



# Capital Letter

Washington, DC Chapter

Volume 32 / Number 2 / October 2000

## The Joy of Entering

by David Kindle

Starting in September, STC chapters around the world hold local competitions for technical communication. These include Technical Art, Technical Publications, and Online Communication competitions. Each competition has several categories to accommodate the diverse group of entries each year.

Experts in the local area volunteer their time and expertise to judge the competitions. Comments are provided to assist in future improvements of the entry. The Washington, DC Chapter receives entries from northern Maryland to southern Virginia and West Virginia. Some entries are even received from outside the U.S., helping to make our competition one of the largest in the Society. The number of entries increases each year primarily because entrants gain pride of accomplishment, professional validation, and insightful peer review.

**Pride of accomplishment:** Entrants are proud of what they have accomplished. After months of planning, programming, writing, editing, and illustrating, the final product is the sum of hundreds of hours of effort. It represents the very best they have to offer.

**Professional validation:** The expertise of most technical communicators is different from that of most of their co-workers. This competition provides the rare opportunity for these professionals to measure themselves against the highest standards in their industry, and to receive both validation and insight into their work.

**Insightful peer review:** The judges are all technical communication professionals