technical writer profiles from various disciplines, discussing their daily work routines, specialized training, and employment outlook. This month's writers represent the mobile phone, marketing, and engineering industries. I talked with **Juliana Benedetti**, who writes technical documentation for T-Mobile, a large mobile communications company in Bellevue; **Nora Haile**, a freelancer at nhaile solutions, with a wide variety of clients in healthcare, nonprofits, technology, senior living and real estate; and a technical communicator in the engineering industry, who, due to disclosure restrictions at her company, we will call **Anne Nonymous**.

A day in the life

The three professionals have varied daily responsibilities:

Juliana: A typical day involves working with new phones and writing various types of documentation for them. I also spend time setting up and hosting meetings with the Subject Matter Experts (SMEs) to resolve outstanding issues with the devices and to be sure our documentation reflects the issues appropriately. At any given time I may be working with a few different phones in various stages of completion.

Nora: Each day is different. I check e-mail first thing, in case anything has come up. Client meetings vary between in-person and phone; it depends on what works

In this Issue:	
Technical Writing as Seen from the Eyes of Several Professionals, part 3	1
From the President.....	2
Editor's Corner	3
Book Review	6
Sponsor Profile: MadCap Software	8
Calendar of Events	9
Scholarship.....	10

Technical Writing continued on page 4

At The Next Chapter Meeting: Tuesday, April 21, 2009

- Topic: Power of a Story
- Presenter: Mary R. Wise
- Time: 6:00-6:45 PM: Networking and Buffet
6:45-7:00 PM: Announcements
7:00-8:15 PM: Presentation
8:15 PM: Informal Q&A
- Location: TBD. Check the chapter web site for updated information (www.stc-psc.org)
- Registration: Register online (<https://asi-seattle.com/agent/stc2/register.php>) or call 206-623-8632 by 10:00 AM, Monday, April 20
- Cost: \$10 for members; \$15 for non-members; \$5 for students, family
Note: Price increases \$10 after deadline.

From the President: Spring Forward

By Mike Brazill

We started the year off right with our Peer Review showcase in January. I was pleased to see the energy and enthusiasm of the nearly 100 communicators who attended this event, and I want to say thank you to all who participated in the Peer Review! I was really impressed with the quality of the content and the design of the entries. It was wonderful to walk around the room and meet so many interesting and intelligent people and hear about their projects. Having you there to share your work made the night a success.

I want to thank Joe Welinske and his volunteers for all of their hard work on the Peer Review. This is one of our major chapter events, and it requires a great deal of effort throughout the year. Volunteers planned, organized, and publicized this event. They also spent a lot of time analyzing the entries and offering constructive feedback. Thank you very much for your time and service to your profession. I hope to see you and your colleagues at the Peer Review next year.

We have several more great events to look forward to this year. Kathy Henry, our Programs and Education manager, has set up some very interesting meetings for this spring, where speakers talk about optimizing search engines, future skills for technical communicators, storytelling, and using personas in user assistance (UA). She is also planning workshops that you can attend to learn a few new skills or find out about some new trends in technical communication.

And we introduced our STC Table Topics meetings in February. These meetings are informal sessions held at various locations around town, where small groups of technical communicators can gather and discuss topics in our field. We are copying a page from the Chicago chapter's book here. Like us, they serve a large geographical area, and it's hard for everyone to attend meetings. They have found these small, informal sessions to be very popular with members who want to connect with others in their work or home locales. We believe you will find that attending a Table Topics meeting is a good way to get acquainted with other communicators, learn a few things, or show others some of the great stuff you are doing. At our first meeting in Bellevue, about seven or eight communicators discussed future trends for authoring tools. We also talked about how UA content is changing and how our roles as communicators are changing along with it as we move into developing embedded Help and multimedia content.

It seems like the year is flying by, and it's already time to start thinking about our next chapter year, which starts in June. We'll announce candidates for board positions at our March meeting and hold elections in April. I encourage everyone to consider volunteering for our chapter next year. It's a great way to improve your network and broaden your professional knowledge. We have a range of opportunities, with some large jobs and a lot of small ones. Don't worry about your experience level. We have some volunteers with a great deal of experience and some who are just starting out, and we can find a place for everyone. Personally, I have found volunteering at STC to be a very rewarding experience.

If you're interested, drop me a line at president@stc-psc.org.

