



CAPITAL LETTER

Washington, DC Chapter

Volume 32 / Number 10 / Summer 2001

Learning about Browser-Based User Assistance with Ben Weisner

by Melissa Brown, Senior Member

In May, over 50 people attended Ben Weisner's presentation on "Designing and Deploying Browser-Based User Assistance" at webMethods in Fairfax, VA. Despite the traffic congestion and faulty air conditioning in the room (to all attendees, I apologize) the program was a resounding success.

The evening began with registration, networking, and a delicious buffet provided by webMethods. The entree consisted of gourmet sandwiches such as grilled roasted vegetables on foccacia bread, turkey on French bread, and Caesar chicken wrapped in red and green tortillas. To accompany the sandwiches, there was orzo pasta salad with feta cheese and olives as well as an impressive fruit salad with fresh blackberries and raspberries. Dessert included chocolate, of course, in the form of cappuccino bars, cheesecake swirled brownies, and coconut chocolate chip layer bars. For the non-chocoholics, there were lemon pie bars and raspberry almond bars. I can personally attest that all dessert selections were delicious! Coffee, sodas, and juices quenched our thirst before we entered the meeting room.

The meeting began with an introduction by Carolyn Kelley Klinger, Vice President and Programs Manager. Carolyn welcomed everyone to the meeting and encouraged non-STC members to consider membership in the Washington, DC Chapter. In addition, she directed attendees to the job announcements board where several job openings were posted. Carolyn then passed the baton to me, whereupon I introduced Brian Crisp from webMethods Recruiting, who sponsored the meeting. Brian said a few words about webMethods and our current opening for a Senior Technical Writer (if interested, see <http://www.webmethods.com>). Finally, I introduced the speaker for the evening, Ben Weisner. Ben is founder and principal of Weisner Associates in Minnesota (<http://www.weisner.com>), a company that provides consulting and training to the Help and Web community and also produces Deva for Dreamweaver (<http://www.devahelp.com>), a set of tools for Help authors to develop Web-based user assistance with Dreamweaver. He is an industry expert on Web-based user assistance, the evolution of Help, and the features that people really use and need in terms of Help and user assistance.

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Presenting Our New Officers

The results of the chapter elections are as follows:

- President:** Carolyn Kelley Klinger
- 1st Vice President/Public Relations Manager:** Conni Evans
- 2nd Vice President/Competitions Manager:** Melissa Brown
- Secretary:** Harold Hofstad
- Treasurer:** Annette Reilly

Changes to the Chapter Bylaws were approved.

The new officers will be introduced during the June 9 Program at Normandie Farms.

All are invited to help plan the next chapter year at the Chapter Vision Day from 9:30 a.m. until 1 p.m. on Saturday, June 23. See http://www.stcwdc.org/thismonth_vision0601.shtml for more information and a link to the online reservation form. ✍

Chapter Salary Survey Results

by Carolyn Kelley Klinger

Objectives

To better understand the local technical communication market, the STC Washington, DC Chapter (STC WDC) implemented a Web-based salary survey in October 2000. Although a few salary surveys already exist for technical communicators, including the one the Society implements annually for the U.S. and Canada, a local survey would break down salary data to a more meaningful level for Washington, DC metropolitan area workers. Our goal was to create a socioeconomic profile of the average STC WDC member and then cross-tabulate income by those same socioeconomic indicators. We were most interested in finding out the average income by work location within this area. We hope that the results will help in job searches and salary evaluations. This article presents the history of salary surveys in the WDC chapter and the objectives, design, implementation, and analysis of the 2000 STC WDC Salary Survey. You can download a PDF file containing the full statistical results of the survey from our Web site at http://www.stcwdc.org/PDF/2001_Salary_Survey_Results.pdf

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Deadline for September 2001 Issue:

Thursday, August 13

Deadline for October 2001 Issue:

Thursday, September 13

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Chapter Web Site http://www.stcwc.org

Looking for a Job?

