



CAPITAL LETTER

Washington, DC Chapter

Volume 32 / Number 6 / February 2001

Looking Ahead

Competition Awards Banquet

Date: Thursday, March 1, 2001.

About the program: The STC Washington, DC Chapter and the Competition Committee invite all members and guests, whether or not they participated in the competition this year, to come out and see the latest crop of shining examples of quality in our profession. Meet the winners and judges for a guided tour of the entries, which will be displayed around the room. This is a perfect opportunity not only for networking but for getting your eyes and hands on the state of the art in technical communication. Documentation managers, bring your teams to encourage their competitive spirit. Maybe you'll be encouraged to enter the competition next year!

Don't forget your business cards for networking and books for the book drive! We collect a business card from each attendee for a chance to win the registration fee for the STC Annual Conference. The drawing will take place at the March 24 program. The more programs you attend, the more chances to win. Books are donated to local charities.

Schedule: Registration, cash bar open: 6:00-6:30 p.m.; dinner: 6:30-8:00 p.m.; awards program: 8:00-9:30 p.m.

Food: Buffet, including field greens with pine nuts, red onions, stilton cheese, and raspberry vinaigrette; marinated baby mozzarella, teardrop tomatoes, basil, and olive oil; seared filet of salmon, lemon grass jus and julienne leeks; seared breast of chicken with sun-dried tomatoes and leeks; five-onion risotto; grilled vegetables with fresh herbs; assorted rolls, breads, and butter; assorted gourmet cakes, tarts, and assorted mini pastries; coffee, decaffeinated coffee, selection of herbal teas, iced tea; alcoholic and soft drinks are available at the cash bar.

Cost: With advance reservations: \$22.50 for council members, \$22.50 for students, \$45 for STC members, and \$50 for nonmembers and walk-ins. FREE for Judges and Competition Committee Members!

Reservations: Advance reservations are required and must be received by February 26. No-shows will be billed. To reserve, complete the online reservation form and send a check payable to STC Washington, DC Chapter to Carolyn Kelley Klinger, 18221 Paladin Drive, Olney, MD 20832.

On the Agenda

February Program: Structuring Your Documents to Maximize Reuse

Date: Wednesday, February 7, 2001

Topic: Structuring Your Documents to Maximize Reuse

About the program: A major topic among information development managers these days is single-sourcing—writing information once and using it many times. Structured documents are critical for single sourcing. In this program, Ginny Redish will explore what is meant by structuring documents, why structuring is useful, and some of the concerns that writers have about structuring documents. Even if you aren't yet considering single-sourcing, you'll find that structuring documents is an extremely useful, time-saving technique. It works in traditional publishing and is useful for individual writers in any situation where they have to create the same type of document many times. It is essential for teams of writers who are contributing parts to a large document or to a set of documents. Single-sourcing is good for companies because it creates a consistent look and feel throughout a document set; this promotes an image of competency. Although there are many commercial products on the market that facilitate single-sourcing and content management, Ginny will not address them. Rather, informational and promotional materials from some of the most popular vendors will be available.

Don't forget your business cards for networking and books for the book drive!

About the speaker: In 1979, Ginny Redish founded the Document Design Center at the American Institutes for Research in Washington, DC, which she directed for 13 years. There, she and her colleagues studied the problems that people have with workplace documents and helped major companies develop model print and online documentation. In 1985, Ginny also set up one of the first independent usability test laboratories, where she and her colleagues had users come to try out interfaces and documentation for companies like Hewlett-Packard, IBM, SAP, and Sony. Since 1992, Ginny has been working with private companies and government agencies as a consultant in usability and documentation. Ginny is a graduate of Bryn Mawr College and has a Ph.D. in Linguistics from Harvard.

Washington, DC Chapter **Capital Letter**

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Tuesday, February 13

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Tuesday, March 13

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Chapter Web Site

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Looking for a Job?

If you need job listings, you may

- Visit our website at http://www.stc.org/region2/wdc/www/jobs_1.shtml. If you don't have access to the web, try your local library for web access. More and more libraries are providing some type of Internet access.
- You can download a text file of the job announcement lists or get a textfile by e-mail from http://www.stc.org/region2/wdc/www/jobs_listings.shtml.