Chapter Contacts

Officers

President
Mike Brazill
president@stc-psc.org

Vice President
Joe Welinske
vicepresident@stc-psc.org

Treasurer
Open
treasurer@stc-psc.org

Secretary
Debra Clark
secretary@stc-psc.org

Committee Chairs

Achievement Manager
Open
achievement@stc-psc.org

Employment Managers
Nancy Carver
Jorja Gunderson
jobs@stc-psc.org

Hospitality Manager
Open
hospitality@stc-psc.org

Membership Manager
Barbara Alban
membership@stc-psc.org

Newsletter Manager
Mary Corder
newsletter@stc-psc.org

Programs & Education Manager
Kathy Henry
programs@stc-psc.org

Scholarship Manager
Diane Forsyth
scholarship@stc-psc.org

Sponsorship Manager
Joe Welinske
sponsorship@stc-psc.org

Peer Review Manager
Joe Welinske
review@stc-psc.org

Public Relations Manager
Diana Phelps-Soysal
pr@stc-psc.org

Virtual Technologies Manager
Angela Kernan
vtech@stc-psc.org

Web Services Manager
Charlie Kyle
web@stc-psc.org

Editor's Corner

By Mary Corder

Whether you're a new technical communicator or a seasoned veteran, being an active member of your local STC chapter benefits you and your career.

This spring, the chapter has a full lineup of informative meetings and has begun holding Sound Table Topics, a series of informal meetings that are held in various locations in the Puget Sound region.

If you're new to the field and attempting to land your first job in technical communication, attending a meeting is a great way to meet other technical communicators and learn more about what they do. If you're looking for your next job, you could hear about job openings and talk to hiring managers and recruiters at your next meeting. If you already have tons of experience, attending a meeting is a quick way to learn about new trends in the field and increase your knowledge and skills.

If you're interested in online networking, you can also participate in the chapter's Facebook group (www.facebook.com/group.php?gid=21641844730) and get chapter announcements and news on Twitter (www.twitter.com/STCPugetSound).

Volunteering with your local chapter is also a great way to gain valuable experience that could enhance your resume. You can serve on the board as a chapter officer or manager, help out with the annual Peer Review or some other event, assist with special projects on an as-needed basis, or contribute to the newsletter.

This issue of *Sound Views* features the final installation for the spring in our series of articles profiling local technical communicators in a variety of industries. This issue features writers working in the mobile telecommunications, marketing, and engineering industries. You'll find a review of Garr Reynolds' 2008 book *Presentation Zen: Simple Ideas on Presentation Design and Delivery*, which aims to help people create presentation that are more effective and meaningful. You can also learn more about chapter sponsor, MadCap Software, whose line of products are designed especially for technical communication professionals.

As always, I welcome any newsletter articles, suggestions, or ideas you have for making *Sound Views* even better. Feel free to send me your newsletter articles and feedback at newsletter@stc-psc.org.

The Puget Sound Chapter is on Twitter!

Twitter is a social messaging service that enables you to share short pieces of text called "tweets" (no more than 140 characters) with other Twitter users who "follow" you.

You can follow the Puget Sound Chapter on Twitter to receive announcements about upcoming meetings and events, announcements from the international office, and other technical communication-related news.

If you don't have a Twitter account, go to the Twitter website (www.twitter.com) and click the "Join Today!" button. Follow the instructions to create your account.

The Puget Sound STC Twitter page is: www.twitter.com/STCPugetSound.

Technical Writing continued from page 1

best for them and for the project progress. If there are no out-of-office meetings, then after email catch-up, I work on current projects. Of course, having a successful freelance business means maintaining good relationships, so my neighborhood Caffé Vita occasionally serves as an ad hoc combo office and meeting space to connect with friends and peers.

Anne: I'm a technical communicator supporting the engineering discipline, and on a typical day I write documentation that will help users perform their tasks. Before I write the documentation, I typically learn the functions of the product, analyze the audience, and establish the tasks they perform. I determine the structure and content of the documentation, and ensure the documentation is clear, accurate, and concise. The documentation goes through several iterations before the final version is submitted, and it is reviewed by editors, subject matter experts, and users.

Juliana plays the role of customer advocate, mystery solver, negotiator (and confidante!) in a team of four writers. Nora wears many hats at her one-person business, including primary writer, interviewer, project manager, and proofreader/editor. Anne's roles are that of product researcher and writer.

The frequency of cycles is most apparent at Juliana's firm. With Nora, the cycles typically reflect the business climate.

