



SOCIETY FOR TECHNICAL COMMUNICATION

PUGET SOUND CHAPTER OF STC VOLUNTEER HANDBOOK

Approved: _____ Date: _____
(for STC Board of Directors)

Created by the STC-PSC Office: (2001)
Updated (9-2004)

Copies available from:
Volunteer Coordinator
Puget Sound Chapter of STC
www.stc-psc.org

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Introduction

STC is a volunteer organization. We do not get paid for our efforts. However, STC rewards those who volunteer by giving them the benefit of a membership organization that emphasizes professional development, networking, and above all, a sense of belonging. STC offers individuals the opportunity to exercise their talents and learn skills outside of their business environment by volunteering.

Anyone who has volunteered for the Chapter will tell you what a positive experience it was both professionally and personally. The Chapter volunteer coordinator tries very hard to ensure your interests and the needs of the Chapter are met. In this way, the volunteer experience creates a win-win for both the volunteer and the membership at large.

Recruiting and keeping volunteers is how we grow in an organization. It makes our professional and personal networks strong. Only when we are strong can we best serve our professional community. Volunteers give their best when they are listened to, guided, rewarded, and assessed. (Committee managers are encouraged to read the *Nurturing Volunteers* portion of the STC Chapter Handbook.)

Giving our best requires we meet the expectations set out for each committee as well as the roles assigned, either as a committee manager or as a committee member. This volunteer handbook details many of these requirements as designated by the STC Chapter Handbook section dealing with *Leading a Volunteer Board*.

Programs

The program committee plans, schedules, and coordinates programs for chapter meetings. These programs should meet the professional growth needs of the chapter. An annual survey of the chapter membership will help identify these needs.

The manager of the program committee serves as a member of the seminar committee, maintaining a link vital to the operation of both committees.

Committee Duties:

- ◆ Suggest program ideas and contact speakers.
- ◆ Secure biographical and presentation data from each speaker.
- ◆ Provide a copy of presentation notes for the chapter newsletter and the Web site programs page.
- ◆ Keeps open and active lines of communication between the committee and each speaker from initial contact through the presentation.
- ◆ Arrange (perhaps through the hospitality committee) to receive and record reservations and advance payments for meetings and special events, unless ASI is handling this for us.
- ◆ Provide a log sheet for each chapter meeting to record names, membership status, and telephone numbers of all people attending the meeting unless Administration Services Inc. (ASI) is handling this for the chapter.
- ◆ Provide details of each program to the newsletter editor *at least* ten days before the publishing deadline for the program description to be included in the next newsletter issue.

Manager Duties:

The Program committee manager sets the tone for the committee, leading the committee members to fulfill the duties of the Program committee as directed by the Administrative Council or Board of Directors.

- ◆ Develop a budget for planned projects for the year ahead. No projects (including funding) can proceed without the approval of the President. Funding requests are only approved at budget time, typically June.
- ◆ Develop programs for monthly and special meetings.
- ◆ Schedule speakers, meeting places, and meeting dates with the concurrence of the President or Administrative Council.

- ◆ Report the number of attendees to the newsletter editor and gives names and telephone numbers or e-mail addresses of non-members to the membership committee manager for follow-up.
- ◆ Guide the preparation and mailing of special meeting notices and/or contact members by telephone or e-mail.
- ◆ Schedule at least one joint activity with another local or regional professional communications group.
- ◆ Coordinate the planning and operation of various chapter activities such as seminars, competitions, and banquets when requested by the President. (Typically, this involves recruiting and managing volunteers as well as reporting on their progress.)

Monthly Tasks:

Submit a status report via e-mail to the President and Vice-President regarding all current and upcoming committee activities *including* expenses and funding requests. (Due 1st business day of the month.)

Education

Committee Duties:

- ◆ Offer suggestions for seminars or workshops to the Education manager.
- ◆ Work with the Newsletter editor to write a regular education column featuring:
 - What's new in the field of technical communication
 - Descriptions of local technical communication programs
 - Tips and techniques for various technical communication specialties
- ◆ Write book reviews about technical communication for the chapter newsletter and offer this same service to the STC journal, *Technical Communication*.
- ◆ Work with the Webmaster on a education Web page describing resources – online, manual, and in-person – which members can access to further their professional development.
- ◆ Work with the Public Relations committee manager to publicize upcoming educational programs and events.
- ◆ Inform the Hospitality committee manager of upcoming events where greeters, room monitors, audiovisual equipment, door prizes, speaker gifts, and refreshments may be needed.
- ◆ Help with the science writing competition for high school students, if the chapter sponsors this competition.
- ◆ Mail the registration brochure for seminars and workshops (Or, arrange to have ASI do this task.)
- ◆ Receive seminar and workshop registration materials and fees (Or, arrange to have ASI do this task.)
- ◆ Send an e-mail confirmation to all registrants.
- ◆ Welcome attendees on the day of the seminar or workshop (Possibly attended by the Hospitality committee.)

