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--Carolyn Plumb Earns Teaching Award
--TC Dept. Granted Technology Fee Award
--Jennifer Turns Wins CAREER Award
MESSAGE FROM THE CHAIR

This has been a very exciting year for the department! First, our faculty won two major national awards. In what we think is a national first for the TC field, Assistant Professor Jennifer Turns won an NSF CAREER Award. Also, Senior Lecturer Carolyn Plumb won STC’s Jay R. Gould Award for excellence in TC education. We are extremely proud of the achievements of these two faculty members!

We have also moved into another year of our Ph.D. program, having just admitted our second group of students. This program, with its research base and emphasis on communication design, will take the department in many exciting new directions. To support this program, as well as the rest of our curriculum, we are achieving rapid growth in the external funding of our faculty’s research and we have succeeded in attracting grants and gifts to improve the department’s research equipment and infrastructure. As a result, we expect the TC program to continue to attract first-rate students nationally and internationally.

Thanks to the generosity of our alumni and other donors who continue to help us build up our endowed funds, we have been able to enrich our students’ experience in numerous ways. For example, we brought in Dr. Janice C. (Ginny) Redish to teach a master class in usability and to present a talk to a combined meeting of the local student and professional chapters of STC and the Technical Communication Alumni Association. This event was a huge success-standing room only! We have also helped a large number of TC students, both graduates and undergraduates, to attend conferences at which they presented the results of their research. This exposure and professional experience is invaluable to students as they enter their professional careers.

All in all, another stellar year for the department! As always, we want to hear about your own successes and about ways that we can work with you to help the department continue to excel. Please let me hear from you! Email me at jramey@u.washington.edu!

Judy Ramey, TC Department Chair

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JENNIFER TURNS WINS NSF CAREER AWARD
by Chris Reimann

For what is probably the first time in history, someone in the TC field has won the prestigious Faculty Early Career Development (CAREER) Award from the National Science Foundation (NSF): our own Dr. Jennifer Turns.

Dr. Turns was told around Christmas time that she had won the award, which provides five years of research funding to new faculty members who propose creative ways of integrating research and education in their field. She will use the money to study the use of portfolios in engineering education.

While portfolios have been used for some time in art and writing to showcase students’ work, they have not been widely used as educational tools. Dr. Turns sees portfolios as both a showcase of student work and as a learning tool.

Her research will have two parts: a long-term study in which engineering students create annual portfolios and classroom-based studies in which students create portfolios within particular courses.

Creating portfolios of work from a variety of classes helps students understand the connections among topics within their own discipline and how these topics relate to broader professional issues such as design, teamwork, and ethics.

“By interacting with other students engaged in the same portfolio building activities, students will have the opportunity to see connections between the various engineering disciplines and how their own work in a chosen discipline fits within the bigger picture,” said Dr. Turns. “Portfolios allow students to reflect on their own work and create, in their own voice, an account of what they have learned.”

Dr. Turns believes the result of students using portfolios will be engineering graduates who are better equipped to function as professionals, contribute in multidisciplinary teams, and work within our emerging global work environment.

PORTFOLIOS IN THE CLASSROOM
by Chris Reimann

Even before she won the NSF Career Award, Jennifer Turns was thinking about portfolios. Riding the current wave of interest in the subject, she began using portfolios in one of the classes she teaches, The Computer in TC, in which students learn various software applications in a collaborative setting.

Students use the applications they have learned to design online documents, which, by the quarter’s end, culminate in a Web-based portfolio that showcases students’ work to potential employers. These portfolios can be updated on an ongoing basis; as students gain skills and experience, their online portfolios continue to grow.

Turns says the benefits of portfolio-building go beyond creating a collection of student work. Portfolios “promote synthesizing and drawing connections” between the various software tools, and they “support communication between students and other students, between students and teachers, and between students and employers.”

In Turns’ class, students identify what they have learned, reflect on their design decisions, and examine how their decisions affect the overall design of the documents.

Dr. Turns plans to continue exploring the use of portfolios in her classes.

“Portfolios allow students to reflect on their own work and create, in their own voice, an account of what they have learned.”

---Dr. Turns

Professor Jennifer Turns
ENGINEERING AND iSCHOOL WRITING CENTER EXPANDS HORIZONS
by Chris Reimann

The Engineering and iSchool Writing Center (EiWC) has once again expanded its client base and services. The Center now serves graduate students of Biomedical Health Informatics (BMHI), a UW bioinformatics research and training group.

In 2002, the Engineering Writing Center began offering writing services to the Information School (iSchool) in addition to its regular tutoring program for undergraduate engineering students. At the same time, EiWC volunteers noticed that BMHI students were making appointments with the Center’s graduate student writing consultant.

In this new partnership, the EiWC will offer “workshops and seminars to both iSchool and BMHI students on topics such as writing abstracts and documenting sources,” says EiWC Director Karen Kasonic. The EiWC will also schedule appointments for one-on-one peer tutoring and provide online appointment scheduling for distance learning and evening students.

“We are excited about working with programs outside the College of Engineering,” says Kasonic, “and hope the EiWC will become a model for other interdisciplinary writing centers at the UW and at other universities.”

For more information about the EiWC, visit www.uwtc.washington.edu/resources/eiwc/.
TC FACULTY AND STUDENTS EXAMINE INTERNET USAGE IN UZBEKISTAN
by Shirley Tran

To what extent do culture and policy mold people’s perception and usage of the Internet?

To answer this question, a $100,000 grant from the National Science Foundation was awarded to Associate Professor Beth Kolko and Professor Jan Spyridakis to conduct pilot work on Internet adoption in Central Asia.

Kolko and Spyridakis wanted to investigate how culture and policy influence patterns of Internet usage. The Cross-Cultural Patterns of Information Technology Use and Adoption project will be focused on these goals: (1) understanding how technology design is culturally mediated so that more globally meaningful and accessible interfaces can be created and (2) finding ways to make international IT implementation and design successful.

Technology adoption depends on usage rates, the willingness of individuals in the general population to overcome barriers to entry, the usage patterns of individuals in the general population, and other cultural factors.

Kolko decided that Uzbekistan would a great place to conduct research because it is geographically isolated and culturally different from the U.S., yet there is sufficient technology in place to investigate.

In November, Kolko and TC PhD student Carolyn Wei conducted initial surveys and interviews with policy makers and individuals within subsections of the population. From these initial results, Kolko, Spyridakis, and Wei created a comprehensive survey for Uzbek users and non-users about their attitudes towards the Internet and the processes they use to obtain information, either online or offline.

In February, Kolko returned to Uzbekistan to have the comprehensive survey translated and pilot tested.

In March, she traveled to Uzbekistan for a third time with graduate student Erica Johnson from the Political Science department to hand out surveys. Over 300 completed surveys from cities and villages across Uzbekistan were collected.

Kolko and her teammates gathered useful information from the surveys. She and Prof. Spyridakis want to continue their research and plan to publish and share the information with technology designers and policy makers.

TC PROFESSOR LEADS SUMMER WORKSHOPS IN EGYPT
by Alicia McBride

This summer, Professor Dave Farkas embarked on a TC adventure. On June 25, he traveled to Alexandria, Egypt, to collaborate with Egyptian TC professionals and lead two TC workshops at the University of Alexandria and at an Egyptian high-tech center. Prof. Hisham El-Zayat, Prof. Farkas’s main contact in Egypt, wanted to use these workshops to explore the feasibility of establishing TC as a graduate program at the University of Alexandria.

Prof. Farkass’s trip could also be the first of further exchanges, of both resources and people, between the UW and the University of Alexandria. These exchanges would allow UW researchers to learn how information design issues are addressed in Arabic and would provide experience with the Arabic language, which is spoken by many people in the U.S. and throughout the world.

The trip was funded by the Fulbright Program of the U.S. State Department and by the University of Alexandria.
LEARNING ON THE OTHER SIDE OF THE WORLD
by Shirley Tran with contributions from the University of Twente students

Carolein Bogemann, Anke Voet, Dionne Klaverweide, and Natascha Walenberg had different reasons to participate in a three-month exchange program between UW TC and the University of Twente in The Netherlands, but during Spring Quarter 2003, they all enjoyed learning new aspects of communication and experiencing a new culture.

After a warm Welcome Party thrown by the TC department, the four students felt at home, even though they were on the other side of the world. Being part of the UW TC department gave them a sense of community and closeness because they got to know many UW TC students.

During their time at the UW, Carolein, Anke, Dionne, and Natascha noticed that TC professors had very personal teaching styles and were good at conveying their expectations. The four students also said that the small class size allowed them to participate in many discussions and interact with professors and students.

The four students did not spend all their time studying, however. They also shopped, attended a Mariners’ game, and participated in the Foundation for International Understanding Through Students (FIUTS), where they met other international students and shared experiences.

Dionne said, “It’s an experience I will never forget!”

LEARNING ABOUT THE NETHERLANDS
by Shirley Tran

Kristen Uhring, Lisa Bartelme, and Rebecca Tatarksky decided to participate in the student exchange program because it was a chance for them to travel to a different country, enjoy a different culture, and meet new people.

The exchange program between the UW and the University of Twente allows students from each country the opportunity for unique academic and cultural experiences.

The UW TC students found their classes to be interesting and professors and students helpful. Kristen says she particularly enjoyed the opportunity to conduct a focus group for one of her classes. Lisa found she was able to focus on her academic interests, and says the experience exceeded her expectations.

During their leisure time, the three went on a road trip to Germany and the Czech Republic. They tried new foods, celebrated national holidays with the locals, and drove on the German Autobahn.

Kristin, Lisa, and Rebecca say they had a great time and are glad they took advantage of the opportunity to experience the Netherlands.