To request a list by e-mail, send mail as follows:

To: lockley@lockley.net Subject: WDC jobs list1

To: lockley@lockley.net Subject: WDC jobs list2

To: lockley@lockley.net Subject: WDC jobs list3

- Call Ann Ray at 301-918-0341 and ask her to send you a hard copy. ✉

Public Relations (PR) Mailing List (listserv)

The Public Relations (PR) Mailing List (listserv) is for notifying chapter members about chapter meetings, events, and related information. We use this mailing list to improve communications to our members about chapter events and also reduce the cost for mailing announcements and reminders to the nearly 700 members in our chapter. The name of the mailing list is stcwc-pr. Commands may be sent by e-mail or by using the Web page at <http://lists.stc.org/cgi-bin/lyris.pl?enter=stcwc-pr>.

To subscribe by e-mail, send an e-mail message to lyris@stc.org. Put nothing or a dummy word in the subject line, and only the following words in the body of the message (anything else will confuse the program):

subscribe stcwc-pr your name

To unsubscribe by e-mail, send an e-mail message to lyris@stc.org. Put nothing or a dummy word in the subject line, and only the following words in the body of the message (anything else will confuse the program):

unsubscribe stcwc-pr youruserid@youraddress

To post a message: Send an e-mail message to stcwc-pr@stc.org. (Do Not include graphic or document attachments—these are binary items and they get converted to unreadable code.)

More details are provided for the listserv at

<http://www.stc.org/region2/wdc/www/listserv.shtml>. ✉

Where Are You?

If you change your address or phone number, please let STC headquarters know by sending an e-mail message to membership@stc-va.org. Keeping this information up to date helps keep down our mailing costs. ✉

Schedule: Registration: 6:15-6:30 p.m.; dinner and networking: 6:30-7:00 p.m.; program: 7:00-8:30 p.m.

Food: Hot sub fillings (both vegetarian and meat-oriented) served from chafing dishes with sub rolls, Parmesan cheese, pasta salad, dessert bar platter, and beverages. Actual hot sub selections will be ordered in units of 10 and will be based on the number of attendees and their selection on the online reservation form.

Cost: \$7.50 for Council members, \$7.50 for students, \$7.50 for DC Usability SIG members with advance reservations, \$15 for STC members with advance reservations, \$18 for nonmembers and walk-ins.

Reservations: Advance reservations are requested by February 2. No-shows who reserve in advance will be billed. To reserve, complete the online reservation form at http://www.stc.org/region2/wdc/www/mtg_reserve_feb01.shtml and send a check payable to STC Washington, DC Chapter to Carolyn Kelley Klinger, 18221 Paladin Drive, Olney MD 20832.

Place: Hughes Network Systems, 100 Lakeforest Boulevard, Gaithersburg, MD 20877; phone: 301-212-7930.

Directions: *By car:* From the Beltway (I-495), follow Interstate 270 North (toward Frederick) for about 15 miles. From 270 North take Exit 11, Montgomery Village Avenue. Merge onto Montgomery Village Avenue from ramp, cross Route 355 (Frederick Avenue), and at the next light, Russell Avenue, turn right (the Lake Forest Mall will be on your left). Make your first right into the parking lot at the Hughes Network Systems Lake Forest Facility (LFF).

Questions? For more information, send e-mail to Carolyn at carolyn.klinger@mindspring.com or call her at 301-795-0132 (work). ✉

Looking Ahead: Competition Awards Banquet, continued from page 1

Place: Sheraton Premiere at Tysons Corner, 8661 Leesburg Pike, Vienna, VA 22182; phone 703-448-1234. The hotel is located directly behind the Moore Cadillac dealership. Free parking is available in both the covered and open lots.

Directions: *By Car: From Baltimore and the North:* Take I-95 South to I-495 West (Capital Beltway) toward Silver Spring, MD. Follow the Beltway to Virginia. Take Beltway exit 47A Tysons Corner (Route 7 West), drive 2 miles, and then turn left onto Westwood Center Drive. Turn right on Sheraton Drive. *From Dulles International Airport and the West:* Take VA Route 267 (Dulles Toll Road) east to exit for Route 7/ Tysons Corner East. Turn right on Westwood Center Drive. Turn right on Sheraton Drive. *From Washington National Airport and the East:* Take I-66 West (HOV restricted from 4:00-6:30 p.m.) to Route 7 West. Drive 3.5 miles and then turn left onto Westwood Center Drive. Turn right on Sheraton Drive.