Manager Duties:

The Education committee manager sets the tone for the committee, leading the committee members to fulfill the duties of the Education committee as directed by the Administrative Council or Board of Directors.

- ◆ Develop a budget for planned projects for the year ahead. No projects (*including funding*) can proceed without the approval of the President. Funding requests are only approved at budget time, typically June.
- ◆ Serve as chapter liaison to related STC international committees.
- ◆ Design, arrange, publicize, and conduct at least one seminar or workshop aimed at improving the technical communication competencies of chapter members and others (Workshop or seminar programs as approved by the Administrative Council).
- ◆ Publicize educational and professional development opportunities in the newsletter and at chapter meetings, such as calls for papers for professional meetings, communication courses, and surveys related to education and training.
- ◆ Design and coordinate at least one innovative educational activity for members.

Monthly Tasks:

Submit a status report via e-mail to the President and Vice-President regarding all current and upcoming committee activities *including* expenses and funding requests. (Due 1st business day of the month).

Membership

Committee Duties:

- ♦ Ensure that ASI maintains a complete, up-to-date mailing list. ASI adds, deletes, and changes information received from the STC office (The STC office furnishes a monthly list of chapter members, member address labels, new members, transferred in/out members, and nonrenewing members.)
- ♦ Work with ASI to operate a system for producing mailing labels based on the member mailing list (Unless labels are not already being requested from the STC office.)
- ♦ Work with ASI to generate a list of monthly or quarterly chapter meeting guests for an upcoming mailing as part of a membership drive.
- ♦ Mail new members copies of the most recent issue of the chapter newsletter.
- ♦ Work with the Public Relations committee to publicize membership drives.
- ♦ Help the Membership manager to prepare and publish a membership directory each year (Members now have unlimited online access to their fellow members.)
- ♦ Provide membership information to non-members and organizations with legitimate requests, as approved by the Administrative Council or the Board of Directors.

Manager Duties:

The Membership committee manager sets the tone for the committee, leading the committee members to fulfill the duties of the membership committee as directed by the Administrative Council or Board of Directors.

- ♦ Develop a budget for planned projects for the year ahead. No projects (*including funding*) can proceed without the approval of the President. Funding requests are only approved at budget time, typically June.
- ♦ Welcome new members via an e-mail greeting, performed *monthly*.
- ♦ Submit membership material (additions, deletions, changes) to the Newsletter Editor monthly as well as articles to recruit and reward members as well as recognize members' professional accomplishments.
- ♦ Update Welcome and New Member kits and brochures for distribution at monthly meetings and quarterly orientations.

- ◆ Conduct quarterly new member orientations using the standard chapter PowerPoint presentation. Orientations are usually held *one hour* before the networking portion of the chapter meeting.
- ◆ Organize and direct an active annual membership drive between October and December using membership recruiting brochures and with the help of the Hospitality and Public Relations committee managers.

Monthly Tasks:

Submit a status report via e-mail to the President and Vice-President regarding all current and upcoming committee activities ***including*** expenses and funding requests. (Due 1st business day of the month.)

Public Relations

Committee Duties:

- ◆ Publicize:
 - Members' professional accomplishments to the Newsletter and Web site committees.
 - The STC international public relations competition.
 - The semi-annual membership drives with the help of the Membership Manager.
 - The annual officer elections with the help of the Nominating committee.
 - The annual job fair, vendor show, or other chapter or external employment events with the help of the Employment committee.

- ◆ Assist the Public Relations Committee Manager with ideas to get sponsorship funds for such chapter activities as:
 - Web
 - Newsletter
 - Scholarship
 - Monthly meetings
 - Competitions
 - Special events (e.g. 2005 STC Conference in Seattle)

- ◆ Gather and prepare materials for the STC international public relations competition.

- ◆ Develop publicity for the chapter and its activities such as monthly meetings, seminars, competitions, or special events and distribute this information to other professional organizations and the media.

