

### President's Corner - April 2014

Hi all,

As always, I want to thank the team that made last month's meeting such a great success, starting with Lisa, who covered for me as I was traveling for work.

Thanks in particular to Radcom for hosting the meeting, as well as Bob Dianetti, Kathleen Ruggeri, Lynn Nickels, and Lisa Adair. Thanks also to Youngstown State University representatives Bege Bowers, Julia Gergits, Jay Gordon, Karen Kaiser Lee, Sarah Perrine, and Rebecca Steh.

**BIG NEWS:** The NEO STC was awarded the Community of Distinction (CAA) from International. This is a significant honor and one shared by all of the very active members of the NEO Community.

**Citation:** For your dedication to your members and to the promotion of the technical communication field with an impressive number of initiatives and strong ties to the community and students in your area.

**Comments from the STC Community Achievement Award Evaluation Committee:** Congratulations on a very full year. Your extensive number of program offerings to your members is impressive. The number of initiatives was also impressive and well defined. Of special note were the half-day content Lifecycle and Topic-base Authoring Workshop (Thank you Tricia Spayer and Amy Vogt!) and your involvement with GiveCamp.

- ◆ Your continued efforts with the Book Club is a creative way to get members involved and to give them exposure to STC-related materials at the same time. – Thank you Jill McCauslin!
- ◆ Your mentoring program shows your dedication to serving students in your community and to help promote the technical communication profession. – Thank you Carrie Cianciola, Sarah Burke, Jeanette Evans, Genelle Pretty, Lisa Adair, and Bob Young!
- ◆ Congratulations on your efforts with the American Medical writers Association conference in Columbus, OH, in November. It is always important to spread the word about STC to other groups and organizations. – Thank you Ginny Haas and Kim Lindsey!
- ◆ Your involvement with the non-profit GiveCamp is to be commended. – Thank you Kristen Jackson and Nicole Derr!

### Final comments from the STC Community Achievement Award Evaluation Committee:

Your CAA application was very thorough and impressive. You had one of the most comprehensive applications in that every item was well documented and fully substantiated. The committee looks forward to seeing you push even further next year. Congratulations on a job well done. – Thank you everyone! Please come to the May Banquet and congratulate your teammates. This is a community award and would not be possible without each of you.

**The April NEO STC Community Meeting** is titled "Component Content Management System," by Suzanne Mescan of Vasont Systems. Suzanne will introduce technologies emerging as a critical tool for technical communicators: the Component Content Management System (CCMS). You will learn the basics of CCMS operation, and how it benefits you and your organization. Also, you'll learn how a CCMS can expand a technical writer's career path, or final frontier. For more information and to register, click here.

As always, if you are interested in getting more involved as a volunteer, please feel free to contact me at paul\_holland@mac.com.

*Paul Holland*

### Upcoming Events April 2014

#### NEO STC events

- ◆ All NEO STC events are listed in the Events Calendar.
- ◆ 4/10/14: Chapter meeting, "Component Content Management System," presented by Suzanne Mescan at Akron General Health and Wellness Center. Details.
- ◆ 4/26: Workshop, "Toastmasters Leadership Success Series," presented by Tricia Spayer, Diana Duke, and Dave Wiley at the Crown Centre building in Independence. Details.
- ◆ 5/8/14: Awards banquet and election, at Signature of Solon Country Club in Solon. Watch the website for details.
- ◆ 5/30/14: Networking lunch, at Cheesecake Factory in Westlake.

Other events and dates of interest

- ◆ 4/7/14: Cleveland Public Library program, "Proposal Writing Basics," presented by David Holmes, at the Cleveland Heights Library, Lee Road Branch. Details.
- ◆ 4/8/14: ASTD All-Ohio 2014 Workplace Learning and Performance Conference, at the Center of Science and Industry (COSI) in Columbus. Details.
- ◆ 4/9/14: NEO PMI meeting, "An Agile Implementation Story," presented by Eddie Forse and Valt Vesikallio, at Hyland Software in Westlake. Details.
- ◆ 4/11 - 4/18: Northeast Ohio Software Association Tech Week. Details.
- ◆ 4/13 - 4/15/14: Spectrum 2014 Conference, hosted by Rochester STC, at the Rochester Institute of Technology. Details.
- ◆ 5/18 - 5/21/14: STC Summit, in Phoenix, AZ. Details.
- ◆ Visit the STC website for the most current list of Live Web Seminars.