Juliana: We produce a complete set of documentation in an average of two months, barring any delays. Once we get the device, we design the start guide, write the instructions and issue documents, receive and integrate comments from the reviewers of those documents, and write help files that we put into the phone. Among the documents we write are Common procedures, Known issues, Start guide, Wireless Application Protocol (WAP), and Maintenance releases for software/hardware updates.

Nora: Right now, the cycle is slow, typical to January and February. That said, there's always an ebb and flow. As a fairly new independent, I'm learning the more usual calendar cycles. Of course, right now everyone is taking a "wait and see" approach to business. Potential clients who were eager to ramp up during the Fall are now slowing down the process. However, where those

looking for full-time employment may have it tough in the interim, the self-employed offer an advantage to businesses—we add value without adding to head count or benefit cost.

Skill sets and tools

As job requirements are constantly evolving, we talked a little bit about skill sets, tools to know, and supplemental training specific to the niches in this sample.

In the mobile telecommunications industry, it's essential to have an interest in learning about new devices and technology, to be able to see the device from the user's perspective, to listen to and interpret information from the SMEs to include in the documentation.

As a freelancer, Nora stresses knowledge of changing trends and what the policy wonks say. It helps to read a lot of newsletters,

“the self-employed offer an advantage to businesses—we add value without adding to head count or benefit cost.”

subscribe to online forums, and blogs. It's important to be able to

disseminate complex ideas into terms that someone not familiar with the industry will easily comprehend and find interesting.

In the engineering division, an ability to follow style guides and use templates was important, as well as cross-team collaboration skills.

Tools and graphics

The most commonly used tools were as follows:

- Microsoft Word, with tracked changes
- The rest of the Office Suite, including Excel
- Proprietary software for writing help files
- Adobe Acrobat, InDesign, Photoshop
- SnagIt, screen-capturing software

Nora observed that creating really good graphics that pop-up usually requires a good graphic designer. However, learning to create simple visuals—graphs, appropriate use of call outs, etc., is a good investment.

Lastly, at Juliana's firm, some coding is used when preparing WAP help documentation, but otherwise coding wasn't seen as a requirement.

Technical Writing continued on page 5

Technical Writing continued from page 4

Training

We talked about the training and work it took for these three to get to their current positions. All the writers have varied training backgrounds, from self-taught to formal:

Juliana: I got my Certificate in Technical Writing at Bellevue Community College (BCC). One especially helpful class I took there was Authoring Help. It turned out to be very useful in teaching me to be as brief and as clear as possible with my instructions.

Nora: I've worked in a number of industries (in my former life) so gained a good working knowledge of each. But each time, there was a learning curve and I'm one of those people who want to understand everything right away. I made myself a smiling nuisance to company product and project managers, business analysts, senior sales/marketing staff, technical recruiters. For the cost of a cup of coffee, all were willing to talk about their areas of expertise. After all, they have to have deep knowledge of their product/industry to develop it, sell it, hire/resource for it. They can also give you tips on the blogs and news feeds that relate, industry-respected sites, newsletters, magazines. Post questions on discussion forums if you want to drill down. Take advantage of seminars and attend informational sessions or conferences when possible.

Anne: I earned a BS in Technical Communication (TC) from the University of Washington, and to accomplish my work, I use the traditional technical communication skills I learned as an undergraduate. The TC skills and knowledge I use on a daily basis include technical writing and editing, information architecture, user interface design, usability testing, project management, business skills, and so on. Another important factor to accomplish my work is collaborating with other writers, editors, graphic designers, usability experts, and SMEs.

Employment outlook

The economy is something we're all thinking about right now. We discussed the current and long-term em-

ployment outlook for technical writers in these three disciplines.

Juliana: I believe the wireless industry is doing well compared to other industries. At this time it does not appear to be shrinking, but staying pretty steady. I believe there will always be a need for an intermediary between SMEs and the people who use the technology. Technical writers fill that gap.

Nora: Well, just look at the world. Technology is in a constant state of upgrade, new discoveries all the time – and someone has to explain it all, brag about it, rag on it and document it. More work for more writers!

Anne: In this unstable global economy, it's difficult to say whether the TC field is growing or shrinking. However, if you're already employed in the field, it's important to keep honing your current skills while also learning new skills. The TC field is constantly evolving and technical communicators need to be adaptable to the changing trends and new technologies.

