an annual magazine for alumni and friends of the University of Washington’s Department of Technical Communication

Autumn 2001
No. 14
As always, when I reflect on all that has happened over the course of the last year, I wonder where to begin this brief note to you. Let me start by reporting that our two biggest programmatic changes are now well under way. First, we successfully launched our evening master’s program and this autumn will be welcoming our second, equally impressive, class of evening master’s students. The enthusiastic reception of this program has been extremely gratifying and convinces us that it is serving an important need in the regional professional community. Second, we have officially submitted our proposal to offer the Ph.D. to the UW powers-that-be, and expect the review process to be concluded within months. Barring unforeseen delays, we should be in a position to admit students to the doctoral program beginning in Autumn 2002.

Among our other successes, we have been able to enlarge our faculty. We are delighted to welcome Dr. Jennifer Turns, joining us this year as a Visiting Assistant Professor. Jennifer holds a Ph.D. in Industrial Engineering from the Georgia Institute of Technology; her interests are in usability, user-centered Web design, and learning and expertise. We are also fortunate to have two visiting faculty members from the University of Twente in The Netherlands: Dr. Menno de Jong and Dr. Thea van der Geest. If you saw the August 2000 special issue of the journal *Technical Communication* that we did on Web design guidelines, you will perhaps recognize their names: Thea was co-editor with Jan Spyridakis, and Menno was author of one of the articles. Also, Karen Kasonic, graduating TC master’s student, will be joining us as a lecturer. We will be holding an event soon to introduce these wonderful people to the community, and if you are in the area I encourage you to attend.

The department’s research agenda is also growing rapidly. Tom Williams has received a Special Opportunities grant from the Society for Technical Communication (STC) and a matching gift from the vendor, ERICA, Inc., to acquire an eye-tracking system for research in visual communication; Mark Haselkorn has teamed up with new faculty members Geoff Sauer and Beth Kolko to win several research grants from the Washington Department of Transportation and TransNOW to study traveler information systems; Deborah Illman has received additional grant support for projects in science communication; and numerous other research proposals are in the works. As a result, this year we may have the broadest participation in research thus far in the history of the department.

At the same time that we have experienced all these successes, we also have had to contend with some tough challenges, the worst of which is the continued shrinking of public funding for higher education. Once again this year, the University’s budget has been cut, and TC’s budget with it. I am glad to report, however, that TC Professor Mary Coney has undertaken a special assignment for the upcoming year to seek out ways to improve the department’s budget situation. She will be doing straightforward fund-raising, of course, but her efforts won’t stop there—she will also be getting in touch with a number of you to brainstorm about new ways to work together to our mutual benefit. You, our alumni and friends, represent our real strength and our future, and we hope that you will work with us to attack this difficult issue.

In closing, I’m happy to announce that the Technical Communication Alumni Association (TCAA) has launched a new Web site http://www.uwtcaa.org, which we hope will make it easier for you to get in touch with old friends, network among yourselves, and make new friends in the TC community. Go take a look, and let us know what you think!

—Judy Ramey, Chair, Department of Technical Communication, University of Washington
“It’s an amazing honor,” reflects Deborah Illman when asked about Northwest Science & Technology’s latest achievement. After snagging the Best of Show Award in the technical publications category at the Region Seven Society for Technical Communication (STC) competition on January 17, 2001, the Northwest Science & Technology magazine was awarded the Best of Show Award in the International STC Competition. The award was given at the STC’s 48th Annual Conference held May 13-16, 2001, in Chicago.

In addition to winning the Best of Show Award in the technical publications category, the magazine also won a Distinguished Award (first place) in the technical publications category and a Distinguished Award in the trade/news article category for zoology graduate student Stacey Combes’ article, “A (Non) Sticky Situation: How Geckos Climb Up Walls and Why We Should Care.” Combes wrote the article as part of Illman’s class, SciTech Writing Practicum (TC 540). While Combes admits to being excited about her award, she feels that the story almost wrote itself because it was an appealing topic to begin with.

Illman, the magazine’s editor and assistant professor in the TC department, says that she danced around her office and ran into the hall to tell everyone about the award when the announcement arrived.

First published in March of 1999 to serve as a platform for TC science writing students, Northwest Science & Technology published its seventh issue this spring. Because the STC competition requires that three consecutive issues be entered, this was the first year that the magazine was eligible to participate. Judges evaluated the magazine based on its production characteristics such as binding quality and materials, design and typography, copyediting, content and organization, and graphics.

Northwest Science & Technology is unique in that it is “an integral part of an experiential learning program,” Illman reports. The magazine gives TC students a place to gain real world experience in publishing science news briefs, news stories, and feature articles. It allows students to build an impressive portfolio and puts them in a position to succeed as science writers.

Northwest Science & Technology is also unique in its scope. It is the only regional science magazine published by an academic institution. Because it focuses on science and technology in the northwest as well as scientific and technological achievements made by northwest natives, the magazine encourages community participation. Illman estimates that 50-80% of the magazine is written by students; the remaining articles are contributed by regional writers such as Pulitzer-Prize-winning journalist William Deitrich, Senator Mark Hatfield, professors from universities across the northwest, researchers, industry leaders, freelancers, and former students. Illman credits the success of the magazine to the support received from the TC chair Judy Ramey and the members of the university administration; sponsors in the community, especially Hunter Simpson and Ron Howell of the Washington Research Foundation; the Dean’s Office of the College of Engineering; advertisers; and members of the magazine’s advisory board.

The magazine is published three times a year: autumn, winter and spring. It circulates to about 25,000 readers in Washington, Oregon, Idaho, Montana, Wyoming, and Canada. To receive a copy of the magazine, please e-mail your request to nwst@u.washington.edu or send your request to:

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Holli Riebeek is a second-year graduate student in Technical Communication specializing in science news writing.
TC AROUND THE WORLD: EUROPE AND SOUTH AMERICA

In 1997, the TC department identified international technical communication as a major focus for teaching and research in our department. Since then, we have initiated a large number of international activities, many of which are reported in other stories in this issue of postTComm. From Phil Bereano’s work on genetic engineering of foods in Europe, Asia, and Cuba, to Beth Kolko’s work on early patterns of use of the Internet in Central Asia, to Jan Spyridakis’s graduate course on international technical communication, to Michio Tsutui’s work to create student internships in Japan, individual TC faculty have been extremely active players on the international stage. In addition to these individual efforts, we also have worked to cultivate programmatic ties with other universities, and here we focus on three of these efforts to build program-to-program relationships.

—Judy Ramey, Chair

Professor Dave Farkas Solidifies TC Partnerships in Europe

In the last weeks of his sabbatical, Dave Farkas visited the Technical University of Aachen and the University of Saarland, both in Germany, and the University of Twente in the Netherlands. He gave academic presentations, conducted a half-day workshop for professional Web designers, and taught an undergraduate class on computer documentation along with his wife, Jean Farkas.

At each university, important topics were student and faculty exchanges and the possibility of joint research projects. There are good prospects for TC students to intern with companies in Germany. At the University of Twente, Dave met with TC students currently studying there and Dutch students planning to come to UW next year. A group of Dutch students who had taken Information Design (TC 510) from Dave in past years arranged a “reunion lunch.” From both students and faculty, Dave got ideas for making student exchanges work more smoothly.

TC faculty have already worked very closely and productively on research projects with our Dutch colleagues and have begun working with faculty from Germany. The German and Dutch professors were especially interested in learning about the research interests of the three newer TC faculty members, Beth Kolko, Geoff Sauer, and Jennifer Turnes.

This trip took place immediately after Dave and Jean sent off the final draft of their textbook, Principles of Web Design, to their publisher, Allyn & Bacon. For this reason especially, they added a few days of vacation time, in Brussels and in Copenhagen, at the beginning and the end of the trip.

—Dave Farkas, Professor

UW Co-Sponsors International Summer Workshop in Aachen, Germany

As handheld computing becomes more popular and more people around the world connect to the Internet, an international workshop on designing information for mobile Internet devices is a timely event.

The UW is co-sponsoring the International Summer Workshop on Communication Design, September 15-22, 2001, at the Technical University of Aachen (RWTH) in Aachen, Germany. RWTH and the University of Twente in the Netherlands are also sponsoring the workshop. Problems that will be addressed at this workshop include identifying possible uses for wireless Internet access and conveying useful content and navigation information on a display screen that might be smaller than a Post-It note. The workshops will focus on cell phone interfaces and documentation, especially from Ericsson, which has a research lab in Aachen.

The workshop is a weeklong event for professors, researchers, and advanced students in the fields of technical communication and information design.

Looking South: A Partner in Brazil

Thanks to a mutual friend in Microsoft Research, the TC department has found an unexpected but exciting opportunity for collaboration with a group of researchers in the Department of Informatics at the Pontifical Catholic University in Rio de Janeiro, Brazil (PUC-Rio). The Semiotic Engineering Research Group (SERG), which includes both linguists and computer scientists, studies the ways that members of groups communicate with each other and develop shared ideas. The researchers then translate their findings into conceptual models and proof-of-concept designs for computer-supported collaborative work tools. The theory they draw on is also used in rhetorical research in technical communication, which creates a natural link between us.

We got to know the work of this group when Cecilia Kremer Vieira da Cunha joined TC’s Laboratory for Usability Testing and Evaluation (LUTE) for six months last spring and summer as a visiting graduate student. She is working on end-user programming, a design approach that allows users to negotiate among themselves to define how they want to

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As soon as I was accepted into the Technical Japanese Master’s Program (TJMP) I knew that I would be going to Japan—a Japanese internship is required for all TJMP students. While I am the only TJMP student going on an internship, ten other UW students are also going on TJ internships this year.

Since the summer of 2000, the internships have been opened to people outside of the TJMP. Most participants are undergraduates who have taken first-year Technical Japanese courses and who want the chance to improve their Japanese skills while gaining work experience.

Japanese companies wishing to “internationalize” also benefit by hosting interns. Masashi Kato, Lecturer in the Technical Japanese Program, says that at the management level, Japanese companies see U.S. interns as a way to gain a different perspective on business practices.

Internship lengths range from two months to one year with students often going towards the end or even after they have earned their degrees. Similar programs in other universities place the internships at the end. But Kato emphasized that the internship is not intended as the final part of a TJMP student’s education. Working on weak points identified while in Japan is the purpose of returning to the UW after an internship.

Since its initiation in 1991, the TJP has organized internships for masters students. During the first few years, interns were all placed with companies within the Mitsubishi Group, but now internships are arranged through the Japan External Trade Organization (JETRO), which recruits companies to hire interns in Japan.

Raye Westad, program coordinator, says that working with JETRO “has been very efficient for us.” This year, for the first time, a UW undergraduate was placed in an internship through the Hyogo Business and Cultural Center, an exciting new source for internships.

This year, company descriptions and student applications were exchanged entirely on a secure Web site. The first stage in arranging internships is the listing of Japanese companies that are willing to host interns. Interested students can browse the potential internships. Once students select the companies they would like to intern with, applications are reviewed on-line and then sent to the companies electronically.

“Our students are very competitive—they seem to get picked for positions very easily.”

Students from the TJMP are well prepared for these internships. According to Westad, “our students are very competitive—they seem to get picked for positions very easily. The problem is that most of the positions are very high-tech and general undergraduate students do not have the technical skills to appeal to these Japanese companies.”

The internships are strongly oriented around engineering. Computer, mechanical, or electrical engineering students can easily find internships to match their skills. Even though as a biologist, I found the internship opportunities limited compared to those for engineering students, I hit upon an internship at a biotechnology company that combines my interest in biology and writing.

Kato and Westad said that most students had positive experiences thanks to the TJP orientations and advising. Also, students have contact with people like Kato and Westad for consultation and support throughout the internship. As Westad says, “we don’t just send them off and forget about them.”

Former interns have some advice for the students working in Japan this year. Scot Richey says, “Talk to the company as soon as you can about what you want to do so that there is a clear idea when you arrive.”

That is the advice I took as I prepared for my six-month Japanese internship, and so far everything has been going better than expected. Wish me luck!

Benjamin A. Keim is a second-year graduate student in Technical Japanese and Technical Communication. He is currently working at a biotechnology company in Kyushu, Japan.

A Partner in Brazil

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extend or alter the way their software support tools work, then actually implement the changes that they agree to use. While at TC, Cunha joined Judy Ramey’s research team and studied the roles and relationships among the participants in cancer-care conferences; she translated that work into a model for a software feature that would allow participants to create a software persona for themselves and look at the personas created by the other participants in the conference.

At CHI 2001 in Seattle, Ramey met Cunha’s professor and the founder of SERG, Professor Clarisse Sieckenius de Souza, and they began to explore ways for the two programs to collaborate. This August, Ramey is visiting the group in Brazil and hopes to develop a regular program of student exchanges and joint workshops. If you have an interest in helping with this international program, get in touch with Judy Ramey (jramey@u.washington.edu)!

—Judy Ramey
For years, the University of Washington and the University of Twente, located in Enschede (pronounced EN-ske-DAY), Netherlands, have had close ties. Students and faculty work on research together, and they participate in exchange programs between the two schools. This connection has helped make the TC department truly international.

In the spring of 2001, Brian Vogt, a TC undergraduate, studied for a quarter at the University of Twente along with other UW students. That same quarter, Sietske (SIT-ska) Plantenberg, a University of Twente student, came to the UW. posTComm asked Vogt and Plantenberg to answer some questions to see what their exchange experiences were like.

posTComm: What was your initial response to the culture?

Vogt: When I first arrived, I was amazed at the beauty of Enschede. All around me, people were speaking Dutch and the language sounded soft and musical—I was thrilled to be in Europe. Dutch culture is surprisingly similar to my culture at home. The longer I am here and the more I experience, the smaller the dissimilarities between cultures become. My “command” of Dutch is certainly limited, but the people are so friendly and receptive that I feel as though I were at home—home with a thousand-year-old cathedral, that is.

Plantenberg: My first impression was “BIG!” The restaurants, the cars—even the roads—are so much bigger than in The Netherlands. When I arrived, I was totally impressed by the beauty of the campus. All the students were sitting on the grass surrounded by beautiful buildings. I felt like I was stepping into an American student movie! The longer I lived here in Seattle, the more I realized that the American culture is quite similar to the Dutch culture and this made me feel right at home. The people here have always been very friendly and helpful.

posTComm: Where have you traveled while on your exchange?