If you need job listings, you may

- Visit our website at http://www.stcwc.org/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.stcwc.org/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. ✉

Chapter Mailing Lists

The Chapter provides two mailing lists: Announcements (ANNC) and Public Relations (PR). We set up these mailing lists because we want to improve communications to our members about chapter events and also reduce the cost for mailing announcements and reminders to the over 760 members in our chapter. The ANNC mailing list is sent out monthly (with occasional late breaking news updates). It provides the details about the chapter's monthly programs and events. The PR mailing list was a tool for the Public Relations Committee to provide publicity about events of the chapter and related organizations. This is essentially inactive this year. The following information applies to both lists with the exception of the list name. Commands may be sent by e-mail or by using the Web page at <http://lists.stc.org/cgi-bin/lyris.pl?enter=stcwc-annc>.

To subscribe by e-mail, send an e-mail message to lyris@lists.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-annc *your name*

To unsubscribe by e-mail, send an e-mail message to lyris@lists.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-annc *youruserid@youraddress*

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

More details are provided at

<http://www.stcwc.org/listserv-annc.shtml>

and

<http://www.stcwc.org/listserv-pr.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.org. Keeping this information up to date helps keep down our mailing costs. ✉

During the presentation, Ben discussed the overall landscape of Web-based Help and user assistance. For example, not long ago, every Web site used frames for presentation or navigation. Now, the use of frames is almost nonexistent. Why? "Evolution. Only the strong survive," said Ben. The landscape of the Web changes rapidly. For Help authors, we are left with complex requirements, many confusing tool and technology choices, and few simple answers.

The Traditional HTML Help Window Is Not Always the Right Approach

Most Help authors are familiar with the two-paned window style of Help delivery (navigation tabs on the left, topic text on the right). For Web applications, that may not always be the right approach. Consider the following real-world examples, which contain horizontal navigation, text-based hyperlinks, and a prominent Search feature as a point of entry:

- Microsoft Windows ME Help
- E*TRADE Help Center
- Yahoo Messenger Help
- Big Charts Help Center

In addition, the use of "cue" text directly embedded in the application is obviating the need to go to a separate Help window. For an example, see the AOL Instant Messenger registration page.

Ben reported that users prefer text-based links on Web pages because they are more likely to indicate to where they are likely to go. In addition, when presented with a scrolling page of text-based links versus a small page of graphic links, most users use the text-based links. This flies in the face of the existing Help guideline of avoiding a page that makes the user scroll.

In addition, broad and shallow lists of links are generally considered better for navigation. Ben revealed that "Microsoft research discovered 'a medium condition of depth and breadth outperformed the broadest, shallow web structure overall'."

(<http://www.research.microsoft.com/users/marycz/ch1981.htm>)

Most importantly, people primarily use Search and Index features as their primary point of entry to Help and user assistance. Rarely do users "click through" the table of contents in web-based Help. Therefore, Web-based applications are making the Search feature more prominent on every page.

The Lack of a Browser-Based Standard

Unlike RTF-based Windows Help (a.k.a. "Winhelp"), which became a standard for desktop-based Help, there is no equivalent standard that exists on the Web. Therefore, Help authors can use a multitude of tools and technology to create browser-based Help, including

- Cascading style sheets
- Frames
- Javascript
- Flash
- Active Server Pages

Ben discussed some uses of these technologies in browser-based Help. In addition, he emphasized that testing on multiple versions of browsers is needed to ensure that it meets the needs of your users and to make sure that performance is acceptable.

Consider Your User's Experience

Ben emphasized that when you develop Help for a browser-based application, you must consider a number of factors to best meet the needs of your user. Some of these factors include investigating:

- The exact versions of browsers that the application supports (even slight variations between browsers can skew presentation)
- Internet access speed of end-users (download time is no fun for anyone)
- Accommodating global users and government guidelines for accessibility

The most important point is to understand what your user is looking for and allow easy access to content. For the best user experience:

- Connect your user with content
- Create comfort
- Promote learnability

Resources

- *Information Architecture for the World Wide Web*, by Louis Rosenfeld, Peter Morville
- *Web Navigation: Designing the User Experience*, by Jennifer Fleming, Richard Koman (Editor)
- <http://www.goodexperience.com> by Mark Hurst
- Jakob Nielsen's AlertBox, <http://www.useit.com>
- <http://www.webreview.com> (look for articles by Rosenfeld or Morville)

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Correction

The Ancon Group was inadvertently left out of the list of recruiters at the March 24 progression meeting. The full list of recruiters that donated their time to the chapter includes the Ancon Group, HireStrategy, TechPlacement, and webMethods. ✍

How Do You Want Your Newsletter?