JUDY RAMEY TRAVELS TO EUROPE
by Donovan Isaak

This summer, TC Chair and Professor Judy Ramey represented the UW at three professional conferences in Europe.

First, she traveled to Crete, Greece, at the end of June to attend the 10th International Conference on Human-Computer Interaction. Prof. Ramey presented a paper she co-authored with Brazilian scholars Prof. Clarisse de Souza and Cecilia da Cunha that discusses the way people represent themselves in online communities. Two other UW TC faculty members, Prof. Jan Spyridakis and Associate Prof. Beth Kolko, also attended the conference.

Next, Prof. Ramey traveled to Milan, Italy, for the Milan Roundtable, a conference addressing TC education. The Roundtable focused on constructing academic degree programs in TC, particularly on the content and delivery of program curricula. Prof. Ramey led a discussion with Michael Steehouder of the University of Twente in The Netherlands on the success of past summer collaborations between the UW and the University of Twente.

Finally, Prof. Ramey attended Forum 2003, the annual conference of the International Technical Communication Society. The theme of this year’s conference was “Meeting the Cross-Cultural Challenge.”
CERTIFICATE PROGRAM FOCUSES ON USER-CENTERED DESIGN
by Chris Reimann

The TC department has just the thing for busy professionals or anyone interested in user-centered design: the Certificate Program in User-Centered Design. The master’s level program, which began in Winter Quarter 2003, consists of a sequence of four graduate-level courses that cover both theoretical and practical issues of user-centered design.

Two courses, User-Centered Design Processes and Usability Testing, form the core of the program. A third course, Seminar on Issues in TC: Usability, features distinguished guest speakers from the field of usability. Students choose the fourth course, and depending on their interests, may study Visual Media in TC, Advanced Web Site Design, or Research Theory and Application in TC.

The courses are taught by TC faculty and senior professionals in the field (many of them TC alumni) with interests and expertise in user-centered design. Judy Ramey, TC Professor and Department Chair, teaches Usability Testing, which gives students the opportunity to design and conduct their own usability studies. Students also learn the critical roles that usability studies play in product development.

User-Centered Design, taught by Assistant Professor Jennifer Turms, surveys the user-centered design field and focuses on ways to incorporate knowledge about users into the design process. Students learn methods used in the field and apply these methods over the term as they work to redesign a process or product. Students also discuss case studies of design decisions and the effects of these decisions on users.

Individuals do not need to be accepted into the UW Graduate School to apply for this program.

For more information about the Certificate Program in User-Centered Design, visit the UW TC Web site at www.uwtc.washington.edu or e-mail the Evening Master’s Program at: evems@uwtc.washington.edu.

NEW TC COURSE AIMED AT ADVANCING STUDENTS’ WRITING EXPERIENCE
by Adam Wilson

Beginning in Autumn Quarter 2002, the TC department offered TC 410: Advanced Style in Technical Discourse. This course, designed by Professor Mary Coney, exposes students to a broad range of rhetorical situations and emphasizes how slight shifts in audience and purpose can dramatically alter a document. Because this course provides valuable preparation for students, the TC department has made TC 410 a requirement for undergraduate TC majors.

According to Prof. Coney, “There is an intimate connection between sophisticated ideas and the ability not only to express those ideas but also to formulate those ideas in the first place.” She designed TC 410 to give students exposure to and experience with various writing styles by constructing assignments that include practice at adjusting content to meet a specific audience and purpose.

Ben Guenther, a TC undergraduate who took the course, commented, “I enjoyed exploring different personae and tones in situations that will be crucial to my goal of becoming a magazine writer.”

Prof. Coney teaches TC 410 seminar-style to encourage informal discussions about the wide spectrum of writing styles and situations. She will teach TC 410 again in Winter Quarter 2004.

NEWS FROM THE EVENING MASTER’S PROGRAM
by Chris Reimann and Cindy King

Evening Master’s Program instructors and alumni Cindy King (MSTC) and Anita Salem (MSTC) teamed up recently to train employees at the State of Washington, Department of Labor and Industries (L & I), in new approaches to using interviews in testing of product designs.

The training teaches “dialogic probing,” a method that drew upon Anita’s understanding of user-centered inquiry and Cindy’s work on dialogue theory and interviewing.

Even seasoned L&I interviewers said the course provided them with better ways to engage with users. The training was part of a much larger project at L&I with fellow alums Suzanne Boyd and Emma Rose.

Suzanne (MSTC) is a principal in a usability research company and is also an instructor in the Evening MS Program. She and Emma (MSTC 2002) are conducting a user-centered redesign of the L&I Web site.

Congratulations to the 2003 Evening Master’s Program Graduates:
Benford Bennett
Toni Davis
Chris deMaagd
Tim Dereg
Dane Fukumoto
Jana LaRosa
John Michael
Monica Perri
Melissa Wolfe
Nancy Keller
Jerrod Larson
Dejenae Logue
David Smith
Heidi Adkisson
Taryn Gerhardt
Tim Dereg
Dane Fukumoto
Jana LaRosa
Benford Bennett
Toni Davis
Chris deMaagd
CERTIFICATE PROGRAM HELPS PROFESSIONALS ADVANCE IN TECHNICAL WRITING AND EDITING  by Adam Wilson

Over the past thirty years, the TC department has strived to teach a wide range of students about the TC field. In more recent years, the department has also reached out to local professionals.

In 1988, the TC department launched the Certificate Program in Technical Writing and Editing, a nine-month program that provides professionals with the knowledge they need to enter or advance in the TC field. The program started with one section at the Seattle campus. When the Certificate Program began to receive three applications for each available spot, a second section was quickly added at the Bothell campus in 1991. (This second section recently moved to Bellevue). Since the program began, it has produced over 700 graduates—approximately equal to the number of undergraduate TC students who have graduated since 1974. Hiring and performance-review committees recognize the Certificate Program graduates as having high-quality credentials.

Each year, 45 to 52 students earn a Certificate in Technical Writing and Editing by completing six evening courses (two per quarter) that parallel the core courses of the TC undergraduate program. The program courses, such as Style in Scientific and Technical Writing and Scientific and Technical Editing, focus on applications that professionals can use on a daily basis.

All of the program courses are taught by TC faculty, including Professor Jan Spyridakis and Lecturer Karen Kasonic, and by senior TC professionals, many who graduated from the Certificate Program themselves. Lisa Owen, Director of Technical Publications at Rosetta Biosoftware and an instructor in the Certificate Program, remarks “The Certificate Program is great for professionals who are changing careers because it teaches them basic TC skills and helps them transfer knowledge and skills learned from a previous job into the realm of technical writing and editing.”

To enter the Certificate Program, students must have an undergraduate degree or must have completed two years of college credits and two years of work experience.

For more information about the Certificate Program in Technical Writing and Editing, visit the UW Extension Web site at www.extension.washington.edu or email the University of Washington Educational Outreach (UWEO) at certif3@ese.washington.edu.

Tracey Freel

Tracey Freel gained more than top-notch writing and editing skills in the Certificate Program in Technical Writing and Editing. “That program provided me with solid networking opportunities and an arsenal of mentors that still to this day guide me,” she says.

Using the skills and credentials she gained in the Certificate Program, Tracey recently founded a company, Writech Media, LLC (www.writechmedia.com), with business partner Larry Winerman. Writech Media offers contract technical writing, editing, and document design services.

Tracey is continuing her TC education in the TC Master’s Evening Program, which, she says, “has given me the confidence to undertake this endeavor.”

Mary Deaton

Mary Deaton was reluctant to use computers. Her husband brought her “kicking and screaming” to shop for a PC, but she quickly discovered she enjoyed working with them.

Soon, Mary was looking for ways to incorporate computers into her professional life. She found that her interest in computers and her educational background in political science and journalism made her a perfect match for TC. She realized she “could play with computers and write and they would pay me.”

When Mary heard about the Certificate Program in Technical Writing and Editing, she enrolled in the first class of Program students in Autumn Quarter 1988. Recalling one of her favorite courses, Style in Scientific and Technical Writing, she says, “I finally actually understood grammar.”

After completing the program, Mary worked for Microsoft for an extended period. She is now an independent contractor. Recently, she returned to UW TC to enter the Master’s Evening Program. She is interested in usability education and would like to help non-professionals produce high-quality Web sites.
PEOPLE

PROFILES IN TC: CAROL TAYLOR LEADS TC IN NEW, INNOVATIVE DIRECTION
by Michael Le Boeuf

Former students from the University of Washington’s TC program continue to serve as leaders within the field. Carol Taylor is no exception.

A 1983 graduate of the UW TC program (known then as the Humanistic Social Studies program), Taylor has taken the field of technical communication in a new direction.

Taylor’s new vocation at Channel IQ is to help her clients make better, more strategic use of their existing digital information.

Based in Bellevue, WA, Channel IQ offers and distributes strategic tools to support client sales and marketing channels. Channel IQ has successfully provided integrated services to small- and mid-sized companies since Taylor’s arrival.

Taylor says the drive behind her success lies in the variety of tasks and people she works with.

“T really enjoy the diversity of people,” says Taylor. “Working with strategic business people, technical [information technology] people, and very creative marketing people is great.”

Taylor is involved in several aspects of her company’s operations, including information architecture, business analysis, visual design, and written communication (both technical and business).

Taylor, like everyone else, experiences many challenges. Her biggest challenge is solving a client’s technical problems within a set timeframe. Quickly creating a technical product that solves problems requires discipline and determination-two characteristics that Taylor accredits to her studies in TC.

Taylor says that learning methods for approaching and organizing information from the UW TC program has brought her success during her twenty years in the information technology (IT) industry.