V: So far, I’ve only traveled to Amsterdam. Unfortunately, I only have my finances for a regular quarter—plenty to live on, but not enough to travel. To make up for that, though, I’ve been avidly exploring the region of Twente by bicycle. Holland is criss-crossed with bicycle highways and it’s very easy to get anywhere you want via bike. Lately, my favorite thing to do is to get up very early in the morning and be out riding just after dawn. I’ll often find a lake or pond and sit and write for an hour or so before returning to the city to begin my day. I’ve met a few wonderful people sitting by my lakes—it is truly amazing how isolated and peaceful it gets only a few kilometers from the center of the city.

P: One of my first trips was to Portland, which I have experienced as a beautiful and clean city with gorgeous gardens. I also went to the Columbia River and saw some impressive waterfalls. On our way back to Seattle we drove along the Oregon Coast. My best trip during my stay here was to the San Juan Islands. We camped on Orcas Island where we could sit near the waterfront and enjoy the view with a good glass of wine. During the day we did some biking and hiking and the environment was the prettiest I have seen over here, an absolute recommendation! I have also enjoyed Anacortes, Mt. Rainier, and Snoqualmie Falls, and I even went whale watching.

posTComm: What is your take on the educational style?

V: The educational style at the University of Twente is different from what we are used to. We have class only once a week for an hour and a half. Courses are very self directed, so what we get out of a course is very much proportional to what we put in. Another difference in educational style is the focus of the curriculum. In the TC department at UW, we focus on the end-user. We talk about “reader-based prose” and we discuss how and why we make decisions about documents that improve it for its intended audience. Over here, the curriculum focuses on the communication itself. It is a very research-oriented approach. For example, all of the courses I am taking here involve me conducting research about a document. At home, one gets the sense that the generic job for a TC graduate is writing software documentation. Here, the de facto job is analyzing communication inside large corporations.
P: In the beginning, the educational system was a bit of a shock for me. At UW, I got homework for every class in addition to midterms, papers, discussions, presentations and finals. At the University of Twente, most courses have just one final or a paper to write. Of course, there are some courses which are similar to the courses over here, but the educational system in general is more individualistic than at the UW.

But I got used to it pretty quickly and was stimulated by the teachers and fellow students. I really learned to express myself in English by joining discussions and giving presentations, which will be of great value for me in the future!

posTComm: What should future exchange students know before they go?

V: When Heather [Polson, TC Program Coordinator] offers you the Dutch language tape, take it. People love to speak English, so you’ll never get to learn Dutch if you don’t take the initiative.

When you arrive, the first thing you must do is purchase a bike. The second thing you must do is open a Dutch bank account. Without it, you can’t rent a movie, get a phone, or order a pizza.

Bring a laptop. Though there are plenty of seats in the labs, the labs close [early], and the labs have constant problems with Internet connectivity. Be glad Stephen [Vick, TC Lab Assistant] runs things so well.

Bring gloves and a warm coat. It will snow the first several weeks you are here. Bring shorts and sandals. It will be hot the last several weeks you are here.

P: Buy an umbrella! No, this isn’t a joke. The weather in Seattle is completely unpredictable and it can change from sunshine to rain in just a few minutes.

Another very useful tip is to arrange your housing early. Living with roommates is very common at UW, and if you prefer a room for your own, you will have to apply as soon as possible.

Also, take lots of photos and bring lots of film!

Finally, save a lot of money because you will love to spend it over here!

Go to a Mariners game and a basketball game—they are much fun!

One of my favorite things to do is take a ferry to Bainbridge Island and enjoy the view of Seattle by sunset and by night!

If you miss Europe, go to the Pike Place Market, you’ll feel at home right away!

Try all the cheap restaurants on the Ave and on Broadway, and of course downtown!

Just do as much American stuff as possible!

Brian Vogt is an undergraduate student in Technical Communication at the University of Washington. Sietske Plantenberg is a student at the University of Twente.

International Summer Workshop continued from page 2

The Society for Technical Communication (STC) gave the department a $10,000 grant to publish the results of the 1999 workshop in a special issue of their Technical Communication journal in August 2000.

The RWTH was founded as a polytechnic school in 1870. Through the years, it has transformed into a technical institute and then into a full university, although it is still well-known for its technical studies. The university had nearly 30,000 students in the 1998-99 school year.

Aachen is in west central Germany, near the border of Belgium, Charlemagne, the Frankish king and Roman emperor, kept court in Aachen in the ninth century. Today the city is known for its healthful mineral springs and for the manufacture of machines, textiles, and marzipan.

—Carolyn Wei
INTERNISHIPS ENRICH EDUCATION: TC STUDENTS AND ALUMNI SHARE THEIR EXPERIENCE

Holli Riebeek

For undergraduate and many graduate students in the Department of Technical Communication, internships provide the capstone experience of their education. Professor Tom Williams explains that internships give most students their first real-world experience in the field of Technical Communication. After completing basic courses, most students don't realize how well-prepared they are to succeed as a communications professional. Internships give them the opportunity to apply the skills learned in classes at the UW and to realize that they are competent technical communicators. Internships also help students explore career options.

The experience is typically positive for employers as well. At the end of the internship, the employer writes an evaluation of the intern. Williams is proud that he rarely receives negative reviews about students. In fact, the last negative review was given about ten years ago. Most employers are astounded at the level of competence that TC students show on the job. Although the purpose of the internship is not to recruit new employees, a high percentage of interns are later hired by the company where they interned.

To post an internship with the Department of Technical Communication or to find out more about the internship program, contact Professor Tom Williams at tom@uwtc.washington.edu or the TC Department at Box 352195, University of Washington, Seattle, WA 98195.

posTComm interviewed five TC students and alumni at the beginning of the summer to find out about their internship experience.

Dorothy Lin, MS 2001
Internship: IBM

posTComm: What did you do for your internship?

Lin: I worked at the IBM Silicon Valley Laboratory for six months as a technical writer where I essentially worked on the documentation for IMS, which is a database.

posTComm: What sort of work will you be doing when you start working at IBM full time?

L: I will be doing similar work; however, I will also be working on a different product and will work on more online documentation.

posTComm: What interested you in the internship?

L: I always wanted to live in California for a little while. I also like IBM as a company. The real work experience appealed to me because it’s a nice way to test the waters.

posTComm: How does the internship tie in with your career goals?

L: It’s a step into the technical communication field. I originally started out as a psychology editor for a publishing company in New York and I wanted to try something different. Ideally I would like to work on the GUI [graphical user interface] and work on a product that directly affects the everyday user. The internship is just another way of gaining experience on learning how to communicate technical information to a specific audience. This is one step of the process and will hopefully provide me with a sound base so that I will be able to apply it to my future career goals.

posTComm: Was your internship part of your graduation plan?

L: Yes, I ended up writing my project report on the documentation process at IBM. My experience at IBM not only has helped me professionally, but also academically. I was able to apply the experience at IBM to my studies in the technical communication program. It’s made me reevaluate and appreciate both the program and the internship even more.

Dugan Holtey,
Current TC Graduate Student
Internship: Domaine Oriental

posTComm: Where are you doing your internship?

H: I’m doing my internship in Santiago, Chile, for a wine company called Domaine Oriental. The wine company itself is based out of Talca, Chile. I will be working in the big city branch office.

posTComm: What sort of work will you be doing?

H: I will be maintaining a Web page, writing proposals, and marketing.

posTComm: What interested you in the internship?

H: The wine—no, just kidding. I will be able to travel, learn a new language fluently, and I will be able to apply hands on what I have learned here at school.

posTComm: How does the internship tie in with your career goals?

Krystene Kawahara/posTComm
H: I've always wanted to work abroad and this job will definitely help me secure a better-paying job in the future. I may just end up working for this company or one just like it.

posTComm: Is this internship part of your graduation plan?

H: Probably. My emphasis of study is International Technical Communication, and this job will more than likely be a part of my thesis.

Phong Nguyen, BS 2001
Internships: Sun Microsystems, Cisco Systems

posTComm: Where did you do your internships?

Nguyen: My internship experience started after I graduated from high school. I was offered a job as a summer intern at Sun Microsystems in Mountain View, California. The following summer I was accepted into the University Internship Program at Cisco Systems, Inc. in San Jose, California. And for the last four summers I have been interning in California for Cisco.

posTComm: What did you do?

N: Sun Microsystems was my chance to get my foot into the door of the tech industry. You could say that it gave me the opportunity to get my “feet wet” in cutting-edge Unix-based server technology. At Sun Microsystems I was a summer intern for two different departments: the Netra-NFS (Network File Systems) and the Mass Storage teams.

For the Netra-NFS group I worked as a lab assistant, helping to relocate a lab from one campus to another which required repatching network connections and installing unix operating systems. For the Mass Storage team, I tested SCSI hard drives for read/write capability. At Sun, I was given the opportunity to take some Sun University training courses as well: “Surviving @ Sun: Basic Workstation Skills” and “JAVA for Non-Programmers.”

In the summer of my sophomore year, I began my first internship for Cisco in the Network Management Department. There, I was responsible for system-level testing of a Web-based network management suite called CiscoWorks 2000.

posTComm: What are your career plans?

N: Right now I think it’s hard to forecast my career plans and goals because I’ve seen so many changes in the tech industry from working the field over the last few years. Like the whole Internet wave, what’s “in” right now probably won’t be “in” tomorrow. I just have to keep staying ahead of the game by keeping up with leading edge technology and honing my skills in this field so that I can leverage myself for a position of high responsibility in the future.

posTComm: How has your internship enhanced your education?

N: My internships provided me with a new way of learning from a different angle. Instead of learning things in a classroom setting I was able to learn things that I would’ve never been able to learn in any classroom setting. The hands-on aspect of my internships was invaluable to my educational experience.

posTComm: What have you learned that will help you prepare for future jobs?

N: The hands-on experience that I’ve gained has helped me a lot in my current search for a job because a lot of employers know that Sun and Cisco are big names in the tech industry (not to mention they are Microsoft’s biggest enemies) and since I have a lot of experience working with Sun and Cisco equipment, employers know that I am knowledgeable and capable of working with cutting edge networking hardware and software. And I think that having technical knowledge in any field will help you when looking for a job.

Carolyn Wei, Current TC Graduate Student
Internship: Microsoft

posTComm: Where are you doing your internship?

Wei: At Microsoft, with the MSN.net User Assistance Team. They do the online Help for MSN, Messenger, Hotmail, Calendar, Mobile, Communities, Passport, etc.
posTComm: What sort of work are you doing?

W: Tech writing. My project for the summer is to develop an online tour template that can be used for the different MSN properties. I have been working on the tour template from ground zero: researching tours, reviewing relevant usability studies, and talking to the developer, designer, usability, and localization people. I've been “program managing” this project, an excellent experience. This means I shepherded the tour template until it's completed, making sure the template stays true to the original vision of serving the user. After the template is complete, I will also be able to write a tour myself.

At Microsoft, each intern has a mentor. I am lucky enough to work with two mentors because the first mentor is leaving the company to pursue other interests. Both mentors are extremely attentive to my learning needs. They guide me through each step of the tour project, but otherwise let me try things out myself and help me as needed.

posTComm: What interested you in the internship?

W: I wanted some online Help writing experience. I also liked that the internship was at a large software corporation, an experience I wanted. All of my previous software documentation projects have been very small scale: just me and the programmer.

posTComm: How does the internship tie in with your career goals?

W: I want to go into software documentation. I’m also interested in learning about emerging technologies from Microsoft like Hailstorm and .NET.

posTComm: Is this internship part of your graduation plan?

W: Possibly. If I decide on a thesis topic here!

Justin Vamenta, BS 2000 Internship: Getty Images

posTComm: What are you doing at Getty Images?

Vamenta: Right now, I’m an ASP developer working on Gettyone.com. I recently transitioned into this group from the UI [user interface] team, where I primarily wrote HTML and did graphic design.

posTComm: What did you do for your internship?

V: During my internship, I had an opportunity to take on a variety of tasks (involving Web site maintenance, project management, UI design, graphic design, system administration, and competitive analysis) but I more or less concentrated on HTML and development.

posTComm: When did you intern at the company?

V: The internship was originally set up for summer 1998 after my junior year but had continued as a Co-Op through the fall quarter (six months total). I joined Getty again during the winter and spring quarters of my fifth year and started full time the summer after I graduated.

posTComm: How did your internship prepare you for your current job?

V: An internship is extremely rewarding in determining your immediate career goals. Because there is no obligation after an internship is over, it is a great time to experience what the job is like beyond the job description—the responsibility, challenge, opportunity, people, culture, and even commute can help you determine what you want (and don’t want) in post-academic careers.

Plus, once you go back to school, classes tend to make more sense with background experiences to support your learning. I think it’s important to find an internship early in your academic career—find two even. The more experiences the better because no matter what you do, when you start your first job after college you always feel like a little fish in a big pond—every day there is still so much to learn.

Internship opportunities vary from employer to employer. Connections and networking are still the best ways to land an internship.

Usability Workshop for High School Students

This summer, supported by a gift from Microsoft, the TC department will be holding a one-week usability workshop for high-school students with disabilities. Working with Microsoft and the UW’s DO-IT program (Disabilities, Opportunities, Internetworking, and Technology), TC professor Beth Kolko and TC research associate Alex Genov have developed this one-of-a-kind workshop in which the students will apply two different usability techniques to examine how well Microsoft Windows XP works with the adaptive technologies that the students use to overcome visual impairment, mobility limitations, and other disabilities.

In the first part of the workshop, the students will evaluate the software by applying usability guidelines—“heuristics”—that Kolko and Genov have derived from the design requirements that the Americans with Disabilities Act (ADA) imposes on designers of operating systems and software. Then, the students will conduct a small task-based usability test of the same software, taking turns being test participant and test administrator. At the end of the workshop, they will summarize what they have learned in the form of a set of recommendations to the designers of the software.

A number of people have collaborated to make this workshop a reality: Sheryl Burgstahler, Tracy Jirikovic, and Jim Comden of UW DO-IT; Madelyn Bryant McIntyre of Microsoft; Dan Hoke, undergraduate student in Computer Science at the UW; Paul Nortrom, computer manager in TC; and many others. We hope that this project marks the beginning of an ongoing collaboration in this area!