Please go to the chapter home page (<http://www.stcwdc.org>) and let us know which way you prefer to get future newsletters:

1. Hard copy in the U.S. mail,
2. PDF file on the Web, or
3. PDF file in e-mail.

Thank you. ✍

History

The 2000 STC WDC Salary Survey is the first that the Washington, DC chapter has distributed online. In 1988 and 1994, the chapter exchanged surveys and responses with members via the U.S. Postal Service.

In 1988, Washington area technical writers reported an average salary of \$35,100. Women averaged \$33,100, while men averaged \$38,800. Almost three-quarters of respondents were "very satisfied" or "slightly satisfied" with both their jobs and the profession of technical communication. Job satisfaction did not correlate with years of experience, management responsibility, or salary. People working in Virginia made more than those in Maryland or DC. Respondents with doctoral degrees reported the highest salaries, but Associates/Certificate was next, ahead of Bachelor's and Master's degrees.

Due to a lack of resources, the chapter did not tabulate results from the 1994 survey.

Survey Design

We developed 16 questions directly related to the salary survey and 2 questions designed to help the chapter determine future programs.

We started our survey design by looking at the past two surveys the chapter implemented. We then read the results from past Society salary surveys (see online at http://www.stc.org/PDF_Files/00Survey.pdf). We also read surveys deployed by other STC chapters and private companies like WinWriters and the Washington Post. Although other surveys went into detail on benefits, we decided it would fulfill our modest objectives to restrict our questions to salary compensation. We decided it would be most interesting if we could eventually compare our results with the results of the annual Society salary survey. The choices provided in the Employment Level, Age, and Years of Experience (in the technical communication field) questions are all identical to the Society salary survey.

Survey Implementation

The Salary Survey Committee—Ann Ray, Trish Vingelis, Lissa Roberts, Carolyn Kelley Klinger, Randee Markowitz, and Alyssa Slotkin—considered various implementation methods before deciding on a Web-based survey tool called Zoomerang. Our eventual choice of this tool had many advantages, including:

- No cost (besides the annual subscription) for distributing or responding to questionnaires
- Cost of an annual subscription to Zoomerang was much less than the printing and mailing costs associated with a printed survey
- Electronic data entry
- Results are immediately available in an easy-to-read graphic format on the Web
- Tool ensures only one response per e-mail address

On October 3, 2000, the chapter invited all of its members for which it had an e-mail address, which was 580 out of a possible 675 at the time, to respond to the survey. We responded to all member requests to mail a survey to those that did not want to or could not answer

the survey on the Web. Allowing one month for response, the chapter received data from 186, or 32 percent, of those invited.

Analysis

Trish Vingelis of Group 1 Software generously donated her time and experience with surveys to the analysis of the survey data. She started with a comma-delimited file of results exported from Zoomerang. She then created a database within FileMaker Pro to sort and summarize the data. She computed average salaries by multiplying the salary figure provided (either annual or hourly) by the number of hours worked per week. She then cross-tabulated the average salary by each survey indicator. The full results of her analysis are presented in a PDF file that you can download from our Web site using the URL mentioned at the beginning of this article.

A profile of the average STC Washington, DC chapter member—as depicted by the small sample of salary survey respondents—is as follows:

- A female,
- 40-49 years old,
- with at least a bachelor's degree,
- working in the commercial sector at a computer job and
- making \$67,454 per year.

Besides creating a profile of our membership, we also were interested in knowing how salaries differed within our region. We decided to aggregate our data by county because of the smaller number of responses we had to the Zip Code of Work Location question. When we computed the median salary by county (the number lying exactly in the middle of the distribution, above and below which lie an equal number of values) we came up with the following results.

- Montgomery: \$65,000
- Fairfax: \$63,000
- Other (Loudon County, Richmond, and Frederick areas): \$62,000
- Washington, DC: \$60,000
- Alexandria: \$59,700
- Arlington: \$54,000
- Prince George's: \$54,000

No survey analysis would be complete without a discussion of sampling error. Stated simply, sampling error is the difference between a sample and the corresponding characteristics of a population. In our case, sampling error was likely introduced by the following and other factors.