Questions? For more information, send e-mail to Carolyn at carolyn.klinger@mindspring.com, or call her at 301-795-0132 (work). ✉

Thanks to EEI Communications

The DC Chapter extends great thanks to EEI Communications for hosting the 2000-2001 DC Chapter Online, Technical Publications, and Art Competitions. Their state-of-the-art facilities in Silver Spring, excellent technical support, and superb planning made the Competitions possible. Special thanks go to Bryce Levine, EEI Account Executive. For more information on EEI Communications, see <http://www.eecom.com>. ✉

Thank You to Online Competition Judges!

by Melissa Brown

The following people contributed to the success of the 2000 D.C. Chapter Online Competition. They cheerfully volunteered their time to judge 30 entries, 22 of which won awards! A big THANKS goes to them for their hard work and effort.

Lauren Anthone	marchFIRST
Lynda Balthrop	UUNet Technologies, Inc.
Eileen Bator	The Virtual Word
Jim Bush-Resko	Cisco Systems
Bobbie Dofflemyer	NextStrat, Inc.
Jeffrey Epstein	Search for Common Ground
Amelia Gerson	webMethods
Carmen Gore	Aether Systems
Sue Heim	CyberSafe Corporation
Gail Issen	Welcom
Andrea Kenner	Fannie Mae
Lisa King	DC Web Women
Cynthia Liles	Honeywell POMS
Jennifer Ricks	Manugistics
Amy Roberts Greenhalgh	Internet Energy Systems
Tim Watson	Brainbench
Peg Wiesenmayer	Acterna ✉

Annual Conference

Don't forget, the 48th STC Annual Conference is May 13 through 16, 2001, in Chicago, Illinois. The preliminary program will be in the March edition of *Intercom*. ✉

December Program Recap: Plain Language

by Beth Hamilton

The December program at the West End Grill in Bethesda introduced attendees to plain language and how it has revolutionized documents. Carol M. Baldwin, our speaker, has a long history in the plain language movement and is an advocate of its approach to documentation. She is president of ComPro, Inc., in Washington, DC and is the author of *Plain Language and the Document Revolution*.

Carol's first point was that her definition of plain language was not just "fixing the words and sentences" or getting rid of the passive voice. She uses a more comprehensive definition that includes all facets of a document, such as visual design, information design, and organization.

But why "plain language" instead of "plain English?" The plain language movement is a worldwide trend. She cited "plain Spanish" and "plain Catalan" as two examples of plain language efforts around the world.

Information overload is a common problem in today's society, and it's not limited to the United States. As we are overwhelmed with information from so many sources, we need to make sure that the important stuff gets through. Carol pointed out that the plain language movement is a global response to information overload.

The consumer movement has also spurred the trend toward simpler documents throughout our society. Plain language is required by many U.S. government organizations, including the Securities and Exchange Commission.

The goal of plain language is to structure the information in such a way as to control what happens in the reader's mind—not to manipulate the reader, but to anticipate what readers need and give them the information in the way they need it.

To reach these goals, we need to look at each document from the "visual language" perspective as well as the "verbal language" perspective. Visual language includes document design (defining the look of the document, designing navigational features, and creating headings) as well as information displays (charts, tables, and other graphical elements). Verbal language includes writing and editing.

Although the term "visual language" may have been coined recently, the concept is not new. Rather, it's a return to the way information was presented for most of history. For example, the pictographs on cave walls told a story with no words and, up until the mid-1900s, many books used illustrations liberally to complement the text. But the proliferation of typewriters and word processors led to very text-intensive documents. In many cases, technical writers were limited to just text, and all illustrations had to be prepared by a separate graphics department. These "piles of paragraphs," in Carol's words, are overwhelming and difficult to read.

Information presented visually (in tables, illustrations, and other visual displays) makes it easier for a busy reader to find the needed information and get back to work. Carol recommends that you approach information

from the visual language perspective first. In other words, design the document—including information displays—before writing paragraphs.