### NEO STC Community Officer Elections - 2014

Elections will be held May 8, 2014, at the Annual NEO STC Community Awards Banquet and Election.

Candidates for our 2014/2015 NEO STC officer positions are:

- ◆ Brian Smith: Vice President Candidate
- ◆ Debbie Mekker: Treasurer Candidate
- ◆ Claudia Thompson: Secretary Candidate

All voting members may vote for our candidates in person or by proxy at this meeting on May 8. For each officer position, each voting member may vote for the candidate identified above, or identify a write-in candidate. Any write-in candidate must be a regular, student, or senior member of the NEO STC community to qualify. If we have a quorum of voting members (10% of membership) voting at the May 8 meeting, then the candidate who receives the majority of votes in their respective position will be elected.

If you are unable to attend the May 8 meeting, and would like to vote by proxy instead, please contact Janean Voss by May 6 to let her know who you are designating as your proxy to attend the meeting and vote in your place.

### Tricia Spayer Honored as STC Associate Fellow

Sincere congratulations go to our own Tricia Spayer for achieving the honorary rank of STC Associate Fellow at the 2014 STC Summit. Here are some excerpts from her Associate Fellow application, a great video about her work with NEO STC, and a list of 2014 STC honorees.



#### Career Overview

Tricia has inspired many of us because of her career, contributions to the field, and service to STC. Her outstanding service to her employer - including work at the corporate web site level - is just one of her major accomplishments. She has also reached out in an impressive way to the outside community, especially working in an original way with an engineering audience. She shines, perhaps most of all, due to her list of presentations, both inside and outside of the STC community, including her steadfast quest to improve her presentation and leadership skills through her work with Toastmasters. Her leadership activities related to serving on the STC Board and work with the Community Affairs Committee also make Tricia a star.

With 13 years of work at the local STC community level, Tricia continues to inspire with her ongoing service to the larger STC community. She has done an especially outstanding job of reporting back on her experiences at annual STC conferences. Many of us have been impressed with her wonderful ability to explain and communicate about her work with STC. She has done this by writing about her experiences in our community-level newsletter and speaking at our meetings. It is wonderful to have her in our community. Both within our field and with those outside of the field, her leadership and contributions have been exemplary.

#### Subject to Control Video

Click <http://www.youtube.com/watch?v=yFMCCiR8aOk> to see the video that describes much about Tricia's background.

#### Biography

Following in her father's footsteps by studying electronics engineering, Tricia began her career as a technician and tech support specialist. After several years of repairing equipment, Tricia discovered that creating symptom/ repair analyses and reports was more satisfying. She learned technical communication

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skills by understanding electronics and translating complex technical information into easily understood brochures, descriptions, and instructions. Her managers at Pressco Technology Inc., have credited Tricia with transforming their dated technical publications processes into modern means of production and publication, providing clients with more understandable and useful documentation and help systems. Her managers also praise Tricia's unique talent for creative, as well as technical capabilities. Her work managing the corporate web site, creating brochures, trade show posters, and sales presentations demonstrates her creative side.

Tricia volunteered for the Northeast Ohio STC chapter at her first meeting in 2000. Since then, she has held numerous leadership positions from President to Bylaws Chair, and still continues to support the Northeast Ohio STC chapter. Her efforts earned her the Distinguished Chapter Service Award in 2010, and helped the chapter win an STC Community of Excellence award, as well as Distinguished Technical Communication in Public Relations from STC. Tricia served as Director-at-Large on the STC Board of Directors, where she chaired the Community Affairs Committee. Her work with the committee organized three STC Summit Leadership Programs, provided numerous leadership webinars, created a multitude of leadership resources, and helped create a mutually beneficial communications path between STC's staff, Board of Directors, and communities.

### New Honorees

According to stc.org, each of the following people will be celebrated at the Honors Banquet, held on Tuesday, 20 May, during the STC Summit in Phoenix, AZ. Please join us in congratulating each of these new Fellows and Associate Fellows.

Fellows: Donn DeBoard, Joe Devney, Leah Guren, Rebecca Hall, Rob Hanna, Chris Hester, Paul Mueller, Kirk St. Amant

Associate Fellows: Beth Agnew, Robert Rhyne Armstrong, Maria Antonieta Flores, Susan Haire, Mark A. Lewis, Mike Murray, Cindy Pao, Paula Robertson, Tricia Spayer, Andrea Wenger

### Call for Speaking Proposals 2014-15

NEO STC is currently accepting proposals to speak at our program meetings next year (September 2014 - May 2015). The proposal process is fairly simple - just fill out the proposal form (also available on the website in the

left column under Quick Links) and submit it to [programs@neostc.org](mailto:programs@neostc.org).