- Members who had not shared their e-mail addresses with STC or who did not have an e-mail address in October 2000 were not invited to participate in the survey.
- Not all e-mail addresses in the STC WDC database were current or correct (to update yours, send an e-mail to membership@stc.org).
- We did not have the resources to follow up with members that did not respond to the survey (for example, by phone, by postal mail, or in person).

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- Some members' Web access were restricted by their employer or home computer configuration.
- Some members had privacy concerns or for other reasons did not want to accept the invitation to participate in the survey.

These factors would result in a complex measurement of sampling error, and for that reason we do not provide one here. It is therefore difficult to say that the 186 responses we received are representative of our entire membership; however, we can say that we have reported our results accurately.

When we compare the local to the national (U.S. and Canada results are separated) STC salary survey results, we notice that women are doing particularly well here in Washington, DC. Specifically, women are making 27 percent more and men 7 percent more than the national average!

Thank you to all that responded to our first online salary survey. Not being professional statisticians, we are proud of our first accomplishment as a committee, but know that we will benefit from the lessons learned this time around in our next survey. We particularly want to thank Trish Vingelis for her analysis of the survey results and Paul Franklin Stregovsky and Dennis Dombkowski for their comments on the survey design. If you would like to help with the 2001 salary survey, please contact Trish Vingelis at Patricia_Vingelis@G1.com. ✍

The 2001–2002 Competitions Need You!

by Melissa Brown

In case we haven't met, I am the new Competitions Manager for the 2001-2002 program year. Having been the wild and wacky Online Competitions Manager for several years, I am excited about my new role in the chapter.

A great competition is only as great as the people who pull it off. I need YOUR help in making sure that this year's competitions are as successful as last year's. We have many open positions on the Competitions Committee. Please consider volunteering for one of the following:

- Technical Publications Competition Manager or Assistant Manager
- Online Communication Competition Manager
- Art Competition Manager
- Judging Manager
- Entries Manager or Assistant Manager
- Recognition Manager
- Arrangements Coordinator
- Competition Publications Coordinator

Volunteering is a great service to the chapter and is a great way to get involved in the competitions and network with others in the chapter. For details on the

responsibilities of each position, see http://www.stcwc.org/comp_committees.shtml. If you are interested, please fill out the volunteer form at the Web address, or feel free to contact me at mabrown@patriot.net or 703-460-2520.

If you cannot participate as a committee member, I encourage you to judge in this year's competition and to submit an entry. Information will be forthcoming! ✍

UPA DC Chapter Holds Inaugural Meeting

by Scott McDaniel

A local chapter of the Usability Professionals Association (UPA) is forming in Washington, DC. They held their inaugural program on Wednesday, May 9, and about 50 people attended. Dr. Jenny Preece spoke on the topic of online communities, their usability, and their sociology.

The STC's DC Usability SIG is working with UPA to build a single usability community in the DC area. There are now four organizations related to usability and computer-human interaction in Washington:

- the STC DC Usability SIG
- the DC Chapter of the UPA
- DC-CHI (a local chapter of the computer-human interaction SIG of the Association for Computing Machinery)
- the Human Factors and Ergonomics Society

To foster a spirit of cooperation, the new UPA chapter is offering a 50 percent discount on its \$20 membership dues to anyone who also pays dues to a related organization, including STC. If you are interested in joining the local UPA chapter, please contact Mahmoud El-Darwish (president) at president@upa-dc-metro.org or Sandra Hodala at treasurer@upa-dc-metro.org. ✍

DC Chapter Wins!

The Washington, DC Chapter won a 2000-2001 Chapter of Excellence Award, which was presented at the Annual Conference. The citation reads: "For using a combination of proven techniques, innovative ideas, and creative fundraising to effectively and appropriately respond not only to your own member's needs, but also to the needs of other chapters, the Society, and your community at large."

The chapter's grant requests for \$1500 each to replenish our two scholarship funds, were also awarded. ✍

STC's Annual Conference First-Timer's Perspective

by Daree Allen-Woodard

My Perspective

It was my first time attending an STC Annual Conference.

First of all, I can't begin to explain the ease of being there. I sometimes cringe when I'm at other functions and someone asks me what I do for a living. But for the first time, I could be in a room full of strangers and when introducing myself, I never had to explain what a technical writer is!