Foot in the door

Nora talked about creating and maintaining good professional relationships:

I have good relationships with fellow writers, graphic designers, brand strategists and public relations experts. It's a great way to do business—supporting each other through referrals, helping out with larger projects, and so forth.

Juliana shared some notes about how she got to her current career:

This is my first position as a technical writer. I came from a completely different field, so my resume was pretty sparse. However, part of the interview consisted of writing instructions for setting the clock on a phone. I had learned that skill well at BCC! I wrote clear, concise instructions, and I believe that helped me to get the job.

Robert E. Reynolds, a new STC member, transitioned into a technical writing career last year. In his previous life, he worked as a software tester, and before that, a landscape designer/environmental planner. He currently works at EDIFECS in Bellevue, and he can be reached at rer22@cornell.edu.

About Sound Views

Sound Views is published for members of the Puget Sound Chapter of the Society for Technical Communication.

Managing Editor

Mary Corder
newsletter@stc-psc.org

Editorial Staff

Roger du Mars
 David Kowalsky
 Robert Reynolds
 Paul Riggins

Submissions

All members are welcome to submit articles, comments, and letters. Articles must address topics of interest to technical communicators, especially to those in the Puget Sound region of Washington.

Send articles in Word (doc), Rich-Text Format (RTF), or ASCII (txt) formats to the Managing Editor (newsletter@stc-psc.org).

Accompanying graphics or photos should be provided as separate files.

The editorial staff reserves the right to edit letters and articles for length and clarity.

The submission deadline for the next issue of *Sound Views* is April 15, 2009.

Reprints

You may reprint original material appearing in *Sound Views* as long as you acknowledge the source and send a copy of the reprint to the Managing Editor.

For more information about the Puget Sound Chapter of STC, visit the web site at www.stc-psc.org.

Copyright © 2008-2009. The Puget Sound Chapter of the Society for Technical Communication. All rights reserved. Printed in the USA.

Book Review: *Presentation Zen: Simple Ideas on Presentation Design and Delivery*

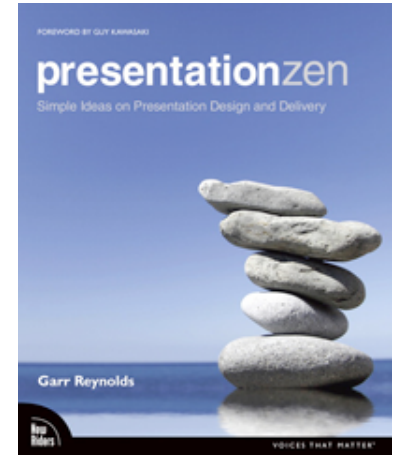
By David Kowalsky

It is almost unthinkable now for a presentation, from the largest conference keynote down to the smallest group of colleagues in a conference room, to not be using a slideware application such as Microsoft's PowerPoint or Apple's Keynote. Garr Reynolds' 2008 book *Presentation Zen: Simple Ideas on Presentation Design and Delivery* offers a great deal to think about that may run contrary to the conventional wisdom on how to create and give a presentation.

Presentation Zen is not a book about Zen, but includes Zen in the title because Reynolds argues the principles found in Zen can be applied to our daily activities, including presentations. The aim of the book is to "help professionals free themselves from the pain of creating and delivering presentations by helping them see presentations in a way that is different, simpler, more visual, more natural, and ultimately far more meaningful" (8).

Reynolds is up-front in calling *Presentation Zen* an approach, and not an inflexible list of rules to be followed. It is no prescription for success, since success depends on the reader's own unique situation. The book is divided into five sections: "Introduction," "Preparation," "Design," "Delivery," and "The Next Step," with a good balance of principles and concepts, inspiration, and practical examples throughout.

A common approach that so many of us are guilty of using when beginning to work on a presentation is to simply open PowerPoint and immediately start creating slides with a ubiquitous bulleted-list template by filling it up with talking points. The author recommends a completely unique approach that consists of four steps. (1) Start with the computer turned off. Brainstorm by sketching ideas with pen and paper, whiteboards, or post-it notes. (2) Then start grouping and identifying the core. Identify only one key idea. Next, (3) begin storyboarding (graphically organizing a series of illustrations) with ideas from step 2. It is helpful to use blank slides. (4) Finally, with the computer now on, storyboard in PowerPoint's Slide Sorter view.