Manager Duties:

- The Public Relations committee manager sets the tone for the committee, leading the committee members to fulfill the duties of the Public Relations committee as directed by the Administrative Council or Board of Directors.
- ◆ Develop a budget for planned projects for the year ahead. No projects (*including funding*) can proceed without the approval of the President. Funding requests are only approved at budget time, typically June.

 - ◆ Increase business and public recognition of the chapter and the Society.

 - ◆ Publicize STC goals, programs, and services to members and prospective members.

- ◆ Establish a public relations liaison with other STC chapters and with chapters and branches of other communication organizations.
- ◆ Help prepare brochures and flyers as needed for the chapter's projects and events.
- ◆ Develop a list of local and regional media sources to publicize chapter events.
- ◆ The Public Relations manager (or representative) *may* sit on the Competition, Programs, Education, and Membership committees to coordinate publicity for each activity with those of the chapter as a whole.

Monthly Tasks:

Submit a status report via e-mail to the President and Vice-President regarding all current and upcoming committee activities ***including*** expenses and funding requests. (Due 1st business day of the month.)

Nominating

Committee Duties:

- ♦ Use the networking portion of the monthly chapter meeting and other chapter events as a forum for inviting and encouraging members to run for office or to suggest possible candidates.
- ♦ Work with the Public Relations committee manager to publicize the upcoming officer elections.
- ♦ Work with the Communications committee delivering the biographical information of all the candidates.

Manager Duties:

The Nominating committee manager (typically the Vice President), sets the tone for the committee, leading the committee members to fulfill the duties of the Nominating committee as directed by the Administrative Council or Board of Directors.

There is no budget allowance for the Nominating committee however, reasonable expenses may be submitted.

- ♦ Direct a committee of three to five members, who should have a wide circle of acquaintances in the chapter.
- ♦ Conduct a preliminary planning session to assign responsibilities, establish deadlines (refer to the bylaws), and distribute copies of the membership roster.
- ♦ Invite members, through the newsletter, chapter Web site, and announcements at chapter meetings, to run for office or to suggest possible candidates.

Monthly Tasks:

Submit a status report via e-mail to the President and Vice-President regarding all current and upcoming committee activities *including* expenses and funding requests. (Due 1st business day of the month.)

Hospitality

The Hospitality committee serves as the chapter's official host.

Committee Duties:

- ◆ Welcome members and guests attending chapter meetings and events.
- ◆ Introduce guests and new members to officers and other members (ASI should differentiate members, guests, and officers on name badges).
- ◆ Distribute tickets for door prizes at the chapter meetings.
- ◆ Help ASI with registration activities, as needed.
- ◆ Act as room monitors for speakers as part of the annual seminar series or workshops being held as part of the chapter's educational program (possibly assisted by the Hospitality committee).
- ◆ Offer suggestions to the Hospitality committee manager for door prizes given away at monthly meetings.
- ◆ Answer questions about the chapter, its events and goals, as well as those of the Society.
- ◆ Use event evaluation forms to identify volunteering interests and to provide suggestions for future chapter activities.
- ◆ Direct those members inquiring about
 - Membership to the Membership committee manager.
 - Education and programs to the Education and Programs committee managers, respectively.
 - Volunteer opportunities to the Volunteer Coordinator.
 - Employment opportunities to the Employment committee manager.

Manager Duties:

The Hospitality committee manager sets the tone for the committee, leading the committee members to fulfill the duties of the Hospitality committee as directed by the Administrative Council or Board of Directors.

- ◆ Develop a budget for planned projects for the year ahead. No projects (*including funding*) can proceed without the approval of the President.
- ◆ Funding requests are only approved at budget time, typically June.
- ◆ Purchase a selection of door prizes for monthly chapter meetings and other hospitality events, as agreed by the President.

- ◆ Purchase small tokens of appreciation for monthly guest speakers, as agreed by the President.
- ◆ Serve as chapter liaison to related STC international committees.
- ◆ Organize hospitality committee members to volunteer at STC and other related professional organizations' regional and international conferences.
- ◆ Design and coordinate at least one innovative social activity for the membership with accompanying door prizes, if possible.
- ◆ Design and coordinate at least one volunteer thank-you party with accompanying awards and/or gifts, as agreed by the President.
- ◆ Work with the Public Relations committee manager to publicize hospitality events.
- ◆ Send thank-you notes to volunteers, guest speakers, conference organizers, etc. acknowledging any special efforts.

Monthly Tasks:

Submits a status report via e-mail to the President and Vice-President regarding all current and upcoming committee activities *including* expenses and funding requests. (Due first business day of the month.)