Most of the sessions I attended involved topics that I was interested in learning about, not necessarily reinforcing what I have learned in college. (I'm one of the growing number of people working in technical communication that actually earned a bachelor's degree specifically for it, in my case, from the State University of New York Institute of Technology in Utica, NY.)

Welcome to Chicago!

I arrived in Chicago on Sunday, May 13, after 6:00 p.m. and attended the welcome reception. The theme was in keeping with the conference theme of "2001: A Global Communication Odyssey" and featured characters from both Star Wars and Star Trek. I saw a 10-ft version of Chewbacca dancing with various attendees.

The first thing I did Monday was register and purchase a ticket to the honors banquet. Next, I went to the employment booth and reviewed résumés. I looked over the sessions in my registration materials to make sure the sessions I wanted to attend were still available and where. As I did all of this, I missed the opening session across the hall with Dewitt Jones. Many people I met said they enjoyed it and that he was humorous.

Networking is Fundamental

Networking reinforces what you know, and you learn so much from others. I attended the first luncheon on Monday. The table host at my table was Basil White, who is a member of our chapter and did a presentation each day of the conference (I attended one of them). The table topic was "The Art of Writing." We discussed how tech writers add value to an organization, how the profession of tech writing came about, and our issues.

At the regional networking luncheon on Wednesday, I met Lori Lathrop from the American Society of Indexers (ASI), and others from North Carolina and Maryland. I learned that one of the women used to work with one of my current co-workers. We shared what we learned at various sessions. It was fun.

Personal Session Highlights

Creating objectives for training materials. The workshop was very good, and the exercises reinforced the overall message of using measurable terms when creating objectives for a course. Another good point was to get approval from the "client" before going too far along in the project.

Emerging trends and technologies in technical communication. This was their 5th year having this session. I have extensive notes from this session, but in

summary, people cited soft skills (interpersonal, writing, etc.) but put more emphasis on Java, HTML, and XML. Panel member Victoria Koster-Lennart from Vienna, Austria, said that rather than trying to learn every new thing that comes along or even everything they mentioned during that session, focus on what you enjoy and are good at doing.

Surviving the time-consuming, all-encompassing project was great. We all know about tight deadlines. Two women from San Diego had to deal with short schedules, few staff members, and translation vendors, and became stressed out. They shared their strategies and templates for project management (as a group or individually).

The final session of the conference is where I reunited with a friend that I went to college with in Utica. Even though I had contacted her a week before, neither of us bothered to mention STC for some reason. Unfortunately, I had no idea she was there until the end.

This last session, *The Golden Rules*, discussed 10 rules to remember about tech writing. This session was a good review about writing. The speaker was from Israel, very funny, and gave examples. Her presentation is at www.words.israel.net.

Catching My Breath

I was so glad I was able to attend the annual STC Conference in Chicago. I learned a wealth of information that I'm still trying to absorb.

You can review many of the handouts from this year's conference at http://www.stc.org/48thConf/48th_post.html ✍

June Usability SIG Meeting: Reporting Results From Field Studies

by Scott McDaniel

Here's the scenario: You've been advocating it for months, and your management has finally agreed to let you talk to your product's real-live users. Now what? Whether you interview them, follow them around to observe their work, or involve them in participatory design exercises, you need to know what to do with the information you collect. You need to see that the data you collect actually gets considered in the product's design.

A day-long workshop at last year's UPA annual conference addressed this issue. At the Usability SIG's June meeting, I will present a summary of that workshop, and then we will have a panel discussion on the topic. You can ask hypothetical questions or bring real situations and get comments, advice, or (at the least) moral support.

We are still working out the details of time and place for the meeting, as well as who will be on the panel. As details are finalized, you will be able to find them on the Usability SIG Web page, http://www.stcwc.org/sigs/sig_usability.shtml. You can also contact me for more information by phone at 301-587-7549 during the day, or by e-mail at scottmcd@cognetics.com. ✍

From the President

The Year in Review

by Cynthia Lockley

It has been an honor and a pleasure to serve as the chapter president for the second time. As the Board prepares to close out the chapter year, we can all be proud of the chapter's accomplishments for the year. I submitted an application for a Chapter Achievement Award that tells the Society about all our accomplishments for the year, and I thought I'd share the list with you. We have many accomplishments to be proud of no matter what the Society decides.