“The ability to understand and quickly communicate technical information is key,” says Taylor. “Sorting through a sea of information to help users solve specific problems is a necessary skill for TC personnel to learn and develop.”

When asked what advice she has for TC students, Taylor states, “One thing I felt was important is the internship. There is no substitute for getting that real world experience.”

TC STUDENTS MAKING A DIFFERENCE
by Aaron Stroud

Melissa Wolfe
Melissa Wolfe’s Bachelor’s degree in Communications proved useful in the non-profit sector, but she felt a need to update her technical skills. She recently completed her Master’s thesis: the Independent Living Project (ILP), an online resource for young adults transitioning out of foster care. The ILP is a compilation of resources designed and tested from a technical communicator’s perspective.

Melissa collaborated with numerous organizations and several foster care volunteers to ensure that the content would be useful and accessible. She treasures the lessons learned from the people that “made this project possible.” ILP will be integrated into a statewide child advocacy Web site and is available at www.ilpseattle.com.

Shannon Safara
Shannon Safara invested the first half of 2003 as an editing intern in a division of Sakson & Taylor, Inc. (S & T), a company that specializes in technical communication services. Shannon has been an active undergraduate: serving as the Co-President of the STC student chapter at the UW, tutoring at the Engineering/iSchool Writing Center, and taking every opportunity to improve her editing skills.

The internship, however, has been her “most valuable college experience,” an opportunity to work with and learn from professionals. At S & T she is currently developing an internal training document for contractors. Shannon was recently hired as a consultant with S & T.

Donovan Isaak
TC Master’s student Donovan Isaak is intensely interested in the organization of information. Recently, he developed a Web-based content management tool called Centerfuse for the Smithsonian Institute. Centerfuse is a Web interface that displays text, pictures, and videos based on their attributes.

Before Centerfuse, the Smithsonian Institute faced the challenge of importing and managing a large amount of educational content into an Internet-based database.

This project has been rewarding for Donovan because it required him to use his TC skills “to solve a real-world problem” for an organization that benefits society. He is looking forward to applying the lessons he learned from Centerfuse on more difficult challenges once he has finished his degree.
PEOPLE

MASASHI KATO PROMOTED
by Shirley Tran

Congratulations to Masashi Kato for his recent promotion to Senior Lecturer! He will continue to conduct research and teach Oral Communication in Japanese in Technical and Business Settings. At the same time, he will serve as the acting director of the Technical Japanese Program (TJP) for Professor Michio Tsutsui, who will be on sabbatical. Masashi Kato currently serves the TJP in several administrative roles, including program promotion, admission, and internships.

Masashi Kato feels that there are three main factors that contributed to his promotion: his innovative teaching methods, his research, and his service to the program.

One of his innovative teaching methods involves using research on Technology Enhanced Language Learning (TELL). TELL helps students learn languages through technologies and complements learning and teaching tools. These tools can range from computerized drills to multimedia conversation tools like Language Partner, a software program that Masashi Kato has helped develop and that he uses in his oral communication classes.

Phil Bereano
Professor Phil Bereano will be on sabbatical leave for the 2003-2004 academic year. During his leave, he will continue to formulate and implement discussions about public policy issues surrounding genetic engineering. In particular, he will attend several United Nations meetings addressing genetically engineered organisms. One of these meetings will discuss two treaties, the Convention on Biological Diversity and the Cartagena Biosafety Protocol, that concern the risk assessment of organisms transported across international borders. Another meeting will examine the agency that sets international food standards, risk assessments for health and safety, and the labeling of genetically engineered foods.

Prof. Bereano will also work with university groups from Norway and the Netherlands to study risk assessment and evaluation of genetically modified organisms and other issues surrounding genetic engineering.

As the information technology chair of the committee on databases and civil liberties in the American Civil Liberties Union, he strongly believes that “we can be both safe and free.”

He and Prof. Tsutsui have conducted national and international conferences for Language Partner and presented discussions on TELL and Computer Assisted Language Learning (CALL) in many locations, including the United Kingdom.

As a lecturer, Masashi Kato is not required to conduct research, but he has a strong interest in it and is eager to share his research findings. This summer Masashi Kato will develop distance learning courses based on his oral communication classes, and will supervise and evaluate courses and instructors. In 2004, the TJP will offer a pilot class to 15 to 20 students; subsequently, the class will also be offered to anyone.

Masashi Kato has been teaching since 1991, when the TJP started. Three years ago, he and Prof. Tsutsui restructured the TJP and allowed undergraduate students to enroll in the graduate-level courses. Since the structural change, Masashi Kato has taught an average of two classes per quarter and has contributed to the increased enrollment in the TJP.

Despite all of his accomplishments, Masashi Kato wants to continue to take on new challenges and work toward greater achievements.

Michio Tsutsui
Starting Autumn Quarter 2003, Professor Michio Tsutsui will begin a one-year sabbatical. He plans to research non-interactive feedback and distance-learning communication and write a third grammar dictionary.

In his classes, Prof. Tsutsui gives students effective, non-interactive feedback on their presentations and lets students observe and critique themselves because he feels that self-learning is very important. During his sabbatical, he will research more effective ways to provide student feedback.

Prof. Tsutsui will also study how instructors, students, and facilitators communicate in language distance-learning courses using a common language and a target language (the language the student is learning). Because good communication is essential for learning a foreign language, Prof. Tsutsui will research which type of communication is best for Japanese distance-learning courses and whether to deliver course content in English or Japanese. Prof. Tsutsui has already submitted a proposal to the Department of Education to develop language distance-learning communication at the Center for East Asia Studies and he will soon submit a research proposal to the National Science Foundation.

Prof. Tsutsui will also be writing his third grammar dictionary, entitled A Dictionary of Advanced Japanese Grammar. This dictionary will provide Japanese grammar and usage rules and supplement forms to help teachers provide consistent supplements to dictionaries.
AWARDS AND HONORS

Jeff Babauta - Received “Honorable Mention” for Distinguished Classified Staff member in the 2003 College of Engineering Recognition Awards for his excellent administrative work in the TC department.

Mary Deaton - Received the Society for Technical Communication (STC) National Scholarship and the Souther and White Scholarship for the Puget Sound Chapter of STC.

Mary Evans - Received the “Outstanding Graduate Student” award in the TC department from the Society of Women Engineers in January 2003.

Reece King and Sandra Maddox - Received $25 and high praise in the TC 455 User Interface Design project competition in Autumn Quarter 2002.

Erin Noose, Nina Uchida, and Mandy Wang - Received the Henry S. Tatsumi Award from the Department of Asian Languages and Literature and the Henry S. Tatsumi Scholarship Committee for superior performance in a Japanese language program. Each student also received $500.

Michelle Valeriano - Received the Educational Opportunity Program (EOP) Endowed Scholarship for $1,200.

Katie Walser - Received Honorable Mention and $70 in the 2002 Student and Community Relations Engineering Art Contest.

Carolyn Wei - Accepted to the Graduate WebShop on the Impact of the Internet on Society at the University of Maryland. Carolyn was also awarded a Foreign Language and Area Studies (FLAS) Fellowship and a Social Science Research Council fellowship to study Internet usage in Uzbekistan during Summer Quarter 2003.

Michelle Swallow - Received the “Outstanding Undergraduate Student” award in the TC department from the Society of Women Engineers in January 2003.

Shannon Safara - Elected to the Sigma Tau Chi student honors society of STC.

Craig Nisperos - Received the 2002-2003 National Dean’s List award.

PH.D. STUDENTS BEGIN STUDIES
by Shirley Tran and Chris Reimann

Matt Eliot

Matt Eliot will be spending much of his time this summer on the Web analyzing literature on disabilities and assistive technologies as part of his preliminary Ph.D. research. Matt’s interest lies in the “social construction of disability in new media,” an area, he says, where little work has been done. His research will explore the phenomenon of people and technology becoming physically closer together and what this trend means for the disabled.

Matt has found the TC Ph.D. program supportive and flexible, “TC is inherently interdisciplinary,” he says. “And this program really supports connections with other professionals on campus.” Matt expects to complete his degree in 2005.

Mary Evans

Mary Evans knows something about how to handle stressful situations. While working at the National Oceanic and Atmospheric Administration (NOAA), she wrote online documentation and training manuals for the “first responders” to oil spills and hazardous materials incidents.

Mary carried her hazardous response expertise with her into the TC Ph.D. program. She is interested in how intensely stressful situations affect decision-making processes and is currently designing research to study these processes. Her goal is to better tailor TC products (such as advisory documents and software and training manuals) to hazardous materials responders with the result of decreasing their workload and helping them make decisions in novel situations.

“I’m excited about ways that my returning to the study of TC at the next level will let me address critical social needs in effective ways,” Mary says.

Carolyn Wei

Soon after obtaining her TC Master’s degree, Carolyn Wei decided to carry on the momentum of her research and pursue a Ph.D. in TC. Carolyn says, “It was also the wonderful faculty in the TC department that persuaded me to continue my studies.”

For her Master’s thesis, Carolyn studied virtual teams-groups who work together online-and the challenges they face communicating over the Internet when they can’t see or hear one another.

As part of her Ph.D. studies, Carolyn is expanding her focus from virtual teams to virtual communities and the tools they use to communicate. Specifically, she will study “wikis,” shared Web sites in which community members can write, edit, and upload articles. Carolyn is interested in learning more about how communication and group norms and rules develop within wikis.