—Judy Ramey, Chair

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strategies for using InDesign. Since students complete the program in such a short time, there is 100% turnover in the staff; having these legacy documents will continue to make life easier for student editors, designers, and writers to come!
EVENING MASTER’S PROGRAM IS ONE YEAR OLD

Brandi Skinner

The Technical Communication department has successfully completed the first year of its evening master’s program. Among the innovations introduced during the first year was a series of streaming video lectures. Each week during winter quarter, different professors or professionals from companies such as IBM, Microsoft, Tektronix, and Intel were invited to speak about their latest work in technical communication. Students had the option of attending the lecture in the classroom or registering to view it through a secure Web site. This lecture series was so popular that the department has decided to offer the series twice next year.

Unlike traditional graduate and undergraduate programs, the evening master’s program caters to students who want to continue working while they pursue a degree. While these students already have a bachelor’s degree and may even be professionals in the field, they often do not have a formal education in technical communication. Earning an MS in TC from the University of Washington will prepare these students to be thought leaders in technical communication.

The evening master’s degree program maintains the high quality of all the programs offered by the department. The standards for admission into the evening master’s program are identical to that of the daytime program. Day and evening students have the same required coursework in theory, society and technology, research methods, and new media design. Both programs require students to complete their degree with a thesis, a project report, or a series of related courses. The only difference between the two programs is that the daytime students have more choices in elective courses from other departments.

After working all day, surviving the evening rush-hour commute to school, and then participating in four hours of class at a time, these students feel like they are bonding with each other.

The evening master’s program is not to be confused with the certificate program, the department’s other evening program. The certificate program is meant for professionals who want to break into technical communication or who want to enhance their design or writing skills. The certificate courses emphasize practical work and the fundamentals of technical communication. The curriculum corresponds to the required courses in the TC undergraduate program. Students typically earn a certificate in one year.

In contrast, the master’s program offers more specialized courses, allowing students to concentrate their studies in areas they are interested in such as usability or user interface design. The evening master’s degree requires two years of study.

Although a convenient schedule is what attracts students to the evening master’s program, the best part about the evening master’s program for many students is the new “family” that they now have. After working all day, surviving the evening rush-hour commute to school, and then participating in four hours of class at a time, these students feel like they are bonding with each other. The challenge of working full-time and obtaining an advanced degree is one that most students could not manage without the support of their classmates. One student says, “The unity we all feel comes from all striving for the same goal. And it helps that everyone I interact with every day is such an amazing person.”

The pioneers of the evening master’s program deserve a lot of credit. They are the first to participate in this program, and they have left high standards for future evening master’s students.

Kris Freeman

The Puget Sound STC also honored Freeman by presenting her a merit award for an article published in Environmental Health Perspectives, the journal of the National Institute of Environmental Health Sciences, about predicting algal blooms with computer neural networks. Freeman jokes that at the award banquet, her article was identified only by the first two words of the title—“Psychic Networks”—a phrase more often associated with infomercials than algae.

Freeman has been working on her degree part-time. She anticipates graduating in 2002 and hopes to put her studies and experience to use in a job that combines health and science writing with usability testing.

—Carolyn Wei

Students

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It's hard not to feel proud of the exceptional students of the TC department. Two graduate students, Rebecca Bryson and Karen Kasonic, were elected to Sigma Tau Chi, the honor society of the Society for Technical Communication (STC). Election to Sigma Tau Chi is extremely competitive; applicants must have a 3.5 GPA, contribute meaningfully to STC, and produce professional-quality work for school.

Here are stories of two other outstanding students in the TC department. The following page is a list of some of the distinctions that our students have won this year.

Kris Freeman: From Black Cod to “Psychic Networks”

Kris Freeman shines as one of the best students of the UWTC master’s program. How many award-winning writing students can also boast of publishing a photograph of black cod in the New York Times?

Freeman has had a productive year. Besides publishing the photo, she presented a poster at the Computer-Human Interaction (CHI 2001) conference with Mary Deraitus. TC master’s student, presented a paper at the national Society for Technical Communication (STC) conference, and won a merit award from the Puget Sound chapter of the STC. She has managed to achieve all this in addition to working as the public information specialist at the UW Center for Ecogenetics and Environmental Health and writing freelance articles.

Freeman is very much a writer. She specializes in science and health writing and in usability. However, her experience includes reporting stories for a small weekly paper, publishing short works of fiction, and editing fishing industry journals. While working for Pacific Fishing magazine, Freeman gamely participated in many fishing trips, weathering regular seasickness, to write stories and photograph fishermen at work. It was a photograph of black cod that she took fifteen years ago on one of these trips for Pacific Fishing that was recently published in the New York Times food section.

Although Freeman has many years’ writing experience, she says the TC master’s program has influenced her career in several ways. After taking a science writing class taught by Deborah Illman, assistant professor, she felt a renewed interest in writing “queries” or proposals for possible articles for science magazines. Jan Spyridakis, professor and chair of her degree supervisory committee, has been very supportive of her academic work, so Freeman has had more interest in proposing papers for conferences.

Freeman also appreciates the support from fellow graduate students like Mary Deraitus who talked Freeman into presenting a poster with her at the CHI conference. It presented their usability project for a biology software package that they had tested for the usability class taught by Judy Ramey. Freeman also volunteered at that conference.

At the national STC conference in May, Freeman presented a paper on communicating health and safety information to specialized audiences such as non-English-speaking migrant workers. A work colleague suggested the topic to her, and Freeman researched and wrote the paper on her own with feedback from Spyridakis. Risk communication is not taught in the TC department, so Freeman waded into the literature on her own. She had experience in communicating risk factors to fishermen and migrant farmers, but the topic was relatively new to her and required substantial research outside of work and school. The TC department awarded her with traveling money to attend the conference.

TC Graduate Student Mary Ann Krug Produces the First Edition of EEK

When the Department of Electrical Engineering at the University of Washington decided to revamp their annual report, they called on TC graduate student Mary Ann Krug to do the job. EE Chair Howard Chizeck envisioned an annual report that contained a series of articles about interesting research and educational activities happening in the department with other information typically included in annual reports integrated in “advertisement” style.

Krug re-designed the look of the report, decided on article topics, and researched and wrote nearly all of the articles published in the twenty-page report. Titled EEK, Electrical Engineering Kaleidoscope, the report resembles a glossy, futuristic magazine rather than the typical annual report.

Krug calls the process of putting together the report “fascinating.” Not only did she research and write about cutting edge research in areas ranging from genovation to virtual reality, she also gained valuable experience dealing with practical issues in technical communication, such as content management. She learned about the way a business, or in this case, a department, selectively manages and presents information. She hopes the experience will help her find a job in which she can continue content management, perhaps as a science writer or a public relations officer.

Krug is using the experience to complete the science writing track of the TC graduate program. Reflecting on the experience and the newly published first edition of EEK, she smiles and reports, “I’m happy with it.”

—Holli Riebeek

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STUDENT AWARD WINNERS

2000-2001
Student Awards and Honors

Katie Agnesani
UW Society of Women Engineers “Outstanding Female Student.”

Rebecca Bryson
Elected to the Sigma Tau Chi student honor society of STC.

Li Cao
College of Engineering 2000-2001 Cohn Fellowship.

Kyle Fletcher
2001-2002 O’Brien Fellowship

Kris Freeman
STC Puget Sound Chapter Merit Award in the “Trade/News Articles” category for “Psychic Networks: Predicting Algal Blooms”

Marita Graube

Lael Henry
Volunteered at the Dr. Martin Luther King Math and Science Celebration at the Pacific Science Center.

Lauren Hoernlein

Karen Kasonic
Elected to the Sigma Tau Chi student honor society of STC, Honorable Mention for Outstanding TA Award from the College of Engineering, UW Society of Women Engineers “Outstanding Female Student.”

Maya Voskoboynikov

2000-2001 Dean’s List

Laura Allan
Cameron Bates
Eric Bailey*
Justin Botchek
Cali Coles
Kyle Fletcher
Raymond Flynn
Paul Foy
Robert Frantzen
Kyle Fuhrer
Marita Graube
Lauren Hoernlein
Krystene Kawahara
Thran Le
Katie McFadden
Jamie Miller
Christopher Mulligan
Phong Nguyen
Craig Nisperos
Cristina Peterson
Madhuri Pinnamaneni
Marria Rhodriquez
Paula Roberts
Ben Schielke
Allison Schletzbaum
Sharon Sears
Charlie Selk
Megan Shia
Miki Tanimura
Troy Tumaluan
Stephen Vick
Brian Vogt
Angela Washington
James Wells
Eric Willis
Derrek Young
Elaine Zapata*

* denotes Dean’s list all three quarters while in the TC department.

Undergraduate Students
Admitted Fall 2000
Sally Abolrous, Eric Bailey, Seth Boquet, Sara Causey, Crystal Chin, Rajbeer Dhatt, David Dye, Robert Frantzen, Jessica (Kolb) Gibson, Amy Gunther, Lael Henry, Kris Hollingshead, Nathan Moore, Chris Mulligan, Cristina Peterson, Marria Rhodriquez, Paula Roberts, Yina Shin, Tyler Simonson, Brandi Skinner, Troy Tumaluan, Brian Vogt, Angela Washington, Erik Willis, Elaine Zapata

Undergraduate Students
Admitted Spring 2001
Laura Allan, Natalie Brockway, Ron Brooks, Catherine Chien, Kyle Fletcher, Raymond Flynn, Paul Foy, Michael Garrett, Carrie Groff, Thientran Le, Thomas Lin, Jamie Miller

Evening Master’s Students
Admitted Fall 2000
Heidi Adkisson, Benford Bennett, Colin Birge, Joseph Brazill, Darryl Chinn, Carol Costantino, Christian de Maagd, Timothy Dowd, Denise Fulton, Taryn Gerhardt, Lynn Gottlieb, Timothy Greenzwieg, Andrew Hinkelma, Susan Kaltenbach, Nancy Keller, Miriam Kennedy, Amy Kerr, DeJanae Logue, David Smith, Lily Sun, Kathleen Whitehead

Day Master’s Students Admitted Fall 2000
Dell Burner, Li “Edward” Cao, Laura Carsten, Matthew Eliot, Wei Gao, Christopher Holstrom, Dugan Holtey, Benjamin Kelm, Mary Ann Krug, Kathryn Mobrand, Jaime Prosser, Hollie Riebeek, Constanze Roman, Emma Rose, Matthew Tevenan, Carolyn Wei
MONEY, CLOTHES, AND KIDS: WHAT COULD BE BETTER?

TC Receives Over $62,000

In order to continue the TC’s active learning approach, the department once again submitted a proposal to the University’s Student Technology Fee (STF) committee. The STF, paid by students, funds technology needs for the UW’s various departments. This year’s proposal addressed the following department needs:

1) TC students need a stable, high-performance work environment.
2) TC students need high-tech tools to develop advanced technical skills in Web development.
3) TC students need multimedia tools for preparing presentations and portfolios.
4) TC Technical Japanese students need hardware upgrades to support new program developments.

The STF committee approved the proposed budget of $62,247.22 to be spent on new hardware and software to achieve the needs of the department. The money granted will assist the TC department in continuing its active learning approach to professional education in user-centered multimedia and Web communication design.

—Krystene Kawahara

First Ever T-Shirt Contest

This year the TC department held its first t-shirt contest with Ben Schielke having the winning entry. Schielke’s winning design for the contest was placed on t-shirts for the whole department to wear with pride.

The idea of the contest came from seeing other engineering departments wearing their own t-shirts and wondering why our own department had nothing of the sort. After talking with some students and faculty during the winter departmental party about how we should have our own t-shirts, I was informally elected to make this plan happen. The discussion at the party was the jumping off point for the contest with all the details of the contest being finalized during winter quarter.

A total of seven people entered the contest: Ricky Dhatt, Tran Le, Carrie Groff, Lauren Hoernlein, Ben Schielke, Brandi Skinner, and William Washington.

The judges of the contest were associate professors Tom Williams and Beth Kolko, and undergraduates Stephen Vick and myself. After much consideration and debate, Ben Schielke’s design of code for a Web page saying “Communicate Clearly” won.

In addition to the honor of having his design worn by hundreds, Schielke walked away with the grand prize of $100. When asked what he would do with the money, Schielke said, “When I found out that I won, Kate (Long, Academic Advisor) made me promise I would take my girlfriend out with the money.”

—Elaine Zapata

Computer Manager, Paul Nortrom setting up a new PC.

Ben Schielke showing off his winning design.

Schielke and his girlfriend, Katie Agnesani.
Loew Basement Packed for Open House

The Engineering Open House was a great success once again for the TC department. Laughter and commotion filled the basement of Loew Hall this spring during the annual Engineering Open House held April 20th and 21st. Adults and K-12 students filled the Loew Hall basement to learn more about technical communication and what it’s like to be a student at UW.

Beth Kolko, associate professor and engineering department contact, recruited undergraduates Chris Mulligan and Katie Agnesani to be the coordinators of the Open House. Mulligan and Agnesani were the brains behind the operation spending endless hours behind the scenes planning and creating the multiple displays for the Open House.

Students and adults were drawn to the department and the displays. The most popular display, “Redesign your Face”, gave the students the opportunity to have their pictures taken with the department’s digital camera and to manipulate the photos using Adobe Photoshop.

More computers within the lab displayed Web sites created by TC students with the knowledge learned in the Interactive Multimedia class. Poster boards lined the halls showing off TC graduates and the multitude of tools available for student to learn. Other displays within the hall demonstrated the Technical Japanese program and the award-winning magazine Northwest Science & Technology.

Visitors who came to the TC department were thrilled with the growing department and learned about the important role TC plays in the science and technology fields. As Mulligan remarked, “it was great to see kids get excited about the TC department. It made all of our hard work worth while.”

—Elaine Zapata

STC GRANT AND GIFT FROM ERICA, INC., SUPPORT STUDENT RESEARCH

Troy Tumaliuan

Professor Tom Williams recently received a $10,000 grant from STC, the Society for Technical Communication, to acquire an eye-tracking device to support research he is doing in an innovative class he has just created. ERICA, Inc., the manufacturer of the GazeTracker™ system, also contributed $8,000 of the system’s cost as a gift-in-kind.

In spring quarter of 2001, Williams and five TC students—Kyle Fuhrer, Lauren Hoernlein, Jessica (Kolb) Gibson, Dorothy Lin, and Chris Mulligan—had the idea for the new research class. They envisioned a class where students would define and then answer a question worth answering related to TC. In order to perform meaningful research, the class would have to span two quarters. The first quarter would involve designing experiments to answer their questions, and the second quarter would involve actually performing the experiments and analyzing the results. The ultimate goal of the class would be to produce a series of student-created papers that would either be submitted for publication in a professional journal or presented at a conference.