Employment

Committee Duties:

The Employment committee serves as a technical communications clearinghouse. Prospective employers looking to post or STC members looking for jobs can register with this committee, which coordinates the information.

The committee functions primarily as a service to local members, but its efforts serve as a valuable public relations tool in promoting the image and growth of the professional technical communicator.

- Work with the Webmaster to update the chapter Web site employment page *weekly*.
- ♦ Hospitality and Public Relations committee managers to publicize the annual job fair and other chapter employment events.
- ♦ Newsletter editor to publicize the job fair and other chapter or other organization's employment events as well as contribute employment how-to articles for the newsletter.
- ♦ Develop an employment resource bank for the Employment Web site page by
 - Researching local and regional job fairs.
 - Listing local and regional employment Web sites.
 - Listing local and regional employers.
 - Maintaining databases of local employers and companies that hire technical communicators.
 - Including hot tips for job seekers.
 - Reviewing books on resume, cover letter, and job hunting how-to's.

Manager Duties:

The Employment committee manager sets the tone for the committee, leading the committee members to fulfill the duties of the Employment committee as directed by the Administrative Council or Board of Directors.

- ♦ Develop a budget for planned projects for the year ahead. No projects (*including funding*) can proceed without the approval of the President.
- ♦ Funding requests are only approved at budget time, typically June.
- ♦ Solicit corporations and recruiters to
 - List employment opportunities on the chapter Web site.
 - Sponsor the chapter Web site or newsletter employment page.
 - Sponsor the annual job fair and other chapter employment events.

- ◆ Encourage hiring managers to promote their companies' job openings by distributing flyers, handing out business cards, and mentioning job openings at the monthly chapter meetings.

Monthly Tasks:

Submit a status report via e-mail to the President and Vice-President regarding all current and upcoming committee activities *including* expenses and funding requests (Due 1st business day of the month.)

Communications

The Communications Committee consists of the Communications manager (who also serves as the newsletter editor and leader of the Website), the webmaster, and the Communications Committee members.

Committee Duties:

WEBSITE:

Organize and edit information received from various committees so that it fits onto the designated Web site committee page in the required format.

Help the webmaster to:

- Answer questions or respond to comments received via e-mail.
- Update the usability of the Web site.
- Design new Web pages or a complete redesign of the Web site as directed by the president.

NEWSLETTER:

- ◆ Write, edit, produce, and mail (or post on the Chapter Web site) an attractive, professional, accurate, and informative bi-monthly newsletter that reaches members every other month. (The STC second vice-president, the STC offices, and the direct-sponsor should also be on your chapter's mailing list.)
- ◆ Understand and comply with standard guidelines for the ethical and responsible reporting of information.
- ◆ Generate support for production costs from local businesses and industries.
- ◆ Submit news about Chapter meetings, conferences, or other items of interest to the STC membership and to the *Intercom* and *Tieline* editors.
- ◆ Assist in gathering and preparing material for the STC newsletter competition, at the president's request.
- ◆ Work with the Membership Committee to publish names of new members as well as articles about membership activities.
- ◆ Work with the Public Relations and Education Committee managers to publicize Chapter news and events, regularly.

Webmaster Duties

- The webmaster sets the tone for the Web Committee, leading the committee members to fulfill the duties of the Web Committee as directed by the Administrative Council or Board of Directors.
- ◆ Develop a budget for planned projects for the year ahead. No projects (*including funding*) can proceed without the approval of the president. Funding requests are only approved at budget time, typically June.
 - ◆ Ensure all Web pages are maintained with up-to-date links and other information including:
 - Calendar of events
 - Current and archived press releases
 - Job opportunities
 - Employment resource bank
 - Upcoming speakers and their meeting notes
 - Officer and committee manager information
 - Current newsletter and newsletter archives
 - Annual competition
 - Regional and national STC and other communication conferences

Monthly Tasks:

Submit a status report via e-mail to the president and vice-president regarding all current and upcoming committee activities *including* expenses and funding requests (Due first business day of the month.)

Newsletter Editor Duties

- The newsletter editor sets the tone for the committee, leading the committee members to fulfill the duties of the Newsletter Committee as directed by the Administrative Council or Board of Directors.
- ◆ Develop a budget for planned projects for the year ahead. No projects (*including funding*) can proceed without the approval of the president. Funding requests are only approved at budget time, typically June.
 - ◆ Establish a style guide for the newsletter and ensure all writers and editors comply.
 - ◆ Work with the president to communicate Chapter plans, objectives, goals, and progress.
 - ◆ Recruit Chapter members to assist with writing, editing, and producing the newsletter, and provide opportunities for input from other members.