Carol recommends the following approach to structuring documents in plain language:

1. Design the document
2. Create the information displays (graphic elements, tables, etc.)
3. Write the remaining information
4. Edit the document

Carol also had some useful tips for revising existing documents to meet plain language guidelines. She closed her presentation with a group exercise in which we attempted to improve an existing document by following these steps:

1. Divide the information into chunks
2. Set the order of the chunks
3. Label each chunk with an informative heading
4. Create information displays for each chunk

I personally found this part of Carol's presentation the most useful. There are several methodologies that provide similar guidelines for writing technical documents, but I'd never seen any that were directed specifically to an editing situation. Facing a document that's badly written and poorly organized can be overwhelming, so I think these guidelines will be very useful. You can find out more about Carol's approach and her corresponding book at her Web site:
<http://www.compro-inc.com>. ☞

Designing and Delivering e-Learning for Corporate Education

On March 15, 2001, the American Society for Training and Development DC Metro Chapter meeting will be held at the DoubleTree Hotel in Tysons Corner, Virginia. You'll learn what makes e-learning a rich and compelling experience for students at a distance, what keeps them engaged and motivated, and what is easy and hard about developing and delivering e-learning in order to achieve those goals. Lisa Neal, Senior Research Engineer at Electronic Data Systems (EDS) will present a variety of distance-learning experiences in which courses were designed and delivered with those goals in mind. Based on her experience developing distance-learning classes for five years, Lisa will address what EDS learned about the development, delivery, and support of asynchronous distance-learning classes using Lotus LearningSpace. She will also compare this to previous experiences with face-to-face teaching and synchronous distance learning. Lisa will examine the differences in structuring a class, creating and redeveloping content, incorporating storytelling, facilitating discussions, supervising projects, assessing student progress, and determining what students retain at the end of a class.

For more information, see the ASTD website at http://www.dcastd.org/monthly_meeting.html#mar. ☞

May Program Topic Survey

by Melissa Brown

The May program will feature Ben Weisner, a prominent trainer and speaker in the technical writing community. And *you* can choose what is presented! Give in to your voting urge now! You can choose between designing and deploying browser-based user assistance or Macromedia Dreamweaver.

Program Topic A: Designing and Deploying Browser-based User Assistance.

Information that resides on a Web server often has unique characteristics that can offer opportunities—as well as challenges—in how we deploy user assistance. The ability to use Web technologies such as XML, server-side scripting with ASP or JSP, and CGI applications means that we can much more effectively meet the needs of our users than with client-side technologies. But at what cost? This session will take a broad survey of the differences between client-side and server-side content delivery for Help authors, particularly for Web-based and cross platform applications, including

- Navigation
- Context-sensitivity
- Security
- Dynamic content delivery

or

Program Topic B: Macromedia Dreamweaver: Your Next Help Authoring Tool?

Macromedia's Dreamweaver has gained an impressive reputation as a flexible, easy-to-use Web development tool. Its extensibility, ability to generate HTML that works consistently on a wide variety of browsers, and its focus on dynamic HTML makes it an excellent choice for authoring HTML-based help. This session will focus on Dreamweaver features that online help authors find useful, and will also compare and contrast how Dreamweaver stacks up against traditional help authoring tools. We'll take a look at some customized extensions to Dreamweaver that make it more of an integrated help development environment, as well as different Web-based help solutions that you can create to support your own applications.

How Do I Participate?

1. Decide on the topic that you want presented (A or B)
2. Prepare an e-mail to: mabrown@patriot.net with the subject Survey
3. In the text of the message, indicate your choice (A or B) and click Send

That's all there is to it! ✍

Macromedia Dreamweaver Class

Ben Weisner of Weisner Associates will be offering a class to coincide with his DC chapter program appearance in May. The class, "Building HTML-Based Help with Macromedia Dreamweaver," is scheduled for May 3 and 4.

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For more information, see http://www.weisner.com/training/dreamweaver_help.htm or send an e-mail to Melissa Brown at mabrown@patriot.net with the subject: DW Class, and provide your name and contact information in the text of the message. ✍

APEX 2001 Call for Entries

The thirteenth annual Awards for Publication Excellence (APEX) offers communicators 97 award categories, from newsletters and magazines to writing, graphic design, annual reports, Web sites, and total publication programs. Communicators may choose from print, electronic, multimedia, and Web publishing categories.

New categories this year include Customer Communications, Investment & Financial Plans, Medical Publications, and Employee & Customer Relations Materials.

The entry deadline is March 15, 2001. The entry fee is \$69 per entry. APEX is sponsored by the editors of *Writing That Works*, a division of Communications Concepts, Inc. The contest is open to corporate, nonprofit, freelance, and agency communicators.