After some deliberation about good questions to ask, the class decided to tackle the questions raised about Web design and usability by Jared Spool, a usability expert. According to Spool’s findings, Web page design has little or no influence on how people use a Web page. After reviewing the literature relevant to these findings, the class uncovered research support for several alternative views. Williams’ students dedicated spring quarter to designing experiments that could further explore the issue and possibly clarify the influences of design choices on Web page use.

For autumn quarter 2001, students will run human test-subjects through the experiments that were designed in the spring. To collect solid data, the students plan to use the eye-tracking device to literally record where a test subject looks when using a Web page. Once the data from this and other experiments are collected, the students will analyze what was discovered and then write individual reports based on their findings. Again, it is the hope that these papers will achieve professional recognition.

To collect solid data, the students plan to use the eye-tracking device to literally record where a test subject looks when using a Web page.

Although the current research class is dedicated towards investigating recent findings about Web design, the notion of the research class itself has great potential to thrive beyond autumn quarter. Williams and the TC faculty have made the Directed Research in Technical Communication class a permanent course offered by the TC department. Students will now be given the opportunity to choose a new topic of research each quarter the class is offered. Because research experience is so valuable, Williams hopes that the class will become a required course for graduate students and an optional one for undergraduates. In fact, experience in research experimentation is so valuable that the proposed Ph.D. program in Technical Communication at the UW will emphasize this and similar research classes.

The new TC research class offered at the UW is an exciting class that gives students the opportunity to ask and find out the answers to their own questions about technical communication. Although the class is still in its infancy, it is showing great potential to be the next major course of study in TC at the UW. Now that this class is available, TC students at the UW will become even more irresistible to the job market than ever before!
Special Issue of Technical Communication Highlights Work by TC professors

The August 2000 issue of Technical Communication, the journal of the Society for Technical Communication (STC) featured articles exclusively from professors of UWTC and the University of Twente. Thea van der Geest of Twente and Jan Spyridakis from TC guest-edited that issue. They won a Frank R. Smith Journal Article award for distinguished technical communication for the introduction that they wrote for the issue.

This special issue of Technical Communication was dedicated to the five Web heuristics that were developed at the 1999 international workshop cosponsored by the UW and Twente.

The UW professors who contributed articles to the issue were Jan Spyridakis, Mary Coney, David Farkas, Tom Williams, and Judy Ramey.

—Carolyn Wei

Welcome to New Faculty

Jennifer Turns
Visiting Assistant Professor

TC is delighted to welcome Dr. Jennifer Turns to the faculty as a visiting assistant professor. Turns earned her doctoral degree in 1998 from Georgia Institute of Technology in Industrial and Systems Engineering; her dissertation title was “Supporting Engineering Education with Information Technology: The Case of Instructional Design Experiences.” Her minor at Georgia Tech was in cognitive science; she also has an MS and BS in systems engineering from the University of Virginia (minor in computer science).

This past academic year, Turns was a research scientist in two interdisciplinary programs at UW. With the Program for Educational Transformation through Technology, she conducted research studies that investigated learning-related questions, especially focusing on a Web site providing information on arthritis to “learners at large” (people using the Web to learn, outside of any formal educational program). With the Center for Engineering Learning and Teaching, Turns has worked on a range of projects having to do with analyzing people’s design processes; she has also focused on improve assessment processes.

Turns’ interest in learning and expertise, as well as her extensive experience using a wide range of qualitative and quantitative investigative methods, will greatly enrich TC’s curriculum and research agenda. We are looking forward enthusiastically to working with her!

—Judy Ramey

Karen Kasonic
Lecturer

Karen Kasonic has joined the TC faculty as lecturer starting in the summer of 2001. She is not new to the department, though, because she started her position just after she completed her degree from the master’s program. She has found the transition between being a student and being a member of the faculty a little strange because she suddenly is no longer a peer to the students who were her classmates a few months ago.

Kasonic is looking forward to developing and teaching a class on content management systems for autumn quarter. The class will be based on the undergraduate course created last year by Bob Boiko, who is formerly of Chase Bobko, Inc., and now a lecturer in the Information School. She is also working with undergraduate Katie Agnesani and others to evaluate the TC department’s content management needs for its own publications and anticipates implementing the final system by spring 2002.

This fall, Kasonic will present new teaching methods in technical communication at the Rocky Mountain Modern Language Association conference in Vancouver, BC. Her presentation will focus on the way content management is taught in the department with specialized courses, independent student projects, and industry professionals. Kasonic will also present with graduate student Matt Elliot at the International Professional Communication Conference in Santa Fe, New Mexico, a training module on contrastive rhetoric that they developed winter quarter for Jan Spyridakis’ international technical communication class.

—Carolyn Wei

Philip L. Bereano
Professor

Phil Bereano participated in a variety of forums about genetically engineered organisms in food sponsored by the United Nations. As an expert in risk analysis under the UN’s Biosafety Protocol, he will be assisting countries in evaluating the risk of importing engineered food products. This year Bereano attended UN meetings in Montpellier, France, Tokyo, Paris, and Rome. At the meeting in Montpellier, he gave a speech in tribute to an Ethiopian colleague honored with the Right Livelihood Award, the social equivalent of the Nobel, for his work leading the Third World negotiations for a biosafety protocol. Bereano also applied his expertise to advise the Henry Art Gallery for a major show and symposium, called “Gene’sis,” an artistic representation of the issues involved in genetic engineering, which will appear next spring.

As a participant in the Biosafety negotiation process and as an “Expert” inscribed on the Secretariat’s Roster of Experts, he participated in a meeting of the Intergovernmental Committee for Governmental Protocol (ICCP) in Cuba, which was designed to come up with ways that Third World countries and
eastern Europe can develop their capacities to do assessments of genetically engineered organisms that another country (or corporation) wants to import into their territory. This included the creation of a major Web site (the Biosafety Clearing House), money to utilize various expertise, and training of local people. While in Cuba, Bereano had specific discussions with the Vice-Rector of the Cuban Institute for Genetic Engineering and Biotechnology.

In May, Bereano gave the keynote address, “Just Technology for a Just Society” at a symposium of the Washington Bar Association on “Technology and Access to Justice.”

Mary B. Coney
Professor

Mary Coney has been dividing her time between teaching and chairing the UW Faculty Senate this year. She taught the first class of the evening master’s program, Theoretical Aspects of Technical Communication (TC 501). Last summer, she published an article in Technical Communication with Michaël Steehouder, from the University of Twente in the Netherlands, about role-playing on the Web. She also received a Distinguished Service Award from The Council of Programs on Technical and Scientific Communication, and she gave her acceptance speech at their conference at the University of Wisconsin/Stout.

Coney has also worked especially hard as the chair of the UW Faculty Senate this year. She is particularly pleased with three accomplishments during her tenure. First, she initiated a review of the University Initiatives Fund (UIF), the way that the university levies a tax on all departments to provide funding for new initiatives. Next, she worked to give voting privileges to research faculty and the faculties on the two new campuses at Bothell and Tacoma. Finally, she negotiated an agreement with the president of the University to work with the legislature to pass enabling legislation that gives faculty the right to collectively bargain.

David K. Farkas
Professor

Dave Farkas was on sabbatical during the 2000-2001 academic year. This required explaining to various friends and neighbors that a sabbatical is not a yearlong vacation. In fact, it was quite the opposite.

Farkas’s main sabbatical project was the textbook Principles of Web Design, co-authored with Jean Farkas. The book is now in production at Allyn & Bacon and will appear in November. The book is comprehensive in scope, and the approach is a blend of interface design, rhetoric, and information architecture.

An article, “Guidelines for Designing Web Navigation,” also authored by Dave and Jean, appeared in the August 2000 issue of Technical Communication. The article is part of the special issue on Web heuristics produced by faculty members from the TC department and the University of Twente.

Farkas also gave a variety of presentations and workshops, in the U.S. and abroad, pertaining to both Web design and software user assistance. Among these was a talk on museum Web sites, part of a full-day workshop conducted in Seattle by Werner Schweibenz, a faculty member at the University of Saarland, in Germany.

Farkas looks forward to resuming his regular teaching duties in the fall.

Mark P. Haselkorn
Professor

Mark Haselkorn completed a report for the National Research Council, the operating arm of the National Academies, on the strategic management of information and communication systems. The report draws on lessons learned from the way that the U.S. Air Force dealt with the Y2K problem. Entitled “Strategic Management of Information in Communications Systems,” the report underwent committee review over the summer and should be published by the end of the year.

Haselkorn is bringing the things learned in this project into the classroom in TC 520, Technical Communication Systems. He hopes to develop an undergraduate class that will address the same issues.

Deborah Illman
Assistant Professor

Much of Deborah Illman’s work this year has focused on the role of the civic scientist—a scientist who communicates with the general public to bring awareness about science—in the development of science and technology. She is publishing a paper with Fiona Clark, a graduate student in communications, entitled “The Dimensions of Civic Science.” It will appear in the Fall 2001 issue of the journal Science Communication.

Illman also organized and conducted a session of the American Association for the Advancement of Science Symposium annual meeting held in San Francisco in February 2001. Called “Culturing the Civic Scientist,” the session served as basis for the volume of the journal in which her paper appears.

Masashi Kato
Lecturer, Technical Japanese Program

After a drastic revision to the Technical Japanese Program (TJP), Masashi Kato spent this year teaching six new courses for the first time. This year the Technical Japanese Program expanded to include undergraduate courses. Enrollment increased from 6-9 students to 26 students. Kato shifted his focus entirely to teaching for this year.

As part of the new program, Kato implemented the Language Partner in his courses. The Language Partner is an interactive multimedia program developed in the TJP that lets students practice model dialogues to develop conversation skills. Students can access the Language Partner from the Technical Japanese Program Lab, the Language Learning Lab, and from home. To find out more about Language Partner, take a look at Kato’s profile on the CATALYST Website at: http://catalyst.washington.edu/profiles/pp_kato.html. While the Language Partner seems to be an effective tool, Kato plans on gathering empirical data to determine how effective the tool is.

Beth E. Kolko
Associate Professor

Beth Kolko spent five months, August through December 2000, in Uzbekistan on a Fulbright Award. She researched early patterns of Internet adoption and use, and cross-cultural adaptations to the Internet. She also taught at various institutions in Uzbekistan including the University
of World Economy and Diplomacy and the Financial Institute.

At the University of Washington, Kolko is continuing her work on Mooscape, a virtual world set up to investigate race online. Currently, race is not a coded part of online identity. Mooscape gives users the opportunity to report their race in a blank field, so that any race could be reported. So far, several diverse responses have come up, including one who claimed to be Klingon. Kolko spent the year getting the Mooscape system running at the University of Washington, and recruiting more users as part of the effort to begin statistical analysis of use.

In addition to this research, Kolko has worked on three book projects. She co-authored Writing in an Electronic World (2001) with Alison Regan and Susan Romano, and co-edited Race in Cyberspace (2000), with Gilbert Rodman and Lisa Nakamura. She just finished editing Virtual Publics: Politics and Community in an Electronic Age, a book that will be published next year.

Carolyn S. Plumb
Senior Lecturer

Carolyn was busy this past year completing the first round of writing assessment for the Engineering Writing Assessment Project. She worked with ten departments in the College of Engineering and the College of Forest Resources to determine if their graduating students were competent writers. She was also Chair of the College of engineering’s Council on Educational Policy for a second year and served on the UW Faculty Council on Academic Standards. January through May of 2002, she will take her first sabbatical since coming to the UW in 1987. She and husband Barrie will be in Bozeman, Montana, for the duration. She’ll be working with Montana State’s College of Engineering on a writing assessment program, and she and Barrie will be taking advantage of a less hectic schedule to do lots of skiing and hiking.

Judy A. Ramey
Professor, Department Chair

In addition to working hard as the TC department chair, Judy Ramey has been working with a research team that is funded by the National Library of Medicine that is developing an Internet-supported system for collaborative work. The system is being designed to help doctors conduct cancer care conferences, meetings held to discuss treatment options for patients. The prototype software package, created this year, uses the Next-Generation Internet to manage and display conference clinical information and allows doctors from different locations to participate in the conference. Ramey’s team investigates the evolution of work practice and attitudes.

Over the summer, Ramey actively developed international relationships with other universities. She visited the Pontifical Catholic University in Rio de Janeiro, Brazil (PUC-Rio), where doctoral student Cecilia Kremer Vieira da Cunha is studying semiotic engineering, a combination of linguistics and computer science. Her focus is on end-user programming. Cunha spent several months at the University of Washington as a visiting graduate student in TC’s Laboratory for Usability Testing and Evaluation (LUTE). Ramey hopes to develop a student and faculty exchange program between TC and PUC-Rio.

Ramey will also attend TC’s third international summer workshop, this year focused on the usability of Web and wireless interfaces. The workshop held in Aachen, Germany is co-sponsored with the University of Twente and Technical University of Aachen.

Geoff Sauer
Assistant Professor

Geoff Sauer has had a busy first year at the University of Washington. He has been teaching classes in each of the TC degree programs and working with 18 independent study students to get to know the department a little better. With three independent study students, he built a technical communication Website that contains links to a number of resources in the field, and is the largest TC Website in the world. He expects the Website to be posted at http://tc.eserver.org by the end of summer. In addition to teaching, he is actively working with students as the faculty advisor to the UW student chapter of the Society for Technical Communication.

In the spring, Sauer completed an eight-year project writing a book entitled Negotiating Internet Culture. He expects it to be published early in 2002. Sauer also gave presentations at three conferences this year.

Jan H. Spyridakis
Professor

This year Jan Spyridakis has been busy wrapping up loose ends from the research she completed while on sabbatical last year, such as finishing up a cross-cultural research study and writing many articles. She also re-acclimated herself to full time teaching and chaired a faculty search committee for two assistant professors.

This May at the STC annual conference in Chicago, she reported on the second part of a research project that she conducted with MSTC alumna Waka Fukuoka regarding the effect of text organization on Japanese and American readers. Also at the conference she and co-author Thea van der Geest received the Frank R. Smith Outstanding Journal Article Award for “Distinguished Technical Communication” for their introductory article to the third quarter issue of Technical Communication, on heuristics for Web communication. Spyridakis and van der Geest were co-editors of the journal issue. Spyridakis also had written an article in the issue about authoring and evaluating comprehensible Web pages.