Book Review continued on page 7

Book Review continued from page 6

Although it appears to be a very standard and acceptable practice for a presenter to hand out a printed version of the slides, *Presentation Zen* strongly opposes doing this. Slides should be as visual as possible and are considered support for the speaker, never intended to be capable of standing on their own. Make the hand-out a written document that covers the main points of the presentation with its own appropriate level of depth and detail. Think in terms of a presentation having three individual components: slides, the listener's notes, and the handout.

The "Design" section includes around fifteen pages of sample "real world" slides from several different presenters. They really hit home the author's emphasis of slides needing to be simple, highly visual, and easy

"Slides should be as visual as possible and are considered support for the speaker, never intended to be capable of standing on their own."

to understand quickly. Also most useful to the reader in this same section of the book are "a few basic and fundamental concepts and design principles that if properly understood, can

indeed help the average person create presentation visuals that are far more effective" (119).

As for getting better at making presentations and designing slides: sorry, there are no real shortcuts; you are going to have to continue to actually do it a lot, even though *Presentation Zen* is helpful and even inspiring.

For detailed advice about creating your own story using PowerPoint's Slide Sorter View and also for working with a "Story Template" – an organizing tool for an entire presentation – see *Beyond Bullet Points: Using Microsoft Office PowerPoint 2007 to Create Presentations that Inform, Motivate, and Inspire* (Microsoft Press, 2007) by Cliff Atkinson.

For a book full of practical approaches to visual story development, see *slide:ology: the Art and Science of Creating Great Presentations* (O'Reilly Media, 2008), by Nancy Duarte.

For a review of two books best for learning PowerPoint and four top-rated reference books, see "Review of Six Books on Microsoft Office PowerPoint 2007," by Mary Deaton in *Technical Communication*, Volume 55, Number 2, May 2008.

David Kowalsky is a technical writer for NEC Corporation of America and a senior member of STC's Puget Sound Chapter. He can be reached at david.kowalsky@necam.com.

Sound Table Topics

Network and chat with other technical communicators at our informal discussion and networking series, **Sound Table Topics**. The events are free, open to all, and typically held in both Downtown Seattle and Bellevue.

The next one is **Thursday, March 26** from 6:00-8:00 p.m. at the Crossroads Mall Food Court in Bellevue (by Half Price Books).

You can learn more about future Sound Table Topics and other events at the chapter web site (www.stc-psc.org), the monthly email announcements, the Puget Sound STC Facebook group (www.facebook.com/group.php?gid=21641844730), or by following us on Twitter (twitter.com/STCPugetSound).

Sponsor Profile: MadCap Software

Your Multi-Channel Solution to Authoring Documentation

By Andreea Chirita

MadCap Software was founded in 2005 by a group of former eHelp/Macromedia core staff—the same people who had worked on developing RoboHelp. Currently headquartered in La Jolla, California, MadCap offers an entire family of products that promises to solve all your documentation and authoring needs for all publishing media, be it print, web, or online.

MadCap offers the following line of products, all of which are XML-based:

- Authoring and Publishing Solutions (for example, MadCap Flare, MadCap Blaze, MadCap X-Edit, and MadPak)
- Analysis and Reporting (for example, MadCap Analyzer and MadCap Feedback)
- Translation and Localization (MadCap Lingo)
- Workflow and Collaboration (MadCap Team Server)
- Multimedia (for example, MadCap Mimic, MadCap Capture, and MadCap Echo)

The entire family of MadCap products is designed to be author-centered and tightly integrated by using single-sourcing and sharing component libraries. Moreover, it supports today's industry standards by using non-proprietary code (native XML and Unicode) and file formats. MadCap also has a strategic partnership with Microsoft Corp., which allows it to deliver solutions that are optimized for Microsoft Vista, Visual Studio, and the .NET environment.

MadCap's flagship product is MadCap Flare: a multi-channel, single-sourcing tool that offers complete authoring and publishing solutions. Flare is, however, not the only XML-based authoring tool on the market. So the question is, how is Flare any different? First, Flare enables writers and other business professionals to author XML content without knowing any XML. Second, it allows for repurposing the XML content into a variety of other formats; in other words, project content can be transformed into various help formats, for example, MS HTML Help, MS Help for Longhorn, Java Help, and native Help format on Macintosh. Third, it

enables users to import existing content from RoboHelp projects, MS Word documents, or Adobe FrameMaker files, and convert it to XML. Finally, Flare is designed to be a single sourcing tool, allowing for easy content reuse, as it offers support for variables, snippets, outlines, conditional text, and more; thus, the authored content can easily be shared with translation/localization services.