For APEX entry forms and information, contact Belinda Zehr or Christine Turner at Communications Concepts, Inc., 7481 Huntsman Boulevard, #720, Springfield, VA 22153-1648; phone: 703-643-2200. You may also go to <http://www.apexawards.com>; or send e-mail to info@apexawards.com. ✍

Advertising Rates

Wouldn't you love to get some publicity and help your chapter at the same time? Why don't you consider advertising in the *Capital Letter*? You can place an ad for your company or you can take out an ad featuring your own special skills and talents.

Please send e-mail to Doreen Mannion at doreenm520@aol.com.

Rates are

Full page:	\$140
Half page:	\$75
Quarter page:	\$40
Business card:	\$25

We give discounts if you run an ad in 2 or more issues within 6 months. ✍

Congratulations, Student Winners

Congratulations to the following students (and their teachers), winners in the Austin T. Brown technical writing scholarship competition. The papers have been forwarded for entry into the International Student Technical Writing Competition.

Distinguished

Deep-Sea Vents: The Origin of Life?

Davis Hasty, 10th Grade, Blake High School, Silver Spring, MD

Teacher: Mrs. Paula M. Rowe
Written for Biology Class

Excellence

The Effect of pH on Earthworm's Pulse Rate—The Effect of Earthworms on the pH of the Soil

Bethany Baird Skelton, 12th Grade, Washington-Lee High School, Arlington, VA

Teacher: Ms. Marlene Smith
Written for Biology Class

Merit

Fractal Analysis of Stylistic Evolution in the Violin Concerto

Monika Schleier-Smith, 12th Grade, Thomas Jefferson High School for Science and Technology, Alexandria, VA

Teacher: Mr. Robert Lathan
Written for Mathematics Class ✍

STC Fellowship: Get a Taste of Teaching

Practicing technical communicators can try their hand at teaching—with a little help from STC's teaching fellowship program.

Under the program, STC will award stipends to technical communicators so that they can take on short-term teaching assignments. The goals of this program are to promote positive academe and industry connections, and to enable practitioners to help in the education and training of future technical communicators.

Fellowships last a minimum of one academic quarter or semester. Two teaching fellowships of \$2,000 each are available for award. The stipend is paid directly to the practitioner in installments—one at the midpoint of the fellowship, and one after the fellowship has been completed and a final report submitted by the practitioner.

Deadline for applying for the fellowship is April 1 (for the fall semester).

For more information about the fellowship program, visit the STC office website at <http://www.stc-va.org>. From the main page, select "Guides/Brochures," then scroll to "Guidelines for the Teaching Fellowship for Practicing Professionals." ✍

Where Are They Now?

This is the first in a new series updating the activities of some of our past program participants. In November 1999, we held a program on writer's block. Our panelists, Fred Burggraf, Diane Chamberlain, and Corrine Gormont, must be following their own advice. Since the meeting, Fred published *The CAMP System: Learning to Live in Balance and Harmony with Food*, a new way of looking at eating that helped Fred lose 70 pounds. Diane's novel, *Summer's Child*, was released in 2000, with *The Courage Tree* new in bookstores this month. *The Courage Tree* is about an eight-year-old girl who disappears on a camping trip and the frantic search to find her. Corrine has had some of her fiction published, and she and her husband Paul celebrated the birth of their first child last August. For more information on the CAMP system, see <http://www.campsystem.com> and for more information on Diane's work, see <http://www.diane-chamberlain.com>. ✍

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We're on the Web!

Beginning with this issue, the *Capital Letter* will also be available on the Web at the beginning of each month. See <http://stc.org/region2/wdc/www/newslet.shtm>. The January issue is also there under Previous Issues. ✍

From the President

Part 2- How to Avoid Getting Spam

by Cynthia Lockley

Do you ever get an e-mail message from some company you have never heard of? Do you sometimes get unwanted messages in your e-mail that is sexually oriented or that offers fantastic ways to make money from someone you don't know? This is known as "spam"; something delivered to your address that you did not ask for, do not want, and really could live without.

How do spammers find you and e-mail you all that junk mail? And how do you stop it or at least reduce the bulk of it? Spammers use several methods to get your e-mail address but there are many ways to prevent it. I can't list them all here but I can provide a few easy methods you can start with.