This year, Spyridakis and co-author, MSTC alumna Carol Isakson, received the Frank R. Smith Outstanding Journal Article Award for “Outstanding Article” for “The Influence of Semantics and Syntax on What Readers Remember.” This year she also received the “Award for Teaching Excellence” from the UW Educational Outreach for the Style in Scientific and Technical Writing (TC 401) class that she teaches in the TC certificate program.

Spyridakis spent considerable time this year chairing the search committee for two TC faculty members. She is excited that Dr. Jennifer Turns will be joining the TC faculty next fall and that TC will also have two visiting faculty from the University of Twente.

Michio Tsutsui
Director, Technical Japanese Program, Associate Professor

Michio Tsutsui’s major work this year has been reforming the Technical Japanese Program (TJP). The program was originally designed for engineering graduate students who wanted to use
Japanese for their professions. Now the program is open to students from other programs and a series of courses have been developed for undergraduates. The new courses focus more on business-based communication so that students deepen their understanding of Japanese business practices and work ethics.

Tsutsui’s second major accomplishment this year was the incorporation of the Language Evaluator into his classes. The Language Evaluator is a new multimedia system developed in the TJP that allows instructors to review and comment on students’ oral performances. The system will help Tsutsui give more constructive feedback to his students and will allow him to collect useful research data about the ways students learn presentation and other oral skills.

Finally, Tsutsui has been working to arrange international internships in Japanese companies for TJP students and other interested students. This year, he opened the internship program to students outside the Technical Japanese Program. For this summer, he facilitated internships for eleven students.

**Thomas R. Williams**

**Associate Professor**

Tom Williams offered for the first time a new, two-quarter class in directed research in visual communication. During spring quarter, students—both graduate and undergraduate—enrolled in the class defined a research question and conducted a literature review. For autumn quarter, the students hope to actually conduct an experimental study, collect and analyze data, and write up the results. He hopes that students will find opportunities to present their findings in publications and conferences.

Williams has also received a special opportunities grant from the Society for Technical Communication and a matching gift from ERICA, Inc., totaling $20,000 to acquire an eye-tracking system that, among other things, tracks and collects data on eye movements, fixation sequences and durations, and pupil dilation. The system can be used both in basic research and in usability testing. The equipment will be located in the Laboratory for Usability Testing and Evaluation (LUTE), directed by Judy Ramey, TC Chair.

**BOOKMARKS**

**Students Redesign the TCAA Web Site**

The Technical Communication Alumni Association’s (TCAA) Web site was recently rejuvenated courtesy of some of the students of the interactive multimedia class (TC 437) taught by Associate Professor Beth Kolko. Undergraduate students Stephen Vick, Kyle Fuhrer, Raymond Choi, Roy Turner, and Elaine Zapata revamped the TCAA’s Web site as a class project. Based on the principles that they learned in the interactive multimedia class, they created a new Web site for the TCAA that fit the needs of the association and reflected the importance of the group as a hub for the alumni of the department. The site contains information of interest to alumni and news related to the TCAA’s activities such as meeting minutes and newsletters. Visitors can learn about the TCAA and its history, look at job postings, exchange ideas on a message board, and read about what some TC graduates are doing in the real world.

The group worked with Mike White, TCAA advisor, to develop the site. White is a co-founder and former professor of the Technical Communication department. The result of their collaboration is an attractive, usable Web site. Check it out at:

http://www.uwtcaa.org

—Elaine Zapata

**EServer.org Debuts the Technical Communication Library**

During the spring quarter of 2001, Professor Geoffrey Sauer and a group of three students—Sally Abolrous, Marria Rhodriquez, and Roy Turner—created the EServer Technical Communication Library. The project all began when the group realized a Web porthole for technical communicators did not exist. With Sauer’s direction, the students collected information, built the database, and created the user interface for the site.

The TC Library is a Web portal to be used by academia and professionals of technical, professional, and scientific communication. The portal consists of a database of over 1,000 articles, Web sites, and other electronic resources. The site’s resource database continues to grow because of additions made by beta testers.

Sauer is currently in the process of gaining funding from the Institute of Electrical and Electronics Engineers, Inc. (IEEE) Professional Communication Society. With this funding, students may be hired to work on and maintain the current site.

The TC Library will officially debut in September 2001 as one of the over 50 collections on the EServer main site. The EServer was founded in 1990 at Carnegie Mellon University by a group of graduate students in English. The EServer has over 32,000 works of literary research, criticism, novels, and writings from various humanities disciplines. The EServer has over 220 members around the world that contribute to its success.

Access the EServer and Technical Communication Library via the Web:

http://eserver.org
http://tc.eserver.org

—Krystene Kawahara

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**CLIP AND SAVE!**

**Department of Technical Communication**

http://www.uwtc.washington.edu

**Technical Communication Alumni Association**

http://www.uwtcaa.org

**STC UW Chapter**

http://students.washington.edu/stc/
TC DEPARTMENT LAUNCHES COURSES IN CONTENT MANAGEMENT

Troy Tumaliuan

One of the hottest topics to arise in the field of technical communication in recent years is content management, also known as single-sourcing. This concept is very simple. All it means is that a single chunk of information is used to create multiple versions of the information in one or more media. For example, you could use several pieces of the same information to publish an article in a scientific journal, a newspaper story, a recommendation report for a company, or an informational Web site. The presentation of the chunks of information in the journal, newspaper, report, and Web site will vary, but each of these new documents are all based on the same source.

There are some obvious advantages to using content management. First of all, regardless of how many different types of documents you produce, you are guaranteed a high level of consistency between them. Second of all, you are given a high level of assurance because you know that if the source document is correct, all the other documents are also correct. Other advantages to content management include reduced costs and quicker production time of documents. The Technical Communication department at the University of Washington has long been aware of these and other advantages of content management, and since the beginning of this school year, it has been actively trying to apply the concept of content management to its course in the winter quarter. Again, students had individual projects that could be combined to help manage content for the TC department. This time the class was taught entirely by Karen Kasonic, the teaching assistant for the content management classes from the previous quarters. Several different projects emerged from spring quarter to extend the TC department’s content management efforts. As a continuation from winter quarter, Kate Long, Emma Rose, and Katie Agnesani worked together to create the job-posting Web site. In a separate project, Matthew Tevenan analyzed the TC department’s Web site and began to break it apart into meaningful components. In a related project, Katie Agnesani wrote a user manual that gave directions on how to break large amounts of information apart into meaningful components. Another project delivered spring quarter was a résumé Web site created by Ben Schielke. Also, Josh Cohen worked on a repository Web site, where people could drop off and retrieve information.

The TC department is still very active in pursuing content management. It is currently in the process of creating a Web site that will combine the efforts of all the students who have taken the content management courses. Once this Web site is up and running, the TC department will have a physical entity to showcase its content management attempts to the rest of the world. As far as the future of the content management course is concerned, it appears to be bright. Karen Kasonic, now a lecturer for the department, has already planned a new curriculum for the class for the autumn quarter of 2001. Much work has been done to help the TC department achieve its content management goals this year. but this is only the beginning!

Troy Tumaliuan recently graduated from the Technical Communication department with a bachelor's degree.
CLOSE-UP:
STUDENT PROJECTS IN CONTENT MANAGEMENT

TC Will Debut a Jobs Web Site

During the 2000-2001 school year, undergraduate Katie Agnesani, graduate student Emma Rose, and undergraduate advisor Kate Long collaborated on a Web-based job and internship posting system as part of the TC department’s content management project. The jobs Web site is designed to provide career information to multiple audiences who are looking for jobs in the TC field.

The jobs Web site was conceived in the autumn quarter of the content management class; Agnesani and Rose pursued the project in subsequent quarters. Long joined the team because she is in charge of the job announcement e-mails, and she has extensive knowledge about the TC department.

The current method for announcing job openings to students is very informal. Often alumni, friends, and other people who know of the TC department’s reputation will e-mail information to their contacts within the department. Faculty and staff will then forward the e-mails to students or post flyers on the department’s bulletin board.

With the Web-based job announcement system, prospective employers will visit the jobs site, submit an electronic form with pertinent information about the job or internship. The announcement will then be e-mailed to TC students and posted on the Web site by the system.

Jobs posted by corporate affiliates of the department will be featured as “premier” jobs in the e-mail announcements and Web postings. Microsoft, Intel, and IBM-Santa Teresa are currently the corporate affiliates of the department.

Agnesani, Rose, and Long have worked hard these past quarters and are currently running usability studies to make any revisions before the site goes live. The group hopes to have the site live by autumn quarter 2001.

—Elaine Zapata

The New Look of TC

The TC department is getting a new look with the help of Katie McFadden, a recent TC graduate. During winter and spring quarters 2001, McFadden took the department through a branding process to create a logo that will be used to represent the department on its Web site.

The branding of the department was McFadden’s undergraduate senior project, which was rooted in the content management class taught by Bob Boiko last fall. McFadden said, “The goal of branding is to establish a consistent, compelling and recognizable identity that reflects the style and tone of the TC department through verbal, written and visual communications.”

She created the new logo for the TC department’s Web site, which received a lot of positive feedback from the TC department’s students and faculty.

As part of her senior project, McFadden also completed a style guide for the new brand that the department can use later on to apply the logo to its stationery and signs.

—Elaine Zapata
COMMENCEMENT
JUNE 9, 2001
ENDOWMENTS FUND THE FUTURE OF TC
Troy Tumaluan

Endowments are an important source of funds for the Technical Communication department at the University of Washington. Because state funding is only sufficient to support faculty salaries, the TC department must rely on endowments and donations to support student programs and activities. For example, the department uses endowed funds to enhance the educational experience by supporting student travel to conferences, providing for renowned guest speakers, and enabling special projects outside of the normal curriculum.

Currently, the TC department has four endowment funds:
• James K. Prekeges Endowment, established January 1999
• Sakson & Taylor, Inc. Endowment, established October 1999
• Myron L. White Endowment, established January 2000
• James W. Souther Endowment, established January 2001

Since the establishment of the first endowment fund in January of 1999, the TC department has received approximately $150,000 in endowments. To make the most of this money, it is invested, and the principal is never directly spent. However, by being invested, the money generates revenue, and it is this revenue that actually gets spent on behalf of the TC department. This year, the money generated a revenue of around $7,000, all of which went towards enhancing the education of TC students.

The TC department uses the revenue generated from endowments in a variety of ways from providing students with tuition support to simply enhancing the TC experience at the UW. One of the most helpful uses of this money to undergraduate students is related to the O'Brien Fellowship. This fellowship attempts to provide a single TC undergraduate with a full one-year scholarship. However, if the fellowship by itself is inadequate, the difference is made up with endowment funds. For the 2001-2002 school year, the fellowship was awarded to Kyle Fletcher.

Besides using the fellowship to help finance student tuition, the TC department also uses the money to help support student participation in TC-related activities. This year, graduate student Mary Deraitus received a $130 gift to cover her registration expenses at CHI 2001, the Computer Human Interaction conference. Similarly, graduate students Karen Kasonic, Rebecca Bryson, and Kris Freeman received $500 travel grants to attend the May 2001 STC conference in Chicago. Kasonic and Bryson went to the conference to receive awards, and Freeman went to present a paper. Undergraduate Scott Bush and graduate Emma Rose also received $1000 each to attend the summer workshop on information design in Germany.

Besides supporting student travel and participation in conferences, endowment funds are used to support student interest in the TC department itself. This year, the TC department held a student contest to design a new logo for the TC department. The winner of this contest, Ben Schielke, was given a $100 prize for his department-enhancing efforts.

As you can see, endowments are an important means of enriching the educational experience of TC students. Although the revenue from these endowments currently generates $7000 a year, this number will increase as endowment funding increases. If you would like to make a donation to the TC department, please use the envelope included in this magazine or visit the UW TC Alumni Association’s website: www.uwtcaa.org. All donations are greatly appreciated.

In a Nutshell: Giving to TC

Individuals and organizations can contribute to the TC department in a number of ways.

Outright cash gift: The most common kind of donation that the department receives is a check. Cash gifts can be designated for either the development budget or the chair’s discretionary budget. The development budget pays for expenses such as publication costs for postTComm. The chair’s discretionary budget can be spent on miscellaneous expenses such as the department’s annual graduation party.

Endowment gifts: Endowments are lasting gifts to the department because only the interest earned is spent. Gifts can be made to either the Souther or the White endowment funds; donations to those funds come in all amounts, from the very modest up to several thousand dollars. People can also create an endowment fund in their own name or in the honor of someone else with a minimum of a $25,000 gift. James Prekeges, a part-time lecturer for the TC department, and Donna Sakson, Carol Taylor, and the board of Sakson & Taylor, Inc., started endowment funds in this way.

Gifts-in-kind: Companies can give the TC department needed physical items. The department usually receives gifts of software. For example, Getty Images, a visual content company, donated royalty-free digital images for the department to use on the eserver.org TC portal site. ERICA, Inc., manufacturer of the GazeTracker™ software, donated $8,000 of the cost of the system; they also became a corporate affiliate of the department because their gift exceeded $5,000.

Corporate affiliation: Organizations can become a corporate affiliate of the department by making a $5,000 gift to the development budget. Please contact Judy Ramey, Chair, if your company is interested in becoming an affiliate.

—Carolyn Wei
WORKING TOGETHER: TC ALUMNI AT IDX SYSTEMS

Elaine Zapata

This summer, I participated in an internship at IDX Systems Corporation. IDX is based out of Burlington, VT, and has regional offices located throughout the United States, including downtown Seattle. IDX uses information technology to maximize value in the delivery of healthcare by improving the quality of patient service, enhancing medical outcomes, and reducing the cost of care.

During my first week at IDX, I met many of the technical writers and learned about their backgrounds and experiences in the TC field. After some of the discussions I had with the writers, I learned there was a common bond between us: we all had been in the TC department at the University of Washington. Within this one company, there were seven graduates of the TC department’s certificate, bachelor’s, and master’s programs. There are also two other undergraduate interns besides myself: Jessica (Kolb) Gibson and David Dye. Here, the TC alumni at IDX Systems share their thoughts on the programs they graduated from:

Paula Berman, an Associate Technical Writer, graduated in December 2000 from the TC Certificate program. After spending many years as an occupational therapist, Berman joined the program as part of a career change. Berman told me, “When I graduated from the program, companies were in awe of the degree I had, and it helped me get many interviews within companies. I found out quickly that the department was well respected in the Seattle area.”

Jennifer Mazuca, a Senior Technical Writer, graduated with her master’s in Technical Communication in March of 2000. Mazuca graduated with her BS from Southern Polytechnic State University in Georgia, and with her decision to move back to Seattle, Mazuca applied to the TC department’s master’s program. She said that the knowledge she gained from the program, “especially [from] the project work on posTComm,” definitely helps her with her current position.