Speaking engagements at our monthly program meetings are usually one hour in length, and we would like to hear from you if you have a topic to present that is relevant to the technical communication field. Topics could be in the areas of content development/delivery, content strategy/design, user experience, web design or development, or any other technical communication-related topic. The work you are doing and have done is an important element in the education process, and we invite you to share it with the NEO STC community.

The deadline for proposals for next year's NEO STC programs is June 1, 2014. All entries will be reviewed by the Programs Committee and the Executive Board, and decisions will be communicated to each submitter no later than August 1, 2014.

We look forward to hearing from you!

### Help Wanted: Competitions Chair

NEO STC still has an opening available for a Competitions Committee chairperson.

For more information about the duties of this committee, see the recent "Five Questions" article with Nicole Derr and Barb Philbrick, who ran competitions in 2013.

Planning for competitions (which are held in the fall) usually begins in June or July.

Please contact Lisa Mileusnich if you are interested in volunteering. You can recruit a friend and make it a co-chair experience!

### In the Spotlight: Dan Riechers

Welcome Dan Riechers as this month's Spotlight feature. Dan is a technical writer with Nordson, Corp. in Amherst, Ohio, and previously worked for more than six years as a manager, writer, and trainer for the Eaton Corporation in North Carolina.

Dan has had a varied career when it comes to writing, having taught writing part-time at several colleges, as well as working as a freelancer in both writing and editing. He also worked in the magazine business. But even more interesting is the fact that Dan spent some time maintaining corporate jet avionics systems for Gulfstream Aerospace and F-16 jet engines for the Air National Guard.

Dan brings a lot of experience to our chapter as far as work with the STC. He's been working with the STC since 2007 and has had the opportunity to attend the last four Summits. He was the treasurer of the Technical Editing SIG for two years and served on the Budget Review Committee. Most recently, Dan volunteered as a competitions judge with our local chapter and helped organize the raffle for our NEO STC Holiday and Awards banquet this past December. New to the area, Dan said he enjoyed the opportunity of attending a new-member lunch at Melt with Carrie Cianciola, Lynn Nickels, and Lisa Mileusnich.

Dan holds a M.S. degree in Technical Communication from North Carolina State University and a M.A. in Literature from the University of Minnesota. He enjoys bicycling, travel, camping, and hiking.

If you would like to find out more about Dan, you can email him at [danieljriechers@gmail.com](mailto:danieljriechers@gmail.com).

### Annual Community Awards Banquet and Election - May 8, 2014

Please join the Northeast Ohio STC Community for its May 8, 2014 "Annual Community Awards Banquet and Election" at the beautiful Signature of Solon! We will celebrate our achievements from this past year and award our community members/volunteers who have helped us to achieve our goals.

We will award our:

- ◆ Volunteer of the Year
- ◆ Rookie Volunteer of the Year
- ◆ President's Achievement Award
- ◆ Committee of the Year
- ◆ Distinguished Community Service Awards
- ◆ NEO STC Scholarship
- ◆ New senior members (pins for new five-year NEO STC members)

We will also celebrate our Distinguished Community Achievement award and the Associate Fellow achievement. Information about the awards listed above is available through our NEO STC website on the Awards page. This event is a fabulous celebration of your peers' accomplishments and a great end of year celebration for 2013/14 with NEO STC! In addition, we will hold our

NEO STC Community officer election at this event, and introduce our new officers for next year.

Price: \$25/person includes dinner and awards ceremony

Registration: Registration information will be available soon on this website, and communicated via Constant Contact and social media.

### NEO STC is on Twitter!

The NEO STC chapter has signed on to Twitter! Our new account is up and running, and our Twitter handle is @STC\_NEO.

If you are on Twitter, please follow us, and feel free to tweet about our events. Also, watch for Twitter hints and tips in upcoming newsletters!

### STC International Election Results

If you missed the STC International election results in the STC Notebook, [click here](#) to see the results!

### STC Membership News

All STC memberships (Classic, New TC Professional, Student, Retired) are now 20% off. No need to enter a discount code, just select your membership and the discounted pricing will show up in your shopping cart automatically. With the discount, 2014 Classic memberships are now only \$180 (regular price is \$225). Don't wait, join today!