Spammers use robots to snoop chat rooms and collect the addresses from people as they sign on to chat. If you've ever posted to a news group, your address and your post is moved to millions of servers around the world. Robots are also used to harvest addresses from news groups. Spammers then create a mail-list CD-ROM and sell it to other interested spammers. Some of them also target your address according to the subject matter and sell these as targeted lists. If you are a member of chat rooms or frequent any news groups, use a different e-mail address than the one you use for your regular mail. Many services offer free e-mail if you can stand the ads. The ads aren't as bothersome as spam if you sign up with these free services to create alias e-mail addresses to use in chat rooms and news lists. Change these alternative addresses frequently.

Never answer a spammer's mail. You provide them with a confirmed good address by answering them. Create filters in your mail application that recognize known spammers' addresses and redirect their mail to your trash. Also, filter services you can subscribe to such as SpamCop.net and Despammed.com maintain lists of spammer addresses and filter your mail for you.

Spammers also use robots known as "spiders" that walk through every page on your Web site and retrieve all e-mail addresses from your pages. The spider then writes all the addresses it finds to a file that the spammer uses in his mail list. After the spammer sends out all his junk mail, he then sells the list to other spammers to send their junk mail to everyone on the list. There are several ways to combat this.

- Many Web sites use meta tags to give the contact information for the person who is responsible for the page. Don't include your e-mail address in this section.
- If corporate standards require that your address be included in the meta section and elsewhere on the site, disguise it with one of these methods:
 - Use JavaScript to prevent spammers from harvesting your address from your Web site. The following e-mail address link is not retrievable by spammer robots. Replace the "yourname" and "yourdomain.com" for the variables with your e-mail information and then replace all your mailto:

links with this script. You can use this same format for all e-mail addresses on your site by modifying the variable names throughout the script. You can use the same domain variable or modify it for other domains.

```
<script language="JavaScript" type="text/javascript">
<!-- Hide script from non-javascript-enabled browsers
var name = "yourname";
var domain = "yourdomain.com";
document.write('<a href=\\"mailto:' + name + '@' +
domain + \"\>');
document.write(name + '@' + domain + '</a>');
// stop hiding->
</script>
```

```
<script language="JavaScript" type="text/javascript">
<!-- Hide script from non-javascript-enabled browsers
var name2 = "secondname";
var domain2 = "seconddomain.com";
document.write('<a href=\\"mailto:' + name2 + '@' +
domain2 + \"\>');
document.write(name2 + '@' + domain2 + '</a>');
// stop hiding->
</script>
```

- The following trick is courtesy of SiteUp.com (http://www.siteup.com/free_stuff.html). SiteUp offers several free tools as a service to the Web community. Their Mailto Encoder will convert your real e-mail address to meta-HTML that looks similar to this:

```
&#119;&#100;&#115;&#116;&#97;&#102;f&#64;&#105;
&#110;&#101;&#114;net.&#99;&#111;&#109;
```

instead of wdstaff@inetnet.com.

Dr. Website (<http://www.webdeveloper.com>) says this is the ultimate answer because the address can be seen by the browser and will work as a mailto: but won't look anything like an e-mail address to a spammer.

For more information about how to stop spam, see

- <http://www.cauce.org/> The Coalition Against Unsolicited Commercial Email (CAUCE), an ad hoc volunteer organization that advocates legislation against spammers.
- <http://coverage.cnet.com/Content/Features/Howto/Stop/Can Anyone Stop Spam?> by Matt Rosoff of CNET.
- http://dir.yahoo.com/Computers_and_Internet/communications_and_networking/electronic_mail/junk_email/. Yahoo has links to many sites for handling junk mail.

You can fight spammers back using nonaggressive methods. Unfortunately, there is nothing to prevent the spammer from using pencil and paper to collect addresses manually. You can reduce the amount of spam you get but you cannot eliminate it. If you have an e-mail address and are active on the Internet, you'll get spam.

Note: the e-mail address given in last month's column for reporting junk mail to the NFIC no longer works. You must use their form to send complaints. The form is at <http://www.fraud.org/info/repoform.htm>. ☞

CAPITAL LETTER

Alyssa Slotkin, Membership Manager | 4624 Knox Road, Apt. 5 | College Park, MD 20740

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