Heather Beebe, Lead Technical Writer, graduated with her BS in 1988 from the TC department. Beebe decided to join the program because “I found I could make money doing something I liked—writing!” One of Beebe’s favorite memories of the program was “the people she got to know in the course of going through the program.”

Susan Doran, Senior Curriculum Developer, graduated from the TC certificate program in 1998. Doran worked as an independent contractor, but she wanted a “formal qualification as a tech writer.” Susan said that the information she learned in the program was “very helpful, especially in the area of project management. The certificate program gave me the confidence to jump in and start documenting multiple projects.”

Joseph Baird, Lead Technical Writer, graduated from the TC certificate program in winter 1991. Baird joined the program to “broaden my knowledge base of technical communication, especially in software documentation.” His favorite memory from the program was taking the Style in Scientific and Technical Writing class taught by Gloria Burgess.

Donna Fulcher, a Proposal Specialist, graduated with a BSTC in June of 1997. Fulcher joined the program to “keep abreast of the latest trends and learn to evaluate how new technology could truly enhance our lives. For me, TC was the bridge between those who develop technology and those who use it.” Fulcher said “the most important skill I obtained was learning to change my writing tone for different audiences. Communicating directly is a fresh perspective in the work-world and a valuable skill to learn.” Fulcher is also a member of the Technical Communication Alumni Association (TCAA) and became its president in May 2001.

Connie Brenden, a Senior Technical Writer, graduated in June 1997 from the TC certificate program. Brenden said she joined the program “because I wanted formal training as a technical writer and I knew the program would help me understand the evolving profession.” Her favorite memory of the program is “all the wonderful people I met.” Brenden is also the president of the Puget Sound Chapter of the Society of Technical Communication (STC) this year.

Elaine Zapata graduated this year with a bachelor’s degree in Technical Communication from the University of Washington.

From left to right: Undergraduate TC interns Elaine Zapata, Jessica Kolb, and David Dye. TC alumni Jennifer Mazuca, Paula Berman, Connie Brenden, Susan Doran, and Joseph Baird.
IN THE REAL WORLD
Krystene Kawahara, Editor

“It’s great to have all these alumni working together at IDX Systems (see story on page 22), but we know there are other alumni who are working together in groups or companies like Carl Chatfield and the Microsoft Project User Education group. Does your company have more alumni than IDX? Check out the Technical Communication Alumni Association Web site at http://www.uwtcaa.org and enter the alumni contest hosted by the TC department and the TCAA to see which company has the most alumni. We’ll announce the winner in next year’s posTComm and feature the five largest clusters of TC graduates that we can find!”

1980
Ginger Corley
RainMountain@chinooks.com
20+ years post UW, Ginger is working at Qwest in sales and implementation of wide area networks for all the school districts, colleges and universities in Washington state. Since she no longer writes for a living, Ginger writes for fun. Her hobby is raising Chinooks, a rare breed of American sled dogs. For eight years she was editor of the national breed club newsletter, the Chinook Quarterly, for which she won three Awards of Excellence from the Dog Writers Association of America (the canine Pulitzers). She is now the breeding columnist for the Eventer, a Northwest canine event newspaper.

1981
Suzanne (Adamson) Pinney
supinney@msn.com
http://www.otlconsulting.com
Suzanne is self-employed as a consultant. She develops training programs, operations manuals, safety programs and other assistance in the hospitality industry. She and her husband, Richard, have two daughters, ages six and nine.

1983
Brenda Barkey
bbarkey@earthlink.net
Brenda is currently balancing her freelance technical writing work with the needs of her group fitness and personal training clients. She feels like a pendulum at times, working either in “solitary confinement” or one-on-one with a client.

1984
Bill Muse
WSUsux@billumuse.com
Bill retired from Microsoft and is living in Seward Park with his wife and daughter, who is currently ranked in the 99th percentile for both smarts and cuteness. He spends his free time remodeling his 100-year-old house and tinkering with his four Oldsmobiles and two trucks, all pre-Watergate vintage. Bill has performed stand-up comedy in nightclubs, written humorous essays for several newspapers and magazines, and is a regular contributor to the internet humor list at http://www.topfive.com.

1985
Julie (Bizon) Byrd
Julie is currently working for Microsoft in Oregon as a Web content developer (Microsoft acquired the startup she was working for). She is married with two children, ages three and five. Her hobbies include golfing, cooking, and hanging out with her children and husband.

Pamela (Peak) Johnson
PamJohnson@captaris.com
Pamela Johnson is manager of Technical Communications at Captaris in Kirkland. A member of the Society for Technical Communication (STC) since 1983, Pamela has served as an officer in the local Puget Sound Chapter, including as President, Vice President, Secretary, Newsletter Chair, and Nominating Committee Chair. She has served also as President of the Technical Communication Alumni Association (TCAA). Because of her love for teaching, Pamela has taught courses in production editing, manual design, and project management for the UW, Bellevue Community College, and the Puget Sound Chapter of STC. In addition, she has received a number of documentation awards from the Puget Sound Chapter of STC recognizing her work. Pamela is enjoying being the mother of Emma Jeriene, who was born on June 13, 2000. Her other interests include horseback riding, baking, reading books, and gardening.

M. Catherine McFarland
cmcfarla@u.washington.edu
http://staff.washington.edu/cmcfarla
Catherine works as a Computer Support Analyst II for the Hazardous Materials and Waste Management Office in Environmental Health and Safety at the University of Washington.

2001 posTComm 23
1987

Lisa Edwards
Lisa is currently employed at The Boeing Company, where she has worked since graduation from the University of Washington in July of 1987. When she started working at Boeing, Lisa was developing application software using structured analysis and design techniques. In addition, she was given the opportunity to design and deliver training across the country on one of the software applications they developed and implemented. While Lisa was working full-time at Boeing, she earned an MBA, with an emphasis in Information Systems, at Seattle University in June of 1993. Next, Lisa was ready for her most challenging career transition, to her current position as the Team Leader and Project Manager for Boeing Virtual Private Networking.

Meanwhile, in her personal life, Lisa married a wonderful engineer, Guy Granger. In addition, she is also participating in raising his lovely daughters, Elisabeth and Brittany. In her free time, Lisa is still an avid downhill and cross country skier, loves to hike and bike, enjoys gardening, and has taken up ballet.

Stacie (Murphy) Finnelly
stacie@interling.com
Stacie is currently working as the Director of Documentation at INTERLINQ Software Corporation. Her interests include traveling, walking her Great Dane at Marymoor, skiing, and spending time with friends and family.

William McCauley
billmc@nwlink.com
http://www.nwlink.com/~billmc/index.htm
William’s job title is “Technical Author,” a somewhat hybridized technical writer position that reflects what he does at Consystant Communications Technologies: He is engaged in writing a book that will explain the Hines-Ortega Methodology of Software Design to a diverse technical and academic audience. (Consystant was founded by UW alumni Ken Hines and Ross Ortega.) Writing fiction consumes much of his free time. William’s novel, The Turning Over, was published by The Permanent Press (New York, 1998). He is now in discussion with an agent on representing his second novel, which he completed last year, and a collection of short stories. He is currently at work on a third novel. Check out the above Web site for a glimpse of The Turning Over.

C. Tom Malley
tmalley@pacbell.net
Tom has been living in San Diego for about a year. In case you are wondering about the weather, it is gloomy here sometimes, but the gloom is about ten degrees warmer than in Seattle. The sailing is really great. He will be back in the Northwest in a few years. His grandchild Mark is being delivered this spring in Bellingham.

Bruce L. Peterson
brucelpeterson@yahoo.com
Bruce is a marketing writer for SAFECO Life & Investments. Bruce comments, “I have so far survived the bubble market, but we do indeed live in interesting times.”

1988

Sharon Kasper
Sharon’s thoughts of retirement from Boeing were interrupted by an offer she couldn’t refuse. After working in engineering her entire career, she is now the Product Development Chief for Boeing Aviation Services, which serves the airlines’ after-market needs. Her tech writing skills are essential in describing new products and convincing the “Big Boeing” to provide funding for developing them.

Golf, cruising and visits to the cabin on Hood Canal with husband Jim are still the main forms of relaxation.

Dale Washburn
dale@overdraft.com
http://www.overdraft.com
Dale’s company, Washburn Communication, provides documentation, marketing, and content development services to clients all over the world. He lives in Redmond with his wife and 3 year old daughter.

1989

Deborah Adair
debadair@designcage.com
http://www.designcage.com
Deborah has been working as an independent consultant for the last five years. Recent projects have included everything from API documentation and programming tutorials to user interface and Web site design. When Deborah is not sitting in front of the computer, she is often sitting on a horse. Her latest challenge has been helping to train a four-year-old thoroughbred how to jump.

Paul Samek
psamek@PACCAR.com
Paul is a technical communicator maintaining 4000+ pages of heavy-duty vehicle operation and maintenance documentation for the Peterbilt Motors Company division of PACCAR, for dissemination in both print and electronic media.

Sherry Stout
sherry@sceneicsoft.com
For the past five years, Sherry has been working at ScenicSoft, a leader in the prepress software industry. She currently writes user documentation for three products and edits marketing materials.

Michael J. Wenger
mwenger1@nd.edu
http://www.nd.edu/~mwenger1
Currently, Michael is an assistant professor in the Department of Psychology at the University of Notre Dame, and is associated with the Cognitive and Quantitative areas. He recently published an edited volume of research on the perception of and memory for faces, titled Computational, geometric, and process perspectives on facial cognition (Lawrence Erlbaum Associates). Michael was awarded the American Psychological Association’s “New Investigator” award for Experimental Psychology in 2000.

1990

Lorraine Edmond
ledmond@home.com
edmond.lorraine@epa.gov
http://www.epa.gov/r10earth/emap.htm (click on Coastal)
Lorraine went to work for the Environmental Protection Agency (EPA) in 1989 in a co-op position, and ended up accepting a permanent position when that ended. The EPA hired her for her technical skills as opposed to the communications skills that she learned in the TC department. Nevertheless, in
some ways, all she does is communication!

Lorraine works as a geologist providing technical support to many different programs within EPA. She works on Superfund sites with contaminated ground water, on environmental impact statements for mining projects, on watershed assessment projects whose goal is to improve surface water quality, and on a large-scale estuary monitoring project that is covering the West Coast (see above Web site).

In her spare time, Lorraine works on her 80 year old house and garden, dyes fabric and makes art quilts, and builds things on her property on Lopez Island. This summer, she is learning to kayak.

1991

Karen Cogburn
karencobgurn@hotmail.com
Karen has been working in the Windows division at Microsoft for almost 4 years. She just adopted a very cute fox terrier dog, and he seems to get along with her two cats! The rest of her spare time is spent playing softball and sprucing up her condo.

Chet Hedden
chet@xyzu.net
http://www.xyzu.net
Chet lives online and in Arizona. He is writing a book on educational technology for the general reader.

Michael Lamar
mike@born2ride.com
http://www.born2ride.com
Michael is a contract technical writer in Research Triangle Park, next to his home in Raleigh, NC. He married another west coast transplant, Denise, last July.

Christopher J. Moore
MooreCHR@bellsouth.net
Chris Moore and his family, Kemille and Jasper, are enjoying settling in to their new home on the scenic banks of Barnards Creek in Wilmington, NC. Chris is currently having the time of his life teaching middle school science at Saint Mary Catholic School. Chris’s research interests in recent years have focused on K-12 educational reform and internet applications in K-12 science education. He has co-authored articles on these topics, which are published in School Science and Math, Science Educator, Meridian, and the Journal of Environmental Education.

Doug Wieringa
dwieringa@spampcop.net
http://www.knowledgeanywhere.com
Doug is with a company called Knowledge Anywhere that does Web-based training, and is getting married in October.

1992

Joy (Tollman) Lashley
Joy.Lashley@sas.com
Joy is working as a technical writer for SAS, a software company in Cary, North Carolina. She celebrated her fifth service anniversary in August 2000. In February 2001, one of the documentation teams that she led last year was honored with the Society for Technical Communication (STC) Carolina Chapter’s Online Competition’s Award of Excellence for Solutions@Work®: Applications Development Examples in the User Support category.

Outside of work, Joy likes spending time traveling with her husband and their dog. She also volunteer lots of time to her sorority, Alpha Omicron Pi (AOII). She is currently serving as an Alumnae Network Specialist for 10 alumnae chapters in the southeast. On March 10, 2001, she had the honor of installing a new AOII alumnae chapter in Charleston, South Carolina. Joy also serves as the Web Master for her local AOII alumnae chapter.

Carol Robinson
carloir@oz.net
Carol is still working as an interface designer and usability engineer at UW.

Robin Taylor
robin@uspsa.org
Robin is currently serving as the assistant editor for Front Sight, the house journal for the U.S. Practical Shooting Association, which he devotes half his time to. The other half of his time is spent serving as a general salaried staff member by helping organize events and editing the organization’s various training publications. Robin’s two daughters, ages two and six, keep him busy in his off hours. He also enjoys sneaking in the occasional fishing or hunting trip when he has the chance.

1993

Cindy King
ccking@u.washington.edu
Cindy is still plugging away at her Ph. D in speech communication and heading towards comprehensive exams in the fall/winter of 2001. She’s studying language and social interaction and ethnography of communication, primarily aimed at helping to identify and describe how language creates, maintains, and/or subverts culture in organizations. Eventually, Cindy will be back out in industry doing various forms of management and communications consulting. In the meantime, she is keeping sane by golfing [her newest passion] and reminding herself that two more years of school isn’t SO long . . .

Lisa Owen
lowen@rii.com
Lisa currently works at Rosetta Impharmatics, Inc. where she manages a small publications group. Additionally, she regularly teaches in the TC certificate program.

Dyan (Hoblitzell) Pfitzenmeier
dyanpfitz@hotmail.com
Dyan currently owns her own business, Firefly, Inc. providing marketing, communication, and public relations. Writing and editing skills enable her to provide collaborative publication management. Creativity spurs graphic design and art direction, including developing Web sites. While seeking out opportunities and relationships, she assists companies in communicating with their public. Strategy-building and research contribute to executing programs in line with a vision.

Dyan likes to travel, read, write, visit art museums, and play outside, occasionally catching fireflies. She will have all three of her sons in college next year.