For more details, see <http://www.stc.org/membership>.

You can also get an additional 20% discount on a Classic membership by using the code STCCHPT when you sign up online. Don't forget to list Northeast Ohio STC in the "Referred by" field on the member application.

### An Emerging Technologies Report to Note

*By Jeanette Evans*

Emerging technology is a topic of interest to us in our work. In case you did not see it or don't mind seeing it again, I want to share material that appeared in the *2014 Horizon Report* (from the New Media Consortium). It should be interesting for us to see if there is an intersection of our work with the trends identified. (See *next page for infographic.*)

### 2014 NMC Master List of Tracked Technologies

#### Consumer Technologies

- > 3D Video
- > Electronic Publishing
- > Mobile Apps
- > Quantified Self
- > Tablet Computing
- > Telepresence
- > Wearable Technology

#### Digital Strategies

- > BYOD
- > Flipped Classroom
- > Games and Gamification
- > Location Intelligence
- > Makerspaces
- > Preservation/Conservation Technologies

#### Internet Technologies

- > Cloud Computing
- > The Internet of Things
- > Real-Time Translation
- > Semantic Applications
- > Single Sign-On
- > Syndication Tools

#### Learning Technologies

- > Badges/Microcredit
- > Learning Analytics
- > Massive Open Online Courses
- > Mobile Learning
- > Online Learning
- > Open Content
- > Open Licensing
- > Personal Learning Environments
- > Virtual and Remote Laboratories

### Key Emerging Technologies

#### Social Media Technologies

- > Collaborative Environments
- > Collective Intelligence
- > Crowdfunding
- > Crowdsourcing
- > Digital Identity
- > Social Networks
- > Tacit Intelligence

#### Visualization Technologies

- > 3D Printing/Rapid Prototyping
- > Augmented Reality
- > Information Visualization
- > Visual Data Analysis
- > Volumetric and Holographic Displays

#### Enabling Technologies

- > Affective Computing
- > Cellular Networks
- > Electro vibration
- > Flexible Displays
- > Geolocation
- > Location-Based Services
- > Machine Learning
- > Mobile Broadband
- > Natural User Interfaces
- > Near Field Communication
- > Next-Generation Batteries
- > Open Hardware
- > Speech-to-Speech Translation
- > Statistical Machine Translation
- > Virtual Assistants
- > Wireless Power

The *2014 Horizon Report* attempts to be "an unbiased source of information that helps education leaders, trustees, policy makers, and others easily understand the impact of key emerging technologies on education and when they are likely to enter mainstream use." Those of us involved in tech comm could benefit by **looking at the findings to consider what could impact our work, no matter what our setting.**

#### Key trends

The key trends driving changes in 1-2, 3-5, and 5+ years as identified in the report look especially interesting to me.

- ◆ 1-2 years
  - Ubiquity of social media
  - Integration of online, hybrid, and collaborative learning

- ◆ 3-5 years
  - Rise of data driven learning and assessment
  - Shift from students as consumers to students as creators
- ◆ 5 or more years
  - Agile approaches to change
  - Evolution of online learning

#### Time to adoption

The 1-year-or-less, 2-3 year, and 4-5 year time-to-adoption horizons provided in the report, as in previous years, offer food for thought. The 4-5 year horizon looks especially interesting. Here is the time-to-adoption breakdown.

- ◆ One year or less:

Flipped classroom

Learning analytics

◆ Two to three years:

3D printing

Games and gamification

◆ Four to five years:

Quantified self

Virtual assistants

### STC 2013 Year in Review

The Society for Technical Communication has published its [2013 Year in Review](#). This document includes the revised mission statement of STC, details of major initiatives and updates to programming in 2013, and information on the state of the Society.

### Tom Glennan's Interesting Take on Our April 10 Meeting

Tom Glennan - a member of the Southeast Michigan chapter - attended our meeting on April 10. Tom is actually also an NEO STC member and provided a great recap of the April 10 meeting for his Southeast Michigan chapter website. A reprint follows.