In my column at the beginning of the chapter year, I said we will examine all activities and programs to ensure we are providing more value to the members of the Washington, DC Chapter. We have succeeded in this in several ways: larger attendance at monthly meetings, more members volunteering to help on various committees, and new committees that provide opportunities for more members to participate in chapter activities and improve services to our members and the technical communication community.

The STC Washington, DC chapter initiated the following activities this year.

- Developed our first 3-year strategic plan.
- Began soliciting feedback on the success of monthly programs using the Web-based Zoomerang survey tool.
- Conducted a local salary survey using Zoomerang; achieved a 35 percent response rate.
- Started a listserv for program announcements; maintained a subscription of over 600 people since its inception.
- Published our newsletter on our Web site in hyperlinked PDF format—see <http://www.stcwwdc.org/newsletter.shtml>.
- Started a new mentoring program; mentors may enroll using a Web-based form. See <http://www.stcwwdc.org/mentors.shtml>
- Redesigned our entire Web site incorporating the new Society logo and new content. See <http://www.stcwwdc.org/>.
- Instituted a "Let's Do Lunch" program in which we connect members with one another and allow them to build their own networks.
- Joined the Amazon.com Associates program, which allows us to collect 15 percent of products bought from Amazon.com through a link on our Web site. The commission will be applied to our high school technical writing competition scholarship fund.
- Began receiving credit card payments for programs through PayPal on our Web site.
- Started a book drive at programs for our community service project.
- Modified the Bylaws to accommodate changes needed in the nomination and succession plans for chapter officers.

- Co-sponsored a happy hour with the Washington Independent Writers and the American Society of Business Publication Editors. Our local Usability SIG joined forces with the Usability Professionals Association and the DC chapter of the Computer-Human Interaction special interest group to offer programs during April, June, and December 2000 and February 2001.
- Co-sponsored monthly chapter programs with other STC chapters. In September 2000, we joined with the Baltimore Metro chapter to offer a program on the STC branding efforts. In March, we hosted the JMU student chapter at a technical communication progression-style program.
- Submitted two grant requests to the Society to replenish our two scholarship funds.
- Collected more information for the chapter history pages on the Web and added photos of our distinguished chapter members past and present. (If anyone can help fill in the gaps of missing information, please contact me. See <http://www.stcwwdc.org/history.shtml>)

Thanks to all who volunteered and to those who participated in chapter activities. And a special thanks to the Administrative Council who managed the committees and helped make this year a great success. **Carolyn Kelley Klinger** arranged for interesting and well-attended programs and for extra credit set up many features for the chapter to help bring people together: the ANNC list, networking luncheons, and happy hours. Carolyn's terrific memos to the ANNC list have been highly praised by STCers from other chapters. **David Kindle** and his dedicated team coordinated and managed successful competitions and improved the quality of the awards. Many thanks to **Melissa Brown**, **Conni Evans**, **Randee Markowitz**, **David Zupan**, **Kerry Ogata**, **Kerry Kekz**, and **Lynda Balthrop**. Thanks to **Alyssa Slotkin**, who processed many new members to the chapter and helped us grow from a membership of 641 the previous June to almost 780 members this year. We had a terrific series of newsletters this year thanks to **Doreen Mannion**, **Lee Blue**, and **Laura Mulcahy**. Two of our Austin T. Brown High School Technical Writing Scholarship winners went on to win at the International level thanks to the hard work of **Betty Montgomery** and her team of reviewers. Thanks to **Maureen Cooney** for helping with several nominations, **Ann Ray** for managing the Employment Committee, and **Lynda Balthrop** for initiating the Book Drive for our community service project. **Connie Kiernan** got the Mentoring Committee rolled out this year and **Janet Sharp** did a fine job coordinating the volunteers and led an excellent team to create our first 3-year strategic plan. Without these talented and dedicated people and the committee members who worked with them, we would not have had such a successful year. You all deserve a good rest over the summer.

It's been a superb year and I'm glad to know all the extraordinary people who participate and lead the chapter. Best wishes to the new Administrative Council for another successful year in 2001-2002. ✍



CAPITAL LETTER

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