- ◆ Assume joint responsibility for the quality, accuracy, and content of the newsletter (Content should be received and approved by the Chapter President before publication.)
- ◆ Understand and comply with standard guidelines for the ethical and responsible reporting of information.
- ◆ Work with the Public Relations and Education Committee managers to publicize Chapter news and events by forwarding articles of interest to the public.
- ◆ Exchange newsletters with other chapters on a monthly or quarterly basis.
- ◆ Publish columns written by the director-sponsor and other items in the Chapter newsletter as appropriate.

Monthly Tasks:

Submit a status report via e-mail to the president and vice-president regarding all current and upcoming committee activities ***including*** expenses and funding requests. (Due first business day of the month.)

Competition

The Competition committee is responsible for competitions, which can include publications, art, video, online communications, and student technical writing. The manager and the standing committee work *all year* to ensure smooth transition from one year's competition to the next.

Committee Duties:

- ◆ Publicize chapter competitions by writing e-mail on behalf of the Competition manager to be sent to the membership.
- ◆ Recruit a graphic artist to design the competition poster.
- ◆ Work with ASI and the Membership committee manager to mail out the posters.
- ◆ Help the Competition manager to recruit and select judging managers and judges.

To fulfill these responsibilities, the committee must have the support of the chapter Secretary (who provides mailing lists for related professional organizations, technical societies, and other STC chapters in the region) and the following chapter committees:

- **Hospitality** – The Hospitality committee handles the banquet details—negotiating the cost of the room, choosing the menu, organizing equipment, displaying the entries, etc.
- **Membership** – The Membership committee supplies the current chapter mailing list (ASI may also help with this task.)
- **Program** – The Program committee assists with plans for the program at the awards banquet.
- **Public Relations** – The Public Relations committee issues the press releases and competition brochures to the media, corporations, societies, etc. to publicize the competition as well as to recognize the winning entries *after* the awards banquet.

Manager Duties:

The Competition committee manager sets the tone for the committee, leading the committee members to fulfill the duties of the Competition committee as directed by the Administrative Council or Board of Directors.

- ◆ Develop a budget for planned projects for the year ahead. No projects (*including funding*) can proceed without the approval of the President. Funding requests are only approved at budget time, typically June.
- ◆ Work with the Public Relations, Newsletter, and Web site committee to publicize the competition.

- ◆ Recruit and select judging managers for the Art, Online, and Technical Publications categories.
- ◆ Help the judging managers recruit and select judges.
- ◆ Conduct a judging manager's orientation, distribute judging managers' role descriptions, and discuss expectations, deadlines, and so forth.
- ◆ Conduct a judge's orientation and distribute the competition rules and judging forms.
- ◆ Oversee the banquet arrangements and proper accounting for monies received.
- ◆ Present the Best of Show awards at the annual banquet with the judging managers who present Merit, Excellence, and Distinguished awards.
- ◆ Submit winning local entries to the international competitions.
- ◆ Inform the chapter and the Public Relations, Newsletter, and Web site committees of any international winners.

Monthly Tasks:

Submit a status report via e-mail to the President and Vice-President regarding all current and upcoming committee activities *including* expenses and funding requests. (Due 1st business day of the month.)

Scholarship

Committee Duties:

- ◆ Work with the Scholarship committee manager to review the scholarship applications (assisted by the Education committee).
- ◆ Work with the Public Relations, Newsletter, and Communication committee managers to publicize the call for applications and the scholarship awards.

The Scholarship committee manager sets the tone for the committee, leading the committee members to fulfill the duties of the Scholarship committee as directed by the Administrative Council or Board of Directors.

There is no budget allowance for the Scholarship committee however, reasonable expenses may be submitted.

Manager Duties:

- Request the Board of Directors to
 - Approve the award amount.
 - Provide a list of prospective schools.
 - Reference award approval in the monthly minutes when approval is granted (Once the approval has been granted, the scholarship committee operates independently.)
- ◆ Receive all scholarship applications.
- ◆ Review all applications with the help of the Scholarship committee.
- ◆ Filter the applications having merit and decide which applicant is awarded the scholarship.
- ◆ Work with the Treasurer to ensure payment is made to the scholarship recipient(s).

Monthly Tasks:

(During the Scholarship Review period) Submit a status report via e-mail to the President and Vice-President regarding all current and upcoming committee activities ***including*** expenses and funding requests. (Due 1st business day of the month.)