Students Selected for 2003 Japanese Internships:
The Japan External Trade Organization (JETRO) sponsored three students from the Technical Japanese Program (TJP) for 2003 Japanese internships:

-- Jennifer Barrick, Sumitomo Chemical Company
-- Mark Hanna, Yamatake Company
-- Jason Olszewski, Yokohama Rubber Company

Mary Evans

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As part of her Ph.D. studies, Carolyn is expanding her focus from virtual teams to virtual communities and the tools they use to communicate. Specifically, she will study “wikis,” shared Web sites in which community members can write, edit, and upload articles. Carolyn is interested in learning more about how communication and group norms and rules develop within wikis.
TECHNOLOGY

TC DEPARTMENT RECEIVES STF GRANT TO ENHANCE STUDENT COMPUTING
by Michael Le Boeuf

When classes resume at the UW this fall, TC students will take their first look at the latest addition to Loew Hall: a newly enhanced computing facility.

Thanks to a grant from the UW Student Technology Fee (STF) Committee, the TC department will create an integrated media space and improve the current network-linking infrastructure.

Dr. Judy Ramey, TC Department Chair, and Paul Nortrom, Senior Computer Manager, submitted a compelling proposal for a collaborative computing environment to the STF Committee in October 2002.

The proposal was based on comments from a survey that asked TC students what elements would enhance their computing experiences. Students addressed two main issues in their comments: (1) a lack of sophisticated hardware and software prevented them from creating professional-quality work and (2) overcrowding and noise in the current facility created distractions.

After reviewing the proposal, the STF Committee awarded the TC department a $106,000 grant in February 2003.

The department has received grants and other financial support in the past. But the recent STF grant allows the department to accommodate students at an unprecedented level.

Created by UW students and administration personnel in 1995, the STF grant is awarded to university departments that demonstrate specific technology needs.

The department’s goal is to diminish technology-related barriers that affect student computing. By creating an integrated media space and improving network capabilities, the department aims to provide students with the necessary tools to become successful professionals in the TC field.

The collaborative computing environment will provide TC students with a new high-tech integrated media space. This new space will comprise three on-campus facilities: the existing computer laboratory, an expanded Laboratory for Usability Testing and Evaluation [LUTE], and a new Student Lounge Collaboratory, as well as any off-site computing facilities that students use to do their work.

The three on-campus facilities will connect with any off-site computer, allowing TC students to access shared files from any location. The ability to access files off-site will provide students with much-needed flexibility when working on individual or group design projects.

In addition to the integrated media space, the department will replace outdated software in the lab with the latest software releases and will significantly upgrade hardware technologies. The software upgrades will give students the latest tools for content management, Web site design, usability research, and end-user documentation. The hardware upgrades will support an expanding network-server, provide greater security, and improve performance capabilities.

“The grant allows us to reconfigure our technical infrastructure,” says Dr. Ramey. “These upgrades allow us to keep pace with our ever-changing curriculum. They promote and support flexibility for student computing.”

Students entering Loew Hall next fall will reap the benefits of the enhanced facility immediately; they will have the opportunity to create industry-quality designs, and they will be exposed to the tools that employers expect them to be familiar with. In short, TC students will be better prepared for a career in the information technology industry.

SIGCHI STUDENT CHAPTER BOOTS UP
by Kris Freeman

The Special Interest Group for Computer Human Interaction at UW (SIGCHI-UW), with help from the TC department, recently sponsored a tour of Microsoft usability labs, a close look at fashions in wearable computing, and a set of discussions on digital documents and robotic pets. Students and faculty from many departments, including Architecture, the Information School, Psychology, and TC, have participated in SIGCHI-UW events, providing excellent opportunities for cross-discipline discussions on human-computer interaction (HCI).

The student chapter of SIGCHI, which is affiliated with the Association for Computing Machinery (ACM), was founded in Spring Quarter 2002 with funding from the TC department. It is advised by TC Professor David Farkas. For more information, contact SIGCHI-UW at sigchi@u.washington.edu or visit the SIGCHI-UW Web page at students.washington.edu/sigchi/.
USABILITY GURU GINNY REDISH VISITS UW TC
by Chris Reimann

This spring, the UW TC department was visited by one of the biggest names in usability testing: Janice (Ginny) Redish. Redish, considered the founder of usability, held a Master class and spoke at a Society for Technical Communication (STC) meeting.

At the Master class, she discussed her history in usability and her current and future projects. Redish began her career in usability at the American Institutes for Research, where she managed the Document Design Project for 13 years. The project was formed in response to a mandate by former President Jimmy Carter to make government documents more understandable to the public.

Redish developed a method of testing document usability by adapting and combining two methods: an IBM method in which users were watched as they interacted with a product and a “Think Aloud” method that was commonly used in cognitive psychology research.

According to Redish, usability testing has changed over time from a “validation test” of a developed product to a cyclical process in which the product is tested, redesigned, and retested throughout its development. “The goal is not to validate that a product works,” she says, “but to find all of its problems early on in the process.”

Redish is currently studying how to improve government Web sites so they are more accessible and usable for people with disabilities. Her research focuses on the experiences of people who use screen readers and screen magnifiers to view Web sites. In the future, Redish plans to study the use of multimedia Web sites for deaf persons.

For anyone interested in learning more about the field of usability, Redish suggests reading broadly about the topic, visiting the Usability Professionals Association Web site, and reading the STC’s Usability Special Interest Group (SIG) newsletter.

CONGRATULATIONS TO THE 2003 GRADUATES!!!

Bachelor of Science
Colin Blair
Jennifer Blomquist
Ron Brooks
Teresa Cartwright
Anny Chang
Catherine Chien
Clifford Chinn
Brian Crowder
Gila Delgado
Kyle Fuhrer
Brandon Hurtado
Reese King
Michael Le Boeuf
Wai-Chi Luk
Jamie Miller
Nicholas Murray
Craig Nisperos
Lucas Rooney
Shannon Safara
Sharon Sears
Megan Shia
Tiffany Smith
Tiffany Thibodeaux
Quynh Tran
Terry Tupling
Rachelle Vela
Jennifer Ward
Ryan David Whitlock
Andrew Winner

Master of Science
Sally Abolrous
Li “Edward” Cao
Krisandra Freeman
Gail Gilliland
Donovan Isaak
Kimberly Johnson
Mary Ann Krug
Benjamin MacKay
Sandra Maddox

CARL MCBEE (TECH. JAPANESE)
MERLLA MCLAUGHLIN
KATHRYN MOBRAND
CHRIS REIMANN
LAURA SCHULTZ
MATTHEW TEVENAN
HEWI LI “REGINA” YAP
JOE YIN (TECH. JAPANESE)

GINNY REDISH SPEAKS ON WRITING FOR THE WEB
by Chris Reimann

A large crowd gathered at a joint meeting of the STC and the Technical Communication Alumni Association (TCAA) to hear Ginny Redish speak on “Writing for Information-Rich Websites.”

Redish provided guidelines for writing clearly for the Web. She suggested that Web writers “take advantage of the Web” by using its ability to layer and chunk information, and most importantly, that writers focus on the users’ needs.

Redish says that most of the time people go to the Web for quick information; they are “reading to do, rather than reading to learn.” But many Web writers make the mistake of using too many words, forcing users to read more than they need to. “We should meet the user most of the way,” she says.

Redish is a researcher and author, and she independently consults for clients wanting to design or usability test Web sites or documents. For more information about Redish and for notes from her presentations, visit www.redish.net.
A FIRST GLIMPSE AT THE TC DEPARTMENT’S NEW TECHNOLOGY
by Donovan Isaak

What is the most tangible evidence of the TC department’s excellence in research and education? The cutting-edge technology that the department has received for its achievements is the proof. Groups both on and off the UW campus have found the TC department’s goals worthy and its needs compelling. On April 2nd, friends and alumni of the department saw its new technology in action at the Laboratory for Usability Testing and Evaluation (LUTE).

Guests watched students perform mock usability testing on new equipment that was purchased with funds from a 2002 grant from the UW Student Technology Fee. The new equipment from Usability Systems, Inc. enables test administrators to better document and review participant behavior and improves the accuracy of test data. Students in TC 517, Usability Testing, will use this equipment to conduct usability tests on products developed from within the UW and from nearby companies.

The TC department’s eye-tracking hardware and software were also exhibited on April 2nd. The department obtained this new equipment as a gift-in-kind from ERICA, Inc. Professor Tom Williams is now working with teams of students in TC 496, Directed Research in TC, to conduct research with the eye-tracking equipment. One team is testing whether the graphic design principle of visual isolation can be used to direct attention. The research team is using the GazeTracker software provided by ERICA, Inc. to measure how quickly eyes fixate on an isolated display object, the number of fixations the object receives, and the duration of the fixations. Prof. Williams and the research team anticipate that they will submit an article with their findings by the end of the summer.

ENGINEERING OPEN HOUSE GIVES STUDENTS AN OPPORTUNITY TO EXPERIENCE TC
by Michael Le Boeuf

Thousands of Seattle-area high school students and college transfer students visited the UW’s annual College of Engineering (COE) Open House in April to learn about the COE and what it has to offer.

During the two-day event, a catalyst for attracting prospective engineering students, the TC department sponsored several exhibits. These exhibits allowed students to learn more about TC and various jobs in the field.

Demonstrations and finished projects were on display from many TC areas, such as usability testing, language-learning program development, science writing, Web site design, and adaptive technology design.

Prospective students also met with current TC students and faculty to discuss possible education paths for entering the TC department.

“The number of students who visited during the two-day event is a true measure of the Open House’s success,” says senior faculty member Mark Haselkorn. “Students came here to learn more about the [TC] field. I think we made a lasting impression on several students and hope to see them in the years to come.”

Shannon Safara volunteers at Open House

Professor Tom Williams demonstrating an eye tracking device
STC’S REVAMPED RESEARCH GRANTS PROGRAM HEADED BY UW TC FACULTY
by Judy Ramey

The Society for Technical Communication’s (STC) revised Research Grants Program offers exciting new research opportunities and resources to TC researchers. This new program is the result of a year’s work by UW TC Chair Judy Ramey, who manages the STC committee responsible for the program.