### Northeast Ohio/STC Chapter's Program Meeting-- "Component Content Management Systems"

*submitted by Tom Glennan, STC/SM President, 4-18-14*

Last week, I had the chance to attend the Northeast Ohio/STC Chapter's program meeting on component content management systems (CCMS). Yes, it was a long, 3 ½ hour drive to Akron (I guess that's why God invented XM Radio) but I am a member of the NEO chapter and hadn't seen other chapter members or been to a meeting in quite a while. Besides, I was really interested in the topic, since I currently have a client who has asked me to develop a content management system (CMS) for his small, I/O device, manufacturing company. So, I figured this would be a great opportunity to learn more about what I was getting into (ignorance may be bliss, but it also usually ends up costing you customers).

The program speaker was Ms. Suzanne Mescan, Vice President of Marketing for Vasont Systems and a contributing author for the book *Virtual Collaborative*

*Writing in the Workplace: Computer-Mediated Communication Technologies and Processes.* Ms. Mescan has worked in many aspects of the information management and publishing industry, including content management, editorial, art and design, project management, and pre-press production. So, I figured that if anybody could help me with CMS, she could. Plus, the information announcing the program began with the words, "If you're a technical writer who has no reason to go beyond MS Word, get ready to explore strange, new technologies..." – hey, this sounded just like me! Now I was hooked!

Suzanne's presentation covered what a component CMS (or CCMS) is, the basics of CCMS operation, and the benefits for both the organization that implements a CCMS and the technical communicators who use it. She provided many statistics, examples, and case studies of instances where and why a CCMS was needed and subsequently implemented. I know this will be very helpful as I build the business case with my current and future clients who are in need of a CMS/CCMS. I also appreciated the time Susan spent explaining the components of a CCMS and how they are successfully implemented to reuse content from an organization's collection of information and documentation across a number of different applications and platforms. And Suzanne also spent considerable time explaining how the advent and use of a CMS can broaden a technical communicator's skill set and expand her or his career path and employment possibilities. So, the presentation on CCMS proved to be very enlightening and helpful on many levels.

In fact, the NEO/STC's audience at this event found it to be so informative and helpful (as evidenced by the questions and discussion afterward) that I began wondering on my return trip to southeast Michigan that night (I had to think about something to stay awake) if this might be a good topic for an upcoming STC/Southeastern Michigan program. Your chapter leaders are always looking for new or current topics that would be of interest to our members and professional colleagues, and I really think this might be a topic that would address a need or interest that many of you might have. The speaker wouldn't have to be Suzanne Mescan (although it could be if she was willing and available) but if we were to organize an event on this topic, would our chapter members and friends be interested?

What do you think? Please let me know in a reply to this article or via email (at [president@stc-sm.org](mailto:president@stc-sm.org)) if this (or

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any other topic you can think of) is something you would like the chapter leadership to consider for a program event. I'd love to hear more ideas regarding the kinds of program topics you're interested in – without having to drive to Ohio to do it!

### Newsletter Notes: Congratulations and AHCJ

*By Jeanette Evans (co-editor, Lines & Letters)*

I hope you enjoy our newsletter this month, including the information about the background of Tricia Spayer, our latest STC Associate Fellow. Congratulations also go to Paul Holland who helped our community achieve its latest award, and Sharon Jendrisak and Kim Lindsey, who achieved Distinguished Chapter Service Award recognition, with an article in our last newsletter detailing their outstanding contributions to NEO STC.

On a totally different topic, I want to share that I recently attended a meeting of the local chapter of the Association of Health Care Journalists (AHCJ).

This group hosted a grant writing program to help writers looking to expand freelance opportunities. Eileen Beal of the AHCJ responded when asked why she organized the meeting that there were two reasons:

"One is that traditional journalism (where you need a j-school degree and work at a publication) is in transition...some say dying...and newsrooms and publications are cutting their staffs. That means journalists are (or should be) looking for other options for using their skills...and that journalists who have lost their 'traditional' jobs are looking for places where they can use their journalism skills. The other is that journalists have all kinds of skills -- critical thinking, analyzing, interviewing/digging for information, weaving together disparate points of view/information, the ability to present information (i.e. craft narrative) in a way that readers can get/understand/process -- that can be used in grant writing. Oh, and they are quick learners, too, so will be quick/good at gaining the strictly-grant-writing skills they need."