1994

Jared Brockway
brockway@covesant.com
Since graduating from University of Washington, Jared spent two years working on ill-fated software projects, then enrolled in graduate school at Carnegie Mellon University. Jared graduated with degrees in Human-Computer Interaction and Software Engineering in 1999 before moving to New York City.
Now he is a consultant at Covensant, a company that does managerial and technical consulting for software companies. He works with Organization Development and Change Management consultants to find and fix the kinds of organizational problems common to new and fast-growing companies.

Kathy Furtado
kathyfur@microsoft.com
Kathy is a technical editor at Microsoft now, and is involved in a Bible study and the “Global Editors Group” there. Technical communication has given her the flexibility to raise a family and continue learning while earning enough to do all the things she wants to do. Kathy has found technical writers to be a wise and wonderful bunch.

Anne Goldenberger
anne.goldenberger@netmanage.com
Since graduation, Anne has been working in the software industry, first with Wall Data, and now with NetManage, a Cupertino-based software company which acquired Wall Data in 2000. As part of the publishing engineering department, she maintains product specifications and manages printing of collateral and CD’s, so she draws on her extensive background in the printing industry as well as her technical communication skills.

Anne and her husband Craig live with a two-faced border collie mix named Zoe (half her face is white, and the other half is black), in Rose Hill in Kirkland. They spend as much time as possible playing golf and traveling (to play golf), and training Zoe for a potential future as an obedience champion (this is if they can ever get her to pay attention to them).

David Oberstadt
davido@us.ibm.com
http://www.ibm.com/software/db2
David is still with IBM, but has recently changed groups. He is now documenting the DB2 Data Warehouse Center and working on cross-site issues with his colleagues in Toronto. In April 2001, his sixth patent was filed in the U.S. Patent Office with him as a co-inventor. David’s son, Jacob, was born 8 December 2000 weighing 7 pounds 8 ounces.

Tami Settargren
tami.settargren@fluke.com
Tami continues to enjoy her work as a Senior Engineering Writer with Fluke Networks, which recently emerged as a separate company from Fluke Corporation. Tami started her technical writing career with Fluke in 1994. She writes users manuals and online help for network media test equipment, manages the translation of documentation and instrument displays, and helps design user interfaces. Tami lives with her boyfriend of 6 years in Everett. They enjoy skiing, windsurfing, archery, and scuba diving.

1995

Cathy Anderson
cathy@the4cs.com
http://www.the4cs.com/~cathy/
Cathy works at Microsoft as a Technical Editor. Recently, she moved from Product Support Services, where she edited Microsoft Knowledge Base articles and white papers, to the Microsoft Exchange documentation team, where she edits white papers and online help.

Carl Chatfield
carlch@microsoft.com
http://www.wisechat.com/carl.htm
Carl keeps busy with the following: documentation manager for Microsoft Project, author of Microsoft Project 2000 Step by Step (working on updated version shortly), instructor of certificate course TC 407 Computer Documentation in Bellevue each spring, and father of a six-month old and a 1/2-year old boys. He and his wife, Rebecca, are just finishing up a big remodel of a 1950’s rambler on horse land near Bridle Trails State Park in Kirkland ("recycling a house"), and will move in by June ‘01. Ask him about electric-assist bicycles.

Richard D. Colvin
colvinrd@yahoo.com
Richard has returned to life as a student. The work that he did as a technical communicator was very rewarding. Yet, he wants to continue learning so he is working on an MBA and an MIS degree. He hopes to work in a management position and to help others to learn about and make competent business decisions concerning technical communication resources and to design useful information systems.

Randolph Jackson
ranjack@u.washington.edu
Randy completed a PhD in Educational Technology at the UW in 2000. He currently works for the UW designing and building technology-based classrooms. It’s good not to be a student for a change since he now has time to indulge in mountain sports and traveling. Randolph trekked in Mongolia and Siberia in 2000 and plans to visit China, Tibet, Nepal, and India in 2001.

Andy Vaughn
andyv@tccink.com
Andy stays busy doing database development in MS Access at Washington Mutual Bank. He also helps with his family business, TCCI.

1996

Norman D. Ely
norme@oro.net
After a very intense year and a half at a design firm doing Experience Design for clients like Cisco, Norman is now freelancing from home doing Web updating and design. He lives on 10 acres in the Sierra Nevada foothills, hangs out with his teenage daughters, and rides his Honda XL250. Norman is also writing a screenplay.

Dan Jones
dcjones@twcny.rr.com
dcj8@cornell.edu
A week after graduating, Dan went to work at Boeing. He worked there for three years, and then moved to upstate New York and started working as a Web developer for the Cornell University Law School. He does a lot of Web/database integration, and love my job. It’s definitely different there - the seasons are very discrete, and much more extreme. All in all, Dan likes it!

Jenny Lai
jennylai@att.net
Jenny is currently working as a Senior User Interface Designer with AOL Mobile in Seattle. She is also finishing her Masters project in computer science and plans to graduate this September.

Anita Salem
asalem@salemsystems.net
http://www.salemsystems.net
Anita is still working and playing hard. Her company, SalemSystems Inc., pro-
provides usability research and design to a variety of clients. She and her partner Cindy are still living in Seattle and traveling whenever possible. Also, being a consultant, having bad knees, and craving fun and sun has turned her into a Friday afternoon golfer.

Matt Shobe
mshobe@yahoo.com
http://www.spyonit.com
Matt is currently VP of Web Content for 7.24 Solutions, which was previously called Spyonit.com. He has lived in Chicago for the past five years. Matt and his wife, Amy, are expecting their second child in November. His two new hobbies are getting his private pilot license and training for his first marathon.

Jennifer Padgett Tammen
tammen@covad.net
Jennifer is married and living in Silverdale, WA. She has two children now, Laura, age 3, and Jon, age 4. She is also working as a Barista at Starbucks by the Kitsap Mall. In her spare time (ha ha), she is producing a book about a family member’s Peace Corps experience in India.

Margaret Thayer
jagret@earthlink.net
http://www.spie.org
Margaret is employed as a book editor in the Publications Department of SPIE, located in Bellingham. SPIE is an international nonprofit professional society for optical engineers. The field of optical engineering includes such areas as fiber optics, lasers, holography, microlithography, medical imaging, and other imaging devices of all kinds. SPIE’s Publications Department publishes journals, conference proceedings, and about 35-40 books per year.

1997

Paula Crockett
paula.and.marty@nocharge.zzn.com
Paula is currently a Senior Technical Writer at INTERLINQ Software Corporation in Bellevue, WA.

Lynn Gottlieb
lynn.gottlieb@boeing.com
Lynn still works at the Boeing Company as a Technical Writer. She is responsible for the internal and external documentation generated by her work group. She just completed a one-year project to convert a 760-page manual consisting of over 335 inconsistent Word files into a consistently formatted FrameMaker book. Lynn is also the first BSTC graduate to enroll in the new evening MSTC program; she expects to graduate in June of 2002. Lynn, her Lurcher (Sky) and her cat (Comet) are living peacefully in Seattle.

Jason D. Grose
jdgrose115@bigfoot.com
Since graduating in 1997, Jason has served as an Adjutant for a Tank Battalion before being advanced to the Regimental level. Jason was promoted to the rank of Captain in the Marine Corps where he continues to use his Technical Communication skills as the administration officer for an infantry Regiment. Still stationed at 29 Palms, California with his wife and two children, Jason will be going back to school this year to get his Master’s degree in Information Technology Systems from the military college in Monterey, California.

Yen Lam
lamy@seattleu.edu
Yen is currently attending Seattle University School of Law and is focusing on intellectual property and business issues.

Don McKee
dmckee@bigfoot.com
Since graduating, Don has resumed working at his former occupation, construction management. Recently, he finished constructing a new elementary school in Tukwila, and is presently working on a historical renovation of an elementary school in Seattle. He and his wife, Denise, have two fine children, one who is completing his first year of high school, and one who will be starting her first year of college next fall. Don hopes to climb Bonanza Peak (North Cascades) this summer.

Daun Redfield
fouroaks7@hotmail.com
Daun is currently working as a technical editor on the documentation team for the Xbox(TM) video game system from Microsoft. In this position, she has worked on technical material, including the software development kit (SDK), certification requirements, and white papers, as well as the user manual. In addition, Daun volunteered to edit papers to be posted on Microsoft’s developers’ Web site, and has even learned some XML. She will complete this contract in August 2001, and is looking forward to seeing what sort of position she will be able to find with her new skills next fall! In her spare time, Daun has been trying to learn a little bit about Visual Basic. She has also picked up a couple of books on Java and Java scripting. Daun also volunteers with S.H.A.D.O.W. (Save Habitat and Diversity of Wetlands), a nonprofit organization, helping put together grant proposals and other miscellaneous work on the computer.

Dulce Setterfield
Dulce recently became a consultant to Vulcan Power Company (geothermal energy) and is looking for new work related to renewable energy and sustainability. Her ghostwriting project is near completion.

As an extrovert, Dulce likes working in the world of current affairs and volunteering to assist conferences to maintain balance with time on the keyboard.

Jan Smith
After a few hungry months after graduation, Jan acquired several short term proof reading jobs at Microsoft and a fairly long editing job at AT&T before taking a temporary technical editing job at Microsoft. She was there a year and was offered a permanent position.

A friend who now teaches in the TC certificate program (Tina Loucks) drafts Jan once a year to give the career change talk to her class. She really enjoys this perk! She emphasizes that this program really works and that future employers know about the program and think highly of it. Jan also encourages students to go to STC meetings and the High Tech Fairs for job opportunities.

While Jan was still a contractor in her current position at MS, she started an editing club called the Global Editors. Jan also enjoys spending her spare time away from work at her quiet place out in Snohomish where she works in the yard, cooks, knits, and helps her pseudo-spouse set up his shop.

David C. Stark
david.stark@metrokc.gov
David works at the King County’s Wastewater Treatment Division as the
publications manager for the Regional Wastewater Services Plan, a 30-year, multi-billion dollar capital program to provide wastewater capacity for the rapidly-growing Puget Sound region. In this role, David authors, manages, and produces a variety of publications, including plans, reports, brochures, and PowerPoint presentations. He also designs and develops Web sites for the Wastewater Division. In David’s free time, he enjoys hiking and camping with his wife and dogs, photography, and fooling around on the computer.

Michael Stivers
mike.stivers@openwave.com
http://www.openwave.com
Michael is living and working in Santa Barbara, CA. His job and family keep him busy and out of trouble. Though this poses certain challenges for a slacker and troublemaker such as himself, he is increasingly content to pass these virtues on to the next generation. Michael would also like to express his thanks to the faculty and staff of the UWTC program for such a wonderful experience at the University of Washington.

David A. Summers
dsummers@capital.edu
David is currently Associate Professor of English and Director of General Education at Capital University in Columbus, Ohio.

Siryphone Sarah Vilaysom
sarah@netraker.com
http://www.netraker.com
After graduation, Sarah worked at Intel as a Web Designer/Developer on multiple successful Web projects. About a year and a half ago, she jumped on the dot.com bandwagon and joined a startup company, NetRaker, the leading provider of end-to-end customer evaluation solutions for Web-based applications. As the marketing coordinator, Sarah coordinates and manages all marketing related activities such as Web/print content, newsletter, and press releases. She also assists with the development of ideas for special promotional events and trade shows. As Web designer, she conceptualizes, designs, develops, and maintains the current Web site.

In Silicon Valley, it seems like it’s all work and no play. But Sarah gets out to enjoy the weather by going hiking, biking, playing sports, etc. She also plays soccer (women’s and co-ed) for the South Bay Adult League to keep her sanity in the Valley.

Andrea Wallace
andrea.wallace@pfc.com
Andrea is employed at PEMCO Financial Services in the Operations Department writing technical documents for the data center operators, network technicians, Help Desk, and software developers.

1998

Matt Fildes
rapier7@onemain.com
Matt is in his second year of technical writing for Rewill, a software company that creates internet based shipping solutions for companies like Xerox and Federal Express. After writing two technical HTML help systems for an expert programmer audience and providing UI design criticism, he started his second documentation suite on a new product in April. Over the past year, he enjoyed vacationing in Scotland, speaking on the alumni panel for the student chapter of STC during Autumn quarter, and moving out of his parents’ house.

Waka Fukuoka
fukuoka@aa.mbn.or.jp
Waka works for Fuji Xerox Co. Ltd. in Japan. She is mainly in charge of localizing user manuals of copiers, facsimiles, and printers for Asian Pacific countries. The manuals are prepared in English, Chinese and Hangul.

Shari Hess
shari.hess@attws.com
Shari is a technical writer at AT&T Wireless in Bothell, WA. She works with the company’s intranet developers and virus team to produce policies and procedures, best practices documentation, and intranet site content.

Jack Huang
jackhu@microsoft.com
Jack is now a Localization Program Manager at the Windows Division of Microsoft. He is currently working on localizing Windows XP and Small Business Server. Prior joining the Windows Division, he was a Producer on the Office Web Site Team at Microsoft for a year and was the International Marketing Exec at Visio Corporation for 2.5 years. Unlike other TC alumni, Jack is enjoying his single life and won’t get married for a while :-)!

Sarah Riley
sarah@centurytel.net
Post Microsoft, Sarah spent a year volunteer-teaching literacy skills at Woodmoor Elementary with children K-3. This past February she and her husband welcomed their daughter, Carson, to the planet, upon which they now spend their time rolling around in baby gym and singing at Kindermusic.

1999

Mark Alway
always@u.washington.edu
Mark continues to work for the University of Washington Educational Technology Development Group as the Lead Software Developer of the Catalyst Tools, a Web-based suite of teaching tools. Additionally, Mark is finishing his second year as a faculty member teaching Advanced Web Page Scripting and Interface Design at the Art Institute of Seattle. During the summer, Mark takes time off to work with youth in the wilderness. His few moments of spare time are spent mowing his lawn and taking pictures.

Emily Bauer
Emily364@hotmail.com
Emily is working as a documentation specialist for Compuware Corporation in the Madison, Wisconsin office.

Lisa Lessley Briscoe
lisabee66@hotmail.com
Lisa has recently moved to Portland, OR.

Amy Brons
amybrons@hotmail.com
Amy is currently a technical writer at the Microsoft Corporation.

Beth Chapple
bchapple@dellby.com
http://www.dellby.com/chapple.htm
Beth has an established business as a freelance editor and Web designer. She is currently producing and promoting her mother’s book, Yellowstone Treasures: The Traveler’s Companion to the National Park (see www.yellowstonetreasures.com). Beth, her husband, and two young boys live
in a house with a view of the Cascades, where they enjoy long walks and good food.