The new Research Grants Program has three parts: (1) one annual award of up to $10,000; (2) one annual award at a substantially higher level of funding for a proposal that responds to an STC Request for Proposals (RFP); and (3) an Online Resource Center to help STC researchers identify and successfully pursue funding from sources outside STC.

The $10,000 Annual Award

The new annual award of up to $10,000 continues STC’s tradition of accepting research proposals on a wide spectrum of topics. This part of the program will fund ideas that originate with the researchers themselves, just as they did in the earlier program. However, the new award program differs from the old program in three ways: there will be only one review period per year, only one award per year will be given, and there will be a new two-step process for proposal submissions.

The New STC RFP Program

In a major innovation, STC will also offer one annual award at a much higher level of funding for a proposal that responds to an RFP. The whole TC community can help identify the topics of the RFPs by participating in an online discussion on the UW TC department’s Web site (www.uwtc.washington.edu). “We will analyze the content of the online discussion and recommend topics for the first RFP, which we expect to see issued in January 2004,” reports Ramey.

The Online Resource Center

An Online Resource Center will serve as a clearing-house for information on all kinds of research funding. The Center has just been launched but will eventually offer URLs of funding sources and examples of grant proposals, successful proposals, human-subjects materials, and other materials to support the grant-writing process. “We are very excited about this new direction for STC’s Research Grants Program, and we hope that you will take part in it,” says Ramey.

For more information, or to learn how to submit a proposal to this program, visit the STC research grants Web site at www.stc.org/grants_program.asp.

TC 596 STUDENT RESEARCH GROUPS FOCUS ON THE WEB
by Chris Reimann with contributions from Jan Spyridakis and group members

In the 2002-2003 academic year, Professor Jan Spyridakis led two TC 596 Research Groups. One research group focused on assessing the effect of different types of signals in Web environments. Signals are verbal cues that provide organizational or structural information for readers, and can include, for example, headings, transitions, and embedded and navigational links. A second research group is comparing the content of academic websites across cultures.

The students who participated in various aspects of the signaling group were Matt Eliot, Kris Freeman, Kate Mobrand, Laura Schultz, Mary Evans, Ajay Matthews, Carolyn Wei, and Jen Barrick.

One signaling section focused on how online text signals affect readers’ comprehension of Web content and their navigational behavior. At the IEEE Professional Communication Conference in fall 2002 in Portland, Oregon, Kate and Laura presented the findings from two remote Web-based studies, and Kris discussed issues involved in conducting research through the Web.

A second signaling section conducted another Web-based study to assess the effect of the wording of navigation menus and embedded links on comprehension and navigation of online documents. The group is currently analyzing the data and plans to present the results at upcoming conferences. They are also creating a methodology for the conduct of such work through the Web.

Mary Evans, Alicia McBride, Alex Thayer, and Matt Queen compose a third student research group. This summer, they began analyzing the content of English-language university websites, focusing on comparing content across cultures. They are currently refining their research questions and plan to undertake a study this fall.
In the Real World

Tamara Adlin
Master’s, 1996
Senior Usability Specialist, Amazon.com
I’m currently one of a few Usability Specialists who consult throughout Amazon.com on all current projects. It’s crazy, fun, and paced at a million miles an hour! I’m also on the Committee for the 2003 Usability Professional’s Association conference, and I’m working on a book!
tamara@amazon.com

Katie Agnesani
Undergraduate, 2002
Contracting Project Coordinator, Washington Mutual
After graduation, I did usability contract work at Microsoft in the Games group. Now, I’m learning more about project management at Washington Mutual in the Technology Solutions Group.
And yes, I’m still with Ben.
kagnesani@hotmail.com

Jennifer Altman
Certificate, 2000
Lecturer, UW English Language Programs
I’m editing dissertations for the UW Business School, teaching Academic English for English Language Programs at the UW, making presentations at international conferences, and writing an advanced grammar book.

Mark Alway
Undergraduate, 1999
Lead Software Developer, UW Educational Technology Development Group
In a small development group, I’m responsible for everything from needs assessment to focus groups, development, usability testing, and user-interface (UI) design. I enjoy the varied job responsibilities because there’s never a dull moment. The combination of all these pieces form a great usability engineering practice that I think makes the Catalyst Tools one of the best University Toolsets available. I still enjoy taking my weekends to work with teens in the wilderness, and climbing mountains, floating down rivers, or other crazy outdoor activities.

Autumn Arbury
Undergraduate, 2000
Senior Standards Instructor, ISOGEN International
I am currently working as an XML instructor and a professional services developer for ISOGEN International (www.isogen.com). I teach courses covering all of the W3C Recommendations and work on projects for customers implementing content management solutions using the W3C Recommendations.
In my personal life, I bought a house this time last year and have completely remodeled it from the inside out! My newest skills include plumbing and electrical work. I am also heavily involved with the Shar Pei Rescue, fostering dogs and helping to find them homes (www.sharpeirescue.com). Email me if you are looking for a Shar Pei, but don’t ask me for help with a house project; if I never see a paintbrush again, it will be too soon!
aarbury@hotmail.com

Cameron Bates
Undergraduate, 2001
Publications Programmer, Battelle/Pacific Northwest National Laboratory

Emily Bauer
Master’s, 1999
Patent & Licensing Team, Wisconsin Alumni Research Foundation
I left the consulting field last year to become a Licensing Associate with the organization that handles the intellectual property for the University of Wisconsin. I handle a diverse portfolio that includes technologies in pharmaceuticals, plant genetics, and animal health. It is exciting to see these promising early stage technologies develop. We seek companies who are interested in licensing and commercializing these technologies, or who are willing to sponsor research at the university. In other news, Paul Hofmann & I were married in April 2003 and live in Madison with our two tabby cats, Pika and Bix.
ejbauer@uwalumni.com
Ted Boren  
Master’s, 1999  
Usability Engineer, Microsoft  
I recently moved to MSN after nearly five years of working on a variety of cool mapping products, with an occasional foray into Visio. Most recently I focused on MSN Maps & Directions (maps.msn.com). My main project currently is a redesign of the msn.com homepage. My TC internship and courses in usability, interface design, and information architecture have all been very helpful in my work. In my personal life, I’m kept very busy (and loved) by my wife (Kelli) and kids (Matthew, Abbey, Faith, Spencer, and Kate) and I’m involved in the youth program at my church.  
cameron.bates@pnl.gov

I’ve been doing mainly Web development and design, active server pages (ASP) programming, and document production with some occasional video editing and technical writing work. The broad range of skills I acquired in TC (such as an understanding of usability, user education, and design) are very valuable to the lab. Luckily, I get to use many of the skills I acquired in TC everyday in my department, Publications Usability and Programming. I’m also getting married this August!  
cameron.bates@pnl.gov

William H. Black  
Certificate, 2000  
Engineering Process Analyst, Boeing Commercial Airplanes  
I analyze and develop processes and documentation relating to digital engineering design and data management. The UW TC program has enhanced my ability to more clearly analyze engineering procedures, create more user-oriented documents, and develop a contact network of resources. Although it was lots of hard work, I enjoyed the TC program and getting to know my fellow TC students. I learned a lot from everyone.  
whblack20@hotmail.com

Jenny Blackburn  
Undergraduate, 2000  
Usability Engineer, Getty Images  
Working in usability at Getty Images has provided me with a lot of excellent opportunities to work on interesting and varied projects, from lab studies to prototype and field studies. I just completed a usability study in Tokyo, Japan. It was a fascinating experience and I learned a lot, both about how to organize and manage such an undertaking and about the Japanese culture. The TC curriculum helped me in more ways than I can say: in my verbal and oral communications, which are critical to the success of my job, and in giving me a solid foundation in the principles of user-centered design and good research methodology.  
jenny.blackburn@gettyimages.com

Julianne (Fondiller) Bryant  
Master’s, 2000  
Lead Usability Engineer, Getty Images  
I’ve been working at Getty Images as a Usability Engineer for three years now. Because our customers are from the advertising and publishing industries, I find myself traveling quite a bit to reach them for studies. In the past couple years I’ve traveled to New York, Los Angeles, London, Paris, and Munich. It’s always a fun and exciting challenge, and I’ve learned a few tips about international testing: you can never count on the London Underground to get you to your appointment on time—the subway line you need is inevitably the one they shut down for repairs; the big publishing houses don’t like you to take video cameras into their buildings—they may stop you, search you, and call the Head of Security for clearance; and don’t schedule sessions during World Cup soccer—the participants may not show up!  
 julianne.bryant@gettyimages.com

Dell Burner  
Master’s, 2002  
Software Engineer, IBM  
I’ve been working at IBM’s Silicon Valley Lab since July 2002 as a writer on the DB2 Replication Information Development team. We are documenting a new product that uses message queues for high-speed data replication. My Master’s work on single-sourcing and content management and my work on the Otobase project have both been very helpful as IBM makes the transition to XML-based information. I’ve been lucky enough to work on both book-based information and online help, as well as take part in usability testing. Best wishes to all and drop me a line sometime!  
dellb@us.ibm.com

Carl S. Chatfield  
Master’s, 1995  
User Assistance Manager, Microsoft Project  
I’m working in commercial software documentation. Nearly all of the content my group works on is now published to the
Web, and Web-based content is tightly integrated into the assistance models of our software applications. I’m looking forward to the flexibility and challenges this presents. I’m also hard at work teaching TC 407 in one of the TC certificate programs each spring and currently writing the third installment of my book, “Project Step by Step.” My family has grown to include a five-year-old girl we adopted from China last summer, and she’s doing great.

carl@wisechat.com

R. Jill DeMarco
Master’s, 1996
Technical Services Specialist, Boeing

After some 21 years with the federal government, mostly at the Federal Aviation Administration (FAA), I jumped ship and went to work for Boeing as a Technical Services Specialist in the office of Government/Industry Technical Liaison. As the Regulatory Issues Focal, I’m able to draw on the experience I gained as a Technical Writer-Editor in the FAA. Despite the downturn in the aviation sector since September 11, I’m keeping my head above water and I enjoy my job and my coworkers.