What are the benefits of membership in the Association of Health Care Journalists? Eileen explains, "first off, it's an organization just and only for health care journalists and writers: every member is actively spending a significant amount of his/her work-time covering health care (i.e. the business of healthy care, health/health care policy, specific diseases/conditions, population/public health, etc.) and is published -- in big

and small publications and on-line. Secondly, AHCJ has an active list-serve, and due to the membership's depth of knowledge and/or expertise, the list-serve is a gold mine for info, insight, and sources for interviews. Thirdly, AHCJ does an annual conference at which timely topics are discussed (for instance, at this year's conference in Denver there'll be a half-day workshop on end-of-life issues, several panels/presentations on the impact of the ACA, and many sessions devoted to specific diseases and/or conditions) AND there's lots of opportunity to meet/trade cards with nationally recognized health/medical experts AND network with members (who often become friends!). Fourthly, it costs \$65 to join."

### Newsletter Notes: A Summer Break, Random Thoughts

*By Jeanette Evans (Lines & Letters co-editor)*

We plan a short break in the coming weeks with this newsletter, as our community transitions to our new officers. Feel free, as always, during this time to contact us with any submissions. Watch for a Constant Contact reminder about upcoming Lines & Letters deadlines. Remember that if you submit an article from now until the end of February, 2015, you are eligible to be in our drawing for a prize similar to the erader we awarded at our last drawing.

As we transition to new terms, Paul Holland deserves a huge thank you from all of us as he completes his impressive term. We send out a special thank you from all of us at

Lines & Letters for adding so much to our newsletter, helping to keep his column

shipshape, and then some. A thank you also goes to the officers who supported Paul, including **Lisa Mileusnich who worked as Vice President and co-editor** of this newsletter. Best wishes go to Lisa and the rest of the incoming officers as they start their new terms. Thank you to Tricia Spayer for providing the picture of Lisa with NEO STC mascot Monte looking at the list of Communities of Distinction recognized at the STC Summit.



### Our Leadership Workshop

Tricia Spayer deserves a huge thank you for her involvement in the NEO STC Leadership Workshop. Based on materials from Toastmasters International: *Where Leaders Are Made*, our NEO STC workshop provided participants with information to apply today and tomorrow. The workshop consisted of three modules.

- ◆ Characteristics of Effective Leaders covered information such as the qualities of leaders
- ◆ Developing Your Leadership Style covered motivating and coaching teams
- ◆ Working in the Team Environment covered building trust and related topics

Each module included exercises by learning from case studies and small group activities. The material provided can apply to leadership in volunteer or work environments. Three experienced Toastmasters presented this information in a lively, interactive format. Joining Tricia for the April 26 event were Diana Duke and Dave Wiley. Thank you again to Tricia, Diana, and Dave and everyone else involved in putting together the event that for the 30 or so who attended, should help improve the groups to which we belong.

### A Local Conference on Blended Learning

The recent Emerge conference sponsored by Cuyahoga Community College addressed the topic of blended learning. The keynote speaker, Michelle Pacansky-Brock – a noted author, educator, and online faculty development specialist with an interest in using emerging technologies – spoke on *Learning to Love What We Fear* and provided insightful slides and thoughts.

The slide about eight-out-of-10 adults who watch or download video, was one of the most interesting slides she presented, providing, what should be some food for thought on whether we are tapping into this with our products.

### Committee of the Year

Your friendly newsletter committee won the NEO STC Committee of the Year award at our May awards banquet. I speak for all of us on the newsletter committee when I say a huge thank you to our NEO STC members for their many contributions. We look forward to more input from you soon.

### A Freelance Rate Chart of Note

The Editorial Freelancer Associate site has a chart you may find of interest - based on a poll of members - if you do not already refer to it, especially in light of STC's salary and other survey materials. Note that the chart at <http://www.the-efa.org/res/rates.php> has guideline information about technical/trade writing, as well as other kinds of writing, plus rates for web design, researching, and other types of work.

### Wicked Ambiguity

If you did not attend, as I did not, the 2014 Summit, or just want to see the keynote slides again, this is a reminder that you can see them at [Wicked Ambiguity: Solving the Hardest Communications Problems keynote slides](#) (or [bit.ly/stc14](http://bit.ly/stc14)) as provided by presenter Jonathan Colman through a tweet, one of many you probably saw if you followed the conference, as I did, through Cover It Live.

### June 8 Update on Apex Award

Departing from our usual norm for this newsletter in how we post, I am adding a June 8 update after our usual publication close as I recently learned about Lines & Letters winning a 2014 Award of Excellence. See <http://apexawards.com/> for more information about Apex awards and a list of awards winners. A thank you goes out to the NEO STC board for supporting the entering of this newsletter into the competition. This award of course goes out to all of NEO STC as so many contributed to issues throughout this last and previous years, making the newsletter a reflection of the community.