Kathy Galvin kathga@safeco.com
Kathy co-manages the Technical Communication group at SAFECO Insurance. She and her co-manager directs a group of about 15 Web developers/technical communicators, a truly multi-talented bunch. Besides management, she is able to keep her hand in at Tech Comm, which is good because she loves this profession. Her Ravenna household consists of her oldest daughter and her two children, a black Lab named Big Al, a pug named Bodhidharma, a cockatiel named Chloe, and two Guinea pigs named Ping and Pong.

Deborah Harkus deborah.harkus@xo.com http://www.xo.com
Deborah is the Technology Planning Sr. Manager at XO Communications, Inc., formerly NEXTLINK Communications, Inc., a provider of telecommunications business services. XO Communications is located in Reston, Virginia in the Technology Corridor outside of Washington, DC. In her position, she creates, edits and/or distributes, all types of documents (planning reports, architecture documents, powerpoint presentations, spreadsheets, analyses, etc.) that communicate the existing status and future growth of the network architecture or provide education on new telecommunication technologies. In addition, she functions as the interface with other departments, such as product marketing and engineering, to conduct planning and development activities that involve the introduction of new technologies into the network.

Marcia R. Lombardi lombardi@fibercruiser.com http://www.marcasattic.com
Marcia is currently working at Boeing in the Engineering Documentation area for BCA.

Tina Loucks tloucks@adolfson.com
Tina has been working for Adolphson Associates, Inc., an environmental consulting firm, since graduation. She is in the planning division and spends the majority of her time researching and writing environmental documentation such as Environmental Impact Statements. Tina occasionally hooks up with the natural sciences division and assists with wetland delineation. Her non-working life consists of hiking, camping, and traveling whenever possible. And to balance her work-life technical writing tasks, she has taken up poetry writing to satisfy the part of her that does not always want to follow the rules.

Clare Moxley clare.moxley@wamu.net
Clare is a Project Manager at Washington Mutual, where she is responsible for Communications and Awareness in the Corporate Information Security group.

Jay Pederson jayped@yahoo.com
Jay is currently working in Raleigh, North Carolina. He just celebrated his 2 year anniversary with IBM. Jay is the Product Manager for Mobile Data Management working on solutions for Mobile and Wireless computing. Jay is engaged and the wedding is planned for January 2002 on Long Island, NY.

Denise D. Pieratti pieratti@rochester.rr.com
After 16 years at Xerox, Denise left to join Nortel Networks (Nov. 00). She is developing, testing, and marketing location-based applications for wireless Internet devices (cell phones, PDAs, PCs with radio cards). Her primary focus is on the content that is delivered through these applications and how the content works with the application and user experience.

Denise is very involved in community service and has been honored with two major community awards in the past year: the Italian American Woman of the Year in Civic Affairs from the Italian American Community Center, and the “W” Award, given annually by the Rochester Women’s Network to a woman who works on behalf of women, provides the inspiration of leadership, and gives of herself so that other women may learn, grow, advance, and succeed.

Karen Sharkey sharkey@vista-control.com www.vista-control.com
Karen is employed at Vista Control Systems, Inc., a software development firm in Los Alamos, New Mexico, that produces process control software (for example, 2 out of 3 aluminum cans produced in this country are generated by Vista Control software). As the chief--and only--technical writer, she gets to wear a variety of hats: documentation specialist, newsletter editor, Webmaster, brochure creator, and anything else they can think up for her to do! There’s never a dull moment, and she loves it.

Karen has also begun teaching technical writing at the Los Alamos branch of the University of New Mexico, and is buying a home in White Rock, a nearby community. She really misses Seattle, but says it sure can’t beat the sunny days in New Mexico (~340 days a year).

Roberta Shroyer roberta@teced.com http://www.teced.com
Roberta Shroyer is a usability specialist and project manager with Tec-Ed, Inc., a consulting firm offering a complete range of services in marketing communications, technical communication, and usability research. Based in Tec-Ed's office in Silicon Valley, California, Roberta conducts usability laboratory studies, focus groups, field studies, and heuristic evaluations and does user interface design. Clients include Sun Microsystems, Cisco Systems, Deloitte Consulting, America Online, Molecular Dynamics, and a variety of start-ups.

Roberta led two sessions at the STC Annual Conference in Chicago, May 14-18. One was a case study on usability testing of early prototypes and another was Usability Basics for the Rest of Us, an introduction to usability research methods for technical communicators. Roberta’s paper, "Recruiting and Mentoring Usability Specialists," was published in the annual conference proceedings.

Coreen (McDermott) Urrutia coreenu@sellen.com
Coreen recently took a job at Sellen Construction in downtown Seattle as a Web Programmer. She has been working as a Web interface designer/ computer programmer since her TC internship 4 years ago. Coreen recently got married in January.
2000

Autumn Arbury
autumna@datachannel.com
Autumn is working for DataChannel, Inc in Bellevue, WA as a Core Technologies Instructor. She teaches weeklong courses about XML using Java to program XML processors. Autumn also develops course material and teaches product training courses from time to time on DataChannel's Enterprise Portal Solution software. In her time away from work, Autumn likes to take weekend trips to San Francisco, San Diego, and Portland and attend as many Mariners games as she can afford. And she still consumes as many margaritas as possible after work with Jenny Blackburn.

Tina Lou Arciaga
tina_arciaga@hotmail.com
Tina is currently a Technical Writer for Microsoft in the .NET Advertising Technology Group. Her hobbies include rollerblading, alternative healing, meditation, singing, and composing.

Jenny Blackburn
jennblackburn@hotmail.com
Jenny is currently working at Getty Images as a usability engineer. She loves her job. So far she has been able to work on interesting projects and she is even getting to travel to New York, Chicago, and Europe!

Jenny and her husband are currently building a house in Redmond.

Jacob Burghardt
jburghardt@nervewire.com
Jake is currently working at NerveWire, an internet consulting firm based near Boston MA that specializes in tailor-made Web-applications for “connecting” businesses. His work entails contextual research, interaction design, iterative prototyping with users, and usability studies. Jake is very satisfied with his working life, and he would like to thank everyone at UWTC, especially Judy Ramey, for an excellent, very relevant education.

Jennifer Davido
jdavido@home.com
Jennifer is currently employed at AT&T Wireless at a Technical Writer II.

Joanne Harvey
jharvey@dexterchaney.com
Joanne is the lead Technical Writer at an accounting software company called Dexter & Chaney. She is also an STC member and serves on the Board of Directors for her alumni group from the College of William and Mary. In her free time, Joanne enjoys reading, running, and walking her dog.

Lani (Huson) Hathaway
lanihathaway@hotmail.com
After setting up a usability lab and redesigning the interface for a network of over 600 Web sites, Lani became one of many dot-bomb casualties in 2001. In her time off, she has enjoyed traveling and reviving old hobbies such as gardening and crocheting. Lani is currently contracting as a UI designer and looks forward to starting a permanent position in the fall when she has played enough rounds of golf. :-)

Barclay Hook
ejbhook@aol.com
Barclay is currently working as a contractor writing online help. In previous positions, she has written software documentation and API’s. Her family consists of two young daughters, a wonderful husband, two large dogs, and a cat. She spends her spare time traveling, skiing, gardening, and doing just about anything that does not require sitting in front of a computer for long periods of time.

Karen Kasonic
kkasonic@u.washington.edu
Karen is a full-time lecturer for the TC Department. She is teaching the Content Management course in the fall and will be taking over Carolyn Plumb’s duties while she is on sabbatical. Karen spends her free time hiking or at the park with her dog, Jackson, the TC Department mascot.

Annette K. Kovite
akovite@ips.net
Annette is now working for the Federal Aviation Administration. She drafts Air Worthiness Directives for large transport airplanes, and also works on special projects.

Amii LaPointe
amii_lapointe@hotmail.com
In December 2000, Amii and her husband moved home to Wisconsin. After being leisurely unemployed for a month, she accepted a Web Development position at small company named Multex Services. Amii enjoys her job as well as being home with family and friends.

Kathryn Mobrand
kmobrand@u.washington.edu
Kathryn is currently a graduate student in UW Department of Technical Communication. She is also co-owner and business manager of Mobrand Biometrics, Inc., an environmental consulting firm.

Cal Moore
Cal is now a technical editor for Wizards of the Coast, Inc. He edits the product line of sports trading cards games.

Judy Mosser
snowshoer@hotmail.com
Judy is a technical writer for AT&T Wireless. Kudos to her certificate program instructors for their instruction in localization—She is finding it SO valuable! In her spare time, Judy likes to hike and snowshoe in the Cascades.

Jamie Myxter
jamie_myxter@hotmail.com
Jamie is working as a documentation lead at DataChannel, Inc. in Bellevue, Washington. He spends his remaining free time with his dog Roger.

Erin Oates
eiboates@home.com
Erin works as both a project analyst and technical writer at Output Technology Systems (OTS) in El Dorado Hills, CA.

Colleen O’Rork
blhcao@home.com
After a four-month internship at Amazon.com, Colleen is now a Technical Writer at Solucient.com, a medical benchmarking company in Bellevue. This all still feels new but she likes it and it seems to fit. “Keep your pencils sharp, gang. Good luck to us all!”

Susan Plahn
splahn@earthlink.net
http://home.earthlink.net/~splahn
Susan is continuing to work in medical ultrasound, and she is currently writing user manuals for Siemens ultrasound group in Issaquah, Washington.
Justin Vamenta
jvamenta@hotmail.com
Since graduating a year ago, Justin has turned his TC internship into a full time career. He currently works at Getty Images in Fremont as a Web developer. His TC degree initially landed him the job in the Web Design department but has helped him to adapt quickly as he transferred into the Web Development group. Though Justin loves screen and print designing, developing functionality is also his passion. Justin’s advice to TC students pursuing high-tech careers: really pay attention in your TC classes (and save your notes) — they really prepare you for the real thing!

Bruce Weber
bweber@conversay.com
http://www.conversay.com
http://www.weberzone.com
Since graduation, Bruce has been working as a tech writer at Conversay, a speech-recognition software company. At Conversay, he works with two other TC graduates in the Documentation Department. In addition to his tech writing duties, Bruce also spends time training new employees in leadership skills and working with the Usability Department on establishing Voice User Interface (VUI) standards.

Lisa M. Wadsack
catsnbrats@qwest.net
Lisa will return to the job force in September 2001 as a contract technical writer when her youngest son starts Kindergarten. She loves to read, cross-stitch, and go camping with her family.

Mary Deraitus
Mary just graduated in March, and is now a Usability Engineer at The Boeing Company. She is especially interested in how a product — whether that product is a Web site or a software application — gets developed. Mary loves helping to create products that are functional, useful and easy to use!

Ryan Knutzen
rknutzen@sprintmail.com
Having just graduated, Ryan is currently working at a contract job as a usability engineer.

Tristan Robinson
tristan_robinson@yahoo.com
Tristan is working in a usability group at Tektronix in Beaverton, OR. He is currently the treasurer of the local SIG CHI chapter and he spends his weekends pulling weeds in his yard.

ALUMNI WINNERS AT THE STC COMPETITION

Congratulations to the following TC alumni who won awards at the 26th Annual Society for Technical Communication (STC) Region Seven competition for technical publications, art, and online communication held on January 17, 2001, Region Seven has about 2,800 members from 19 local STC chapters in a geographic region that includes the Pacific Northwest, Alaska, Colorado, British Columbia, Alberta, and Tokyo, Japan! And the winners are:

Brenda Barkey (’84). Chronology Corporation, Merit Award in Software Guides in the Technical Publication category for QuickBench Verification Suite

Carl Chatfield (’95). Microsoft Corporation, Distinguished Award in Help in the Online Communication category for Microsoft Project 2000 Help


Mary Nell Harris (’94). Microsoft Corporation, Excellence Award in Tutorials/Training in the Online Communication Category for Microsoft Project Tutorial

Jessica Heinrich (’98). N2H2, Merit Award in Quick Reference Guides in the Technical Publication category for N2H2 Filtering for ICS Administrator’s Guide

Sandy Hereld (’93). Microsoft Corporation, Best in Show in Online Communication for Microsoft Windows Me Help & Support

Shari Peterson (’90). TeamOn, Excellence Award in Help in the Online Communication category for TeamOn Online Help

Andre Pruneda (’93). Microsoft Corporation, Excellence Award in Reference Material in the Online Communication category for Windows Media Rights Manager Software Development Kit


Did we accidentally overlook you? E-mail us at tc@uwte.uw.washington.edu with the details and we will post a correction on the TC Alumni Association Web site, http://www.uwtcaa.org.
From its inception as a two-page newsletter in 1986, *posTComm* has grown into an annual magazine reaching alumni and friends of the Department of Technical Communication internationally.

Back in 1986, it was called *poSTCom* with a capital S because the department was still the Program in Scientific and Technical Communication. (The program officially became the Department of Technical Communication in 1989.)

Today the department distributes about 3,000 magazines annually to alumni, professionals in the TC field, and other departments inside and outside UW. The magazine is also used as a recruiting tool for new students and as part of the development efforts of the UW College of Engineering.

Every year, beginning in January, students tackle the task of compiling a story list and writing the news of the department. The process culminates in its production and mailing in August. The design is also student-produced with advice from faculty and graphic designers.

For the 2001 issue, the student staff had a number of excellent sources of input about how to improve the magazine. Two different TC classes had done projects on *posTComm*: the print production class (TC 412) had evaluated the production values of earlier issues, and the project management class (TC 403), as part of a midterm exam, had defined its functional and technical requirements. Also, a number of earlier student editors and production designers had created design documents that captured what they were trying to achieve, together with technical notes about styles, software implementation notes, and self-evaluations. Finally, since the department had entered *posTComm* in the STC Region 7 Publications Competition, the team also had the judges’ notes from that evaluation.

The *posTComm* team first digested all of these perspectives, then defined the goals that they wanted to achieve in their redesign. Mainly, they wanted to build on the work that had been done in the past and take *posTComm* another step forward in professional quality. They decided to lighten the graphic design elements and place more emphasis on text, with collections of short stories organized into themes. They also completely restructured the underlying Adobe InDesign styles and files.

For students, *posTComm* is an important learning tool that gives them the opportunity to apply what they’ve learned in audience analysis, design, and project management in a real publication project. This year’s team plans to support future *posTComm* efforts by providing extensive “legacy documentation” that describes in detail the style guide that they created and talks about

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