In terms of customer support, MadCap has a lot to offer, namely complimentary online support, as well as three levels of maintenance plans (Bronze, Gold, and Platinum) to suit your needs. In addition, they have a monthly Technical Support newsletter with updates on new knowledge base articles, free technical support demo schedules and much more, as well as a peer-to-peer support forum where you can get advice from other MadCap users. Moreover, through MadSkills, Inc. (a subsidiary of MadCap Software), they provide professional, affordable, both on-site and offsite classroom or web-based basic/intermediate level training for MadCap Flare, MadCap Blaze, and MadCap Mimic. They also offer advanced CSS training as well as an advanced single-sourcing course and a MadCap Advanced Developer (MAD) certification.

MadCap's customers come from a variety of media: academic, consumer products and retail, energy, financial services, government, high-tech, manufacturing, pharmaceutical and healthcare, services, telecommunications, and more. In total, there are over 3,000 companies worldwide using MadCap products. Moreover, according to Anthony Olivier, MadCap's CEO, the latest surveys show that 43% of technical authors use Flare.

MadCap Software is a successful company, which has more than tripled in size since its beginnings, and has always been profitable. Their future plans include MadCap DITA support (www.madcapsoftware.com/solutions/dita/) and MadCap Team Server (www.madcapsoftware.com/products/teamserver/).

Calendar of Events: March/April 2009

Date	Event	Location	Time
Tuesday, March 17	<p>Identifying Future Skills for Technical Communicators: An Action Plan</p> <p>Karina Allen and a team of technical communicators worked together to identify potential future skills required in today's information-based economy. Karina will explain the process they used, their findings, and their recommendations for other technical communication groups.</p> <p>Register online (https://asi-seattle.com/agent/stc3/register.php) or call 206-623-8632 by 10:00 a.m., March 16</p> <p>Cost: \$10 for members; \$15 for non-members; \$5 for students</p> <p>Note: Price increases \$10 after deadline.</p>	<p>Aquent</p> <p>1109 N 36th St # A Seattle, WA 98103 206.632.6931</p>	6:00 - 8:30 p.m.
Thursday, March 26	<p>Sound Table Topics</p>	<p>Crossroads Mall Food Court</p> <p>15600 NE 8TH Street, Bellevue, WA 98008</p>	6:00-8:00 p.m.
Tuesday, April 21	<p>Power of a Story</p> <p>In this presentation, Mary R. Wise shares her thinking about the power of story and storytelling and how it can apply to our jobs as technical communicators.</p> <p>Register online (https://asi-seattle.com/agent/stc2/register.php) or call 206-623-8632 by 10:00 a.m., April 20</p> <p>Cost: \$10 for members; \$15 for non-members; \$5 for students</p> <p>Note: Price increases \$10 after deadline.</p>	<p>TBD</p> <p>Check the chapter web site for updated information (www.stc-psc.org)</p>	6:00 - 8:30 p.m.
Tuesday, May 19	<p>Constructing and Using Personas in Software User Assistance</p> <p>This presentation reviews audience analysis and personas, explains the rhetorical theory underlying the use of internal dialogs with an imagined audience, explains how to conduct internal dialogs, and demonstrates the value of this technique.</p> <p>Register online (https://asi-seattle.com/agent/stc4/register.php) or call 206-623-8632 by 10:00 a.m., May 18</p> <p>Cost: \$10 for members; \$15 for non-members; \$5 for students</p> <p>Note: Price increases \$10 after deadline.</p>	<p>Waterfront Activities Center (UW)</p> <p>3900 Montlake Blvd. NE Seattle, WA 98195 206.632.6931</p>	6:00 - 8:30 p.m.

Apply for a Puget Sound STC Scholarship

If you are pursuing an established degree program in technical communication at an approved two-year, four-year, or graduate program at a college or university in the Puget Sound area, you are eligible to apply for a Puget Sound STC Scholarship.

Awards of \$1,000 each will be granted toward school tuition and expenses. Two awards are granted each year.

For more information and to download application materials, see: www.stc-psc.org/scholarship.php.

Applications must be postmarked no later than **April 17, 2009**.

STC - Puget Sound Chapter
P.O. Box 58530
Seattle, WA 98138-1530