Learning that successful communication encompasses both the visual and aural senses and having an in-depth knowledge of your audience has proven intrinsic to doing my job well. I appreciate the principles of document design, usability, and interviewing that I learned as a TC student.

As a graduate student in Mary Coney’s class on Theoretical Dimensions of TC, I thought the subject matter was far too esoteric for anything in the real world, but time and again I find myself in situations where much of what we learned, read, and talked about in class comes back to enlighten me. It gave me a sense of the bigger picture, beyond day-to-day work, and I do appreciate it.

rwentwrth@aol.com

Mary Deraitus
Master’s, 2001
The Boeing Company, Software Process Analyst in Usability Engineering

After graduating with my Master’s in 2001, I joined the Boeing Usability Engineering group in Bellevue. I help programming teams and their customers develop software, Web, and portal technology products from the user’s perspective. In 2002, I presented a poster on ethnographic research at the Human Computer Interaction (HCI) in Aeronautics Conference (Boston). In early 2003, I spoke to the UW SIGCHI and STC chapters on “Making User-Centered Design a Priority for Multi-Disciplinary Teams.” My fascination with how organizational culture and occupational subcultures impact product development began in the TC program, which gave me the tools with which to study this emerging issue in depth.

mary.b.deraitus@boeing.com

Jeh Chow
Undergraduate, 2000
Senior Technical Writer, Visa International (Inovant)

After I graduated from UW, I left Seattle for San Francisco to work for Visa International as a Technical Writer. After two years, I got tired of San Francisco and went back to Seattle, where Visa lets me work from my home in Bothell as a telecommuter.

trey333@yahoo.com

IN THE REAL WORLD

Norman Ely
Master’s, 1996
Freelance Web Consultant

I’m still freelancing since the dot-com crash in 2001 and working out of my home office in the woods of Northern California. I’m doing Web site maintenance and consulting on matters of usability, interface design, and search engine optimization. I’m always looking for regular Web site maintenance contracts.

norme@oro.net

Matt Fildes
Undergraduate, 1998
Product Development Manager, Pacific Cornetta,


rapier7@onemain.com

Stacie (Murphy) Finnelly
Undergraduate, 1987
Director of Documentation, Harland Financial Solutions

I currently manage a team of writers at Harland Financial Solutions and Web, and Web-based content is tightly integrated into the assistance models of our software applications. I’m looking forward to the flexibility and challenges this presents. I’m also hard at work teaching TC 407 in one of the TC certificate programs each spring and currently writing the third installment of my book, “Project Step by Step.” My family has grown to include a five-year-old girl we adopted from China last summer, and she’s doing great.

carl@wisechat.com

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Master’s, 1996
Technical Services Specialist, Boeing

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rwentwrth@aol.com

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Master’s, 2001
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mary.b.deraitus@boeing.com

Jeh Chow
Undergraduate, 2000
Senior Technical Writer, Visa International (Inovant)

After I graduated from UW, I left Seattle for San Francisco to work for Visa International as a Technical Writer. After two years, I got tired of San Francisco and went back to Seattle, where Visa lets me work from my home in Bothell as a telecommuter.

trey333@yahoo.com

IN THE REAL WORLD

Norman Ely
Master’s, 1996
Freelance Web Consultant

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norme@oro.net

Matt Fildes
Undergraduate, 1998
Product Development Manager, Pacific Cornetta,


rapier7@onemain.com

Stacie (Murphy) Finnelly
Undergraduate, 1987
Director of Documentation, Harland Financial Solutions

I currently manage a team of writers at Harland Financial Solutions
IN THE REAL WORLD

Gary Faircloth
Undergraduate, 1995
Staff Software Engineer, IBM

I love my work, but managing the publications for a database product is only half of the fun. My Computer Science electives inspired me to continue programming, and I have become one of the local geeks on call, providing helpful tools for our roughly 100 writers. It’s a joy, but on a more professional level, the Computer Science and TC education together have enabled me to confidently assist in driving the future of our information architecture: XML-DITA, Web services, tighter integration between the user interface and user assistance: it’s all very exciting—to a geek. :-)

gfaircl@us.ibm.com

Donna Fulcher
Undergraduate, 1997
Project Coordinator, Fred Hutchinson Cancer Research Center

Last June, I joined the Hutch’s Clinical Research Division where I work with scientific staff and faculty, internal offices, and other research institutions. I support research physicians who are principal investigators on studies funded mostly by the National Institutes of Health. Using TC project management skills, I coordinate and compile grant applications to meet deadlines, monitor awarded grants, and prepare required progress reports. I also use TC skills to write concise overviews so that busy investigators can quickly find information about the status of various projects. I daily juggle multiple responsibilities: no dull moments allowed.
dfulcher@fhcrc.org

Waka Fukuoka
Master’s, 1998
Fuji Xerox Co., Ltd.

I have been managing the localization projects of user manuals in English, Traditional Chinese, Simplified Chinese, and Korean for Asia Pacific countries for ten years. The TC knowledge that I obtained has been very useful in pursuing these projects. In May, I will move to another department and a challenging new assignment as a marketing/planning staff member for Asia Pacific countries. I believe my TC background will help me in many ways, especially with gathering/analyzing market requirements and communicating with people from various countries.
waka.fukuoka@fujixerox.co.jp

Bruce W. Golden
Undergraduate, 2000
Lieutenant Junior Grade, United States Navy (onboard USS Seattle)

I am just finishing up my first tour as a Division Officer on board USS Seattle. As a Division Officer my main job is to take care of four divisions (110 people), making sure that they succeed in today’s Navy. My next job will be a second tour as a Division Officer on board USS McFaul. TC has helped me communicate more effectively, both verbally and in writing. Using my TC knowledge, I have been able to use the Navy’s ‘Style Guide’ and expand its limited boundaries. Unfortunately, I get very few opportunities to flex those writing muscles TC helped to develop.

gtl@navy.mil

Rob Frantzen
Undergraduate, 2002
Supply Systems Analyst, Fleet and Industrial Supply Center, Puget Sound (U.S. Navy)

I work with a group that provides customer and program support to local commands using U.S. Navy supply systems. The core software program is quite old (written in COBOL back in the 60’s), but other local systems have been added to allow for a more user-friendly interface. The overall package that the TC program provided is a great fit for this position. During my internship I used my writing, research, teamwork, and project management skills in working with a team that developed a large requirements statement for a financial software solution. I continue to use these skills daily.

robert_j_frantzen@puget.fisc.navy.mil

Solutions (formerly INTERLINQ Software Corporation). My daily routine includes planning and scheduling projects, managing and mentoring writers, providing input on product design and documentation tools and standards, working with other managers, and managing budgets. I also perform writing, editing, desktop publishing, and documentation tool design tasks. The TC curriculum has provided a great foundation for my career.
stacie.finnelly@harlandfs.com

Kyle R. Fletcher
Undergraduate, 2002
Construction Data and Research, Inc.

I am working for a New Mexico-based company, Construction Data and Research (CDR), Inc. At CDR, we perform data analysis and consulting for the electrical construction sector in Washington and New Mexico and write market-share reports.

Through the TC undergraduate program, I learned invaluable organizational skills and an appreciation for concise, fluid writing.

ktfletcher@reachone.com

posTComm 2003
IN THE REAL WORLD

I really enjoy reading Northwest Science and Technology, especially while I was deployed in support of Operation Enduring Freedom. It is refreshing to read of the Great Northwest and see how the great contributors tackle their topics and put them on paper.

Marita Graube
Undergraduate, 2001
Technical Writer, 4thpass/Motorola
I’m working for a small software company that was recently bought by Motorola. I write end-user documentation for our software products and create customer-training guides. My TC background has been invaluable for the job.

mgraube@u.washington.edu

Captain Jason D. Grose, U.S. Marine Corps
Undergraduate, 1997
Information Technology Masters student, Naval Postgraduate School, Monterey, CA
My undergraduate work in TC prepared me well for administrative duties in the Marine Corps. The skills I learned enabled me to expand the duties normally associated with administration and provided a much more extensive toolbox to accomplish my duties. Those same skills benefit me in my pursuit of a Master’s degree in information technology. The breadth of skills I received from UW TC proved to be a valuable asset to my career and academic goals.

www.grose.us/

Joanne Teasdale Harvey
Certificate in Technical Writing and Editing, 2000
Documentation Manager, small software company
The TC Certificate Program in Technical Writing and Editing gave me the opportunity to hone my grammar and editing skills, and it provided me with hands-on experience with a variety of useful software tools.

joanneteasdale@hotmail.com

Lauren Hoernlein
Undergraduate, 2002
Software Engineer, IBM
I work as a technical writer at IBM Silicon Valley Laboratory in San Jose, CA, with lots of other UW TC alums. I write manuals for IMS (Information Management System, IBM’s oldest database and transaction management software) and its support for new technologies, such as Java and XML.

laurennh@us.ibm.com

Jack Huang
Undergraduate, 1998
Localization Program Manager, Microsoft
I manage user assistance localization for selected Windows products into 20+ languages. TC provided me with the project management and design skills that I needed.

Matthew Jaquish
Undergraduate, 1999
Senior Front-End Developer, eBay
I currently work for eBay on the Search engine. I construct the user interface by creating XML and transforming it with the XSLT language. I also work with translators to localize code for other country locales. Since graduating, I’ve also worked at Intel, Niku, and Cisco Systems. Taking classes in the TC department was the best thing that I did in college. Although I’ve deviated from technical writing, all the classes I took on visual and multimedia design, usability, and human-computer interaction really opened my eyes to, what was then, a relatively new and rapidly expanding field.

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ackHu@winse.microsoft.com

Dan Jones
Undergraduate, 1996
Programmer/Analyst, Cornell Law School
I develop and maintain internal and external Web sites for the Law School, working in Coldfusion and ASP.net. To say that the TC program prepared me well for this type of work would be an understatement!

dcjones@twcny.rr.com

Joel Hamill
Undergraduate, 2002
Software Engineer, IBM
I’m currently working as an information developer (technical writer) for IBM in San Jose, California. I work on a team of about ten writers (two of whom are UW TC alumni). TC definitely helped me get my foot in the door, and I rely on concepts I learned in TC everyday. I honestly can say that I enjoy my job a lot: my assignments are exciting, the people are cool, and the weather is amazing. San Jose has an average of 300 sunny days per year – perfect skateboarding weather. Seattle has 56 sunny days per year!

jhamill@u.washington.edu.
IN THE REAL WORLD

John M. Hostvedt
Certificate in Technical Writing and Editing, 2001
Technical Writer/Editor, Boeing Commercial Airplanes
I’m working as a tech writer and editor for Engineering Process Infrastructure at Boeing. It’s a unique job that allows me to go beyond tech writing into some fascinating technical training and communications projects. It’s fantastic to be with a company that has a genuine respect for technical communicators. The UW TC program helped me “re-tool” from my media, journalism, and book publishing background and helped me pursue a new TC career.
hostvedt@yahoo.com

Miriam B. Kennedy
Master’s, 2002
Looking for employment
I’m looking forward to using the research skills I learned as a TC graduate student.
mjbk@u.washington.edu

Cindy King
Master’s, 1995
Lecturer and Ph.D. candidate, UW Department of Communication Consultant, SalemSystems, Inc.
I’m finishing up my Ph.D. in the Communication Department, and will be done (wa hoo!) early in 2004. I am particularly excited to be coming back to the TC department to teach TC 501 for the Evening Master’s program next year, where I’ll combine my background in TC with my Ph.D. focus in communication theory, organizational communication, and cultural communication. Beyond that, I’m hitting the job market in 2004, and I’ll be exploring both academic and consulting positions. That is, of course, after the vacation in Hawaii with Anita to celebrate getting the dissertation (a study of racial conflicts in public discourse) done and defended!
clking@u.washington.edu

David Kowalsky
Certificate, 2001
Software Engineer, NEC Solutions (America), Inc.
I am primarily a tester of the major Microsoft Operating Systems releases (Japanese/US). A few times a year, I work on TC-related projects, usually editing Japanese-to-English translated documents, such as white papers and technical docs. My TC background has helped me get assigned to work on TC-related projects.
v-davkow@microsoft.com

Jenny Lai
Master’s, 1996
Senior User Interface Designer, AOL (Seattle)
I am working as a Senior User Interface Designer with AOL in Seattle.
jenlai2@netscape.net

Joy (Tollman) Lashley
Undergraduate, 1991
Master’s, 1992
Technical Writer Specialist, SAS software company, Cary, NC
I’m currently doing a combination of both project management and writing for SAS. I spend about 75% of my time coordinating projects and attending project-related meetings. It’s different not to be documenting one software product all of the time; however, I appreciate the opportunity to expand my leadership and project management skills. When I’m not working, I enjoy spending time at the North Carolina coast with my husband and our dog.
Joy.Lashley@sas.com

LeAnne Lay
Undergraduate, 1996
Master’s, 2000
Web System Analyst, AT&T Wireless Services (AWS)
Owner, Natty Hair Publications
At AWS, I manage and develop six Web sites, including two document repositories. I also create architecture models of our applications environment and supporting documentation that is used throughout our entire company. Thanks to the TC program, I am able to create presentations, printed publications, Web sites/applications, etc. where the primary focus is the end-users and how to fulfill their needs. I also recently started my own company, Natty Hair Publications, where I am working on several corporate Web sites and a magazine.
leanne.lay@attws.com, locsista@attbi.com

Tina Loucks
Master’s, 1999
Program Manager, UW Department of Computer Science & Engineering (CSE)
I recently left my environmental consulting job for a position with the UW CSE department. I’m happy to be working closely with researchers and engineers who are doing some very cool research that includes teaching computers to learn and creating
implantable microelectronics to gather data about what the brain is doing and figure out how that information can be used in the development of electronic systems. My TC background allows me to be more closely involved in the reporting and documenting of this research— a great opportunity for an armchair scientist like me. 

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Clare Moxley  
Certificate, 1999  
Project Manager, Washington Mutual
I work in project management with a focus on technical communications and process improvement at Washington Mutual in Seattle. As a TC student, I learned to omit needless words. 
clare.moxley@wamu.net

Jamie Myxter  
Master’s, 2000  
Owner, Precision Communications
I’ve been doing a variety of work since finishing the UW TC program, including full-time regular employment, contract employment, and consulting/freelance work through my own company, Precision Communications (www.precisioncommunications.org). My off hours are still spent with Roger the dog and our new family addition, Annie, who is also a Golden Retriever. 
jamie_myxter@hotmail.com

Phong Nguyen  
Undergraduate, 2001  
Engineering Lab Support Lead, Brocade Communications (Silicon Valley)
I work for a storage area network (SAN) company that builds fiber optic switches for mass storage networks. I basically make sure all the equipment in the lab and in our infrastructure works, and if it’s broken, then we fix it. Thanks to the TC program, I’m able to communicate better by writing effective emails, and thanks to TC 407, I’ve also learned the psychology of where to sit in staff meetings to establish mental powers over my peers!  
thisismyrealemailaddress@ph0ng.net,  
phongn@brocade.com

Taryn Gerhardt  
Master’s, 2003  
Communications Director, International Federation of Professional and Technical Engineers (IFPTE), Local 17
At IFPTE Local 17, I edit and produce a bi-monthly magazine for an 8,000-member labor union for professionals. I manage the organization’s Web site and handle media relations. My TC degree has helped me better structure and organize information for both Web and print media and tailor publications to best fit the audience. 
Taryn@ifpте17.org

Dyan (Hoblitzell) Pfitzenmeier  
Certificate in Technical Writing and Editing, 1993  
Founder/President, Firefly Inc.
After completing the Certificate Program in Technical Writing and Editing, I worked as a Public Relations Assistant, Marketing Director, and Marketing Communications Manager. Two years ago, I started my own company to provide consulting services for marketing, communication, and public relations. Because my background is in the architecture and engineering industry, I work with architects, engineers, and contractors, as well as people in nonprofit companies. My key strength is writing and editing, bolstered by the learning experience from the certificate program. It helps me go head-to-head with established professionals, some of whom have been published for decades. I am also working with UW professors, and I feel better equipped knowing that I have received a quality education. 
dyanpfitz@hotmail.com

Douglas Pyle  
Master’s, 1998  
Microsoft, Usability Lead
I’m managing the user interaction and research group for www.microsoft.com. We focus on giving products direction, iteratively improving products, and measuring user success with our products. My TC experience helps me communicate and understand communication issues every day. Usability classes with Judy in the LUTE lab were fun and educational! I wish the best possible luck and success to my fellow TC graduates.

douglas.pyle@microsoft.com

Joe L. Rhodes  
Certificate, 1997  
Contract Technical Writer, Federal government
Currently, I’m a contract technical writer with the federal government located in Keyport, WA (Kitsap County). The technical writing skills that I obtained via the UW certificate program continue to provide a positive stimulus to my expanding and published writing career. 
Joel.Rhodes@attbi.com
IN THE REAL WORLD

Anne (Mikolajcik) de Ridder
Master’s, 1999
Technical Publications Specialist, Sharp Microelectronics of the Americas

I’ve been working at Sharp since September 2002. My current job is a mix of web design and desktop publishing. About 60% of the time I am working on the redesign/update and content of the Sharp web site. The rest of the time, I do a lot of graphic design for booklets and marketing materials that my group puts together for the different product groups at Sharp and I do my fair share of work in FrameMaker putting together application notes and technical bulletins. I’m enjoying the work at Sharp because it allows me to be really creative and the work has a lot of variety.

In January, I won Merit awards in the local STC chapter competition in both the Technical Publication and Technical Art categories for contract work I did last year for an environmental firm in Portland. I was the only writer/editor in an office of engineers, and I put together their first “complete” product design manual. I also participate in the local ACM SIG in Portland-CHIFOO (Computer Human Interaction Forum of Oregon)-where I see Tristan Robinson, another UW TC graduate.

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Emma J. Rose
Master’s, 2002
Principal, Emma Rose Consulting

Since graduating in 2002, I’ve been working with a variety of clients on usability and user-centered design. I am also working with two other alumni on a number of projects; this past spring I came back to TC to teach Usability Research Techniques as part of a coordinated study in User Centered Design. I find that I draw on my background in TC all the time. My experience as a TA helped me to develop my training skills, and my involvement in research projects gave me extensive experience working on real projects. In addition, I constantly draw on the theories I learned from the courses and professors I worked with during my time in the department.

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Sella Rush
Certificate, 1996
Technical Writer, MusicNet Inc.

I’ve spent the past seven years working as a technical writer for software development companies in the Puget Sound area. I’m currently working for MusicNet, Inc., in Seattle, but expect to gain additional knowledge in computer science, and have spent most of my career so far writing highly technical material for developer audiences.

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Anita Salem
Master’s, 1997
Founder, SalemSystems Inc.

I’ve been actively involved in usability and product design ever since starting my graduate studies in TC. Soon after graduating from the program, I started my own consulting firm (SalemSystems Inc.) and have had a great time incorporating user-centered design into my clients’ processes. I’m also teaching a coordinated study class in user-centered design at the UW and I’m loving it! Recently, I’ve been able to work closely with two other TC alums (Suzanne Boyd and Emma Rose) on a couple of projects with the State of Washington. What a kick to work with TC people-smart, energetic, competent AND communicative. Good work, good friends, and an increasingly better golf game: I’m a lucky girl. Hope to see more of you guys soon.

asalem@salemsystems.com

Laura Schultz
Master’s, 2002
Boeing, Technical Editor

I’m currently working as a Technical Editor for the Information Technology group at Boeing. As such, I work on various processes, procedures, and white papers and manage document flow and configuration management for my customers. I loved being in the TC program because it gave me the chance to broaden my interests in the TC field. My thesis was in a different area than my job and gave me the opportunity for empirical, quantitative research. The research developed my critical analysis skills, which I use every day while editing documents that deal with complex systems and networks.

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Nathan Moore
Undergraduate, 2002
Research Assistant, University of California at Davis

As a researcher (and Ph.D. candidate!) in a field as multi-disciplinary as biomedical engineering, I believe that strong communication skills are among the most important things I learned as an undergraduate. The UW TC program has given me valuable tools for collaborating with others outside my field. Within my own department, I frequently write and review proposals, presentations, and research papers. I hope these skills will help establish a trend in science towards publishing research that is technically detailed yet easy to understand.

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Chris Holstrom
Master’s, 2002
Technical Writer, IBM
I write the Administration Guide for DB2 for z/OS, IBM’s mainframe database software. Understanding and explaining DB2 is challenging, but the database applications that I developed at UW TC are good reference points. My writing and teaching experiences at UW TC help me, too. At UW TC, I wrote many documents in markup languages and a lengthy thesis. Now I’m writing a 1000-page technical manual in SGML. I taught UW students to adhere to style guidelines. Now I follow IBM’s strict style guidelines. I took a UW TC class on international audiences. Now I write for ease of translation. UW TC prepared me well. Thanks.
cholstro@yahoo.com

Dulce Setterfield
Certificate in Technical Writing and Editing, 1997
Currently interviewing for new work related to energy and utilities
I am committed to new possibilities for energy, utilities, sustainability, and accountability to stakeholders. Versatile skills enabled me to meet client needs in 2002. I received the highest praise for writing related to environmental forecasting for use by electric utilities.
dulce@setterfieldconsulting.com

Tami Settergren
Undergraduate, 1994
Senior Engineering Writer, Fluke Networks
I’m still enjoying my position as Senior Engineering Writer for Fluke Networks (Everett). I write user documentation for copper and fiber optic cable testers and the PC applications used with the testers, manage translations, and help out with user interface design and product testing. The TC program really helped me explore and develop my skills as a technical communicator and helped me get recognized and highly respected by my potential employers. With the TC degree in hand, I got the job I wanted at the company that was number one on my job-search list.
Tami.Settergren@fluke.com

Karen Sharkey
Master’s, 1999
Technical Writer, Vista Control Systems, Inc,
I’m doing pretty much the same thing I’ve been doing the past three years: revising and editing computer software manuals (one of which I plan to submit to this year’s STC contest); managing the corporate Web site; and designing brochures, newsletters, and posters. I’ve also continued to teach technical writing at the University of New Mexico, Los Alamos.
sharkey@vista-control.com

Brandi Skinner
Undergraduate, 2002
Manager/District Sales Development Trainer, Best Buy
Time management and catering to individuals are the two most important lessons I learned in my TC career. Learning what appeals aesthetically as well as how to present yourself to a large group in a training environment is invaluable.
beskinner@hotmail.com

Dave Smith
Certificate, 2003
Ergonomist, Boeing Manufacturing R&D Group in Everett
I focus on mitigating ergonomic risks through redesigning tools and processes. Supporting engineering design teams continually places me in the role of user advocate. I am now better prepared to emphasize and express to these groups the user’s point of view in developing new designs: can they understand it, will they use it, and does it meet their needs?
david.c.smith5@boeing.com

Michael Stivers
Master’s, 1997
Openwave Systems, Inc.
I have wonderful memories of the UW TC program. Recently I gave a presentation to the Society of Literature and Science (SLS) about work relating to my Master’s thesis, which brought back good memories. It was fun to revisit that material again; I’m very glad I had the chance to study TC issues in depth with such excellent faculty and fellow students.
mike.stivers@openwave.com, mhstivers@yahoo.com

Mark Svendsen
Undergraduate, 2000
Senior Web Developer, Amazon.com Japan
I am currently working at the Amazon office in Seattle, developing new features for and maintaining the Amazon.co.jp Web site. I greatly benefited from the two Technical Japanese
IN THE REAL WORLD

Judy Redmond
Certificate in Technical Writing and Editing, 2001
Writer/editor, Boeing
I’ve been a writer/editor at The Boeing Company for two and a half years. I support Field Service representatives (FSRs), the liaisons between Boeing and the airline customer, and write, edit, and distribute a quarterly newsletter called News From Home, about FSRs and their doings. I’ve also written processes and procedures and participated in an ISO audit. I’m also very active in STC and was the 2002-03 Competition Manager for the Puget Sound Chapter. My TC training has been very beneficial to my career and has even helped me secure a promotion in the last year.
judith.a.redmond@boeing.com

classes I took which is a big part of my job. I use my userinterface design skills when building tools for internal use and when developing new customer-facing Web pages. Writing documentation is another important part of my job, where I have to communicate technical concepts to both non-technical employees and to fellow developers around the world.
mark@svendsen.us

Carol A. Taylor
Undergraduate, 1983
Taking a short break
After spending the last five years helping to grow a digital media business, I’m taking a short break over the summer and plan to spend as little time as possible in front of the computer. No doubt it will lure me back again soon. It never ceases to amaze me what an asset my TC skills are in shaping and manifesting the demands of both business and technology.

Megan Taylor
Master’s, 1999
Features Editor, Recharger Magazine
I am writing and editing articles for a Las Vegas-based technical magazine that covers the office technology industry. I am also involved in the magazine’s layout and design. My experience writing and editing articles for Northwest Science & Technology has been useful in this position, but my fondest memories of the TC department are from my time as a TA and my trimester at the University of Twente.
megan@rechargermag.com

Trong (Bob) Tran
Undergraduate, 2000
Web Developer, RealNetworks
I am working as Web Developer for RealNetworks. My job duties include developing online media streaming and subscription services, extending our servers to fit our business model, and developing internal tools to streamline the development process. I also present technical information to business owners, document software developer kits (SDKs) for corporate reference, and use audience targeting techniques and Web interface design.
marku@mediapodium.com

Darlene Vereen
Certificate, 1999
Senior Technical Writer/Training Analyst
Everything I learned has been so appropriate that I am enrolling in the Project Management Certificate program for Autumn Quarter 2003.
megan@rechargermag.com

Lisa M. Wadsack
Certificate, 2000
Part-time reading tutor, grade school
It hardly seems to matter that I haven’t gone back into the job market since receiving my certificate. Communication skills are required for every facet of daily life, regardless!
catsnbrats@attbi.com

Dale Washburn
Undergraduate, 1988
President, CEO, Washburn Communication, Inc.
I don’t do much writing anymore, but I’m keeping busy as President of Washburn Communication, Inc. The company, which grew out of my successful freelance practice, develops marketing collateral and documentation for clients in the high-tech sector, as well as strategic consulting on product positioning, marketing strategy, and document-based business processes. When I’m not working, I’m usually traveling with my wife and daughter.
IN THE REAL WORLD

Alex Thayer
Undergraduate, 2000
Teaching Assistant, University of Washington

I am a TC Master’s student at the UW, and I am currently teaching TC 333. My TC background helped me to get back into the TC department as a graduate student.

huevos@alumni.washington.edu

Jeremy Watts
Master’s, 1998
Technical Writer, Boeing

I write about equipment (hardware and software) used by pilots in the airplane flight deck. Most documents are written for Boeing and airline engineers, other documents are aimed at managers, and still others are written to obtain approval for the equipment from the FAA.

jeremy_watts@yahoo.com

Erik Willis
Undergraduate, 2002
Music Director, New Heart Worship Center

I am working full-time for my church as a music director. I oversee our youth, college, and adult music programs. TC has helped me because learning and understanding how other people (the audience) communicate is vital to successful leadership.

erikhwillis@hotmail.com

Jennifer Padgett Tammen
Certificate, 1996
Community Relations Specialist/Barista, Starbucks

I am a mother for daughter Laura, age 5, and son Jonathan, age 2. I work part-time for Starbucks Coffee Company as a Community Relations Specialist and a Barista! I published one non-fiction book, “Letters from India,” and am working on my first fiction book.

I use every skill I learned as a TC student. More than skills-I realized that being a writer is “who I am.” Getting the certificate gave me the confidence to pursue my dream; I’m not afraid to take the risks it takes to succeed in the cutthroat publishing world.

tammen@covad.net

Amy Guenther
Undergraduate, 2002
Research Assistant/looking for full-time TC job

I’ve done some work on proposals and reports (both editing and production). The skills needed for that work are the same as what I see requested in the majority of job ads-time management, interpersonal & communication skills, attention to detail, and perhaps most importantly, familiarity with TC related software (job ads ask for Photoshop, PowerPoint, Dreamweaver, Illustrator, Quark, MS Office). TC 310 was a very valuable class for me.

literaryillustration@hotmail.com
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