Special Projects

The chapter President may sanction or establish special projects or activities over and above the regular annual agenda. Usually the chapter President appoints a Special Projects committee manager to direct such efforts.

There is no set budget for a Special Projects committee until that committee is organized and is able to present the President with a budget.

Some responsibilities of a Special Project committee might include:

- Appoint a special liaison (eastern Washington, corporate sponsorship, regional conference, etc.)
- Establish special interest groups (e.g., audiovisual, consulting, communications, management, graphics, lone writer).
- Host idea-exchange luncheons.
- Bid to host a regional conference or Society board meeting.
- Organize an overhaul of the chapter
 - Web site
 - Bylaws
 - Newsletter
 - Library
 - Volunteer activities
 - Storage facilities
 - Administrative services outsourcing
 - Membership directory

Volunteer Coordinator

Volunteer Coordinator Duties:

- ◆ Recruit volunteers on a one-on-one basis (either over the phone or in person).
- ◆ Set a goal to meet five members you didn't know before each meeting and ask the Administrative Council to do the same.
- ◆ Conduct regular volunteer orientation and training sessions (with the Membership manager) and include all committee managers. Send out email reminders the week of the session.
- ◆ Publicize open volunteer positions via the Newsletter, Web site, and monthly meetings.
- ◆ Answer queries from members and prospective members about chapter volunteer activities.
- ◆ Explain to all members, when recruiting, what is expected of them and steer them towards the online Volunteer Handbook.
- ◆ Try to match volunteers' interests with the needs of the chapter.
- ◆ Offer training during the transition of committee managers, whenever possible.
- ◆ Offer volunteers one-time only or on-call tasks if time is a problem. Set up a volunteer sub-committee for volunteers who can work on an on-call or one-time-only basis.
- ◆ Work with the Hospitality committee to organize an annual "Thank You" or "Volunteer Appreciation" party and include prizes or some form of recognition (Volunteer appreciation certificates or STC thank you notes are great!)

Monthly Tasks:

Submit a status report via e-mail to the President and Vice-President regarding all current and upcoming committee activities *including* expenses and funding requests. (Due 1st business day of the month.)

Ethical Behavior of Puget Sound STC Members

As technical communicators who are members of the STC, we are expected to already adhere to the items published in the Ethical Principles for Technical Communicators publication (reproduced below). The principles are online at this URL: www.stc.org/ethical.asp.

The Puget Sound STC Chapter wishes to take this opportunity to remind all volunteer members of the importance of adhering to the principles.

As technical communicators, we observe the following ethical principles in our professional activities.

Legality

We observe the laws and regulations governing our profession. We meet the terms of contracts we undertake. We ensure that all terms are consistent with laws and regulations locally and globally, as applicable, and with STC ethical principles.

Honesty

We seek to promote the public good in our activities. To the best of our ability, we provide truthful and accurate communications. We also dedicate ourselves to conciseness, clarity, coherence, and creativity, striving to meet the needs of those who use our products and services. We alert our clients and employers when we believe that material is ambiguous. Before using another person's work, we obtain permission. We attribute authorship of material and ideas only to those who make an original and substantive contribution. We do not perform work outside our job scope during hours compensated by clients or employers, except with their permission; nor do we use their facilities, equipment, or supplies without their approval. When we advertise our services, we do so truthfully.

Confidentiality

We respect the confidentiality of our clients, employers, and professional organizations. We disclose business-sensitive information only with their consent or when legally required to do so. We obtain releases from clients and employers before including any business-sensitive materials in our portfolios or commercial demonstrations or before using such materials for another client or employer.

Quality

We endeavor to produce excellence in our communication products. We negotiate realistic agreements with clients and employers on schedules, budgets, and deliverables during project planning. Then we strive to fulfill our obligations in a timely, responsible manner.

Fairness

We respect cultural variety and other aspects of diversity in our clients, employers, development teams, and audiences. We serve the business interests of our clients and employers as long as they are consistent with the public good. Whenever possible, we avoid conflicts of interest in fulfilling our professional responsibilities and activities. If we discern a conflict of interest, we disclose it to those concerned and obtain their approval before proceeding.

Professionalism

We evaluate communication products and services constructively and tactfully, and seek definitive assessments of our own professional performance. We advance technical communication through our integrity and excellence in performing each task we undertake. Additionally, we assist other persons in our profession through mentoring, networking, and instruction. We also pursue professional self-improvement, especially through courses and conferences.

Adopted by the STC Board of Directors
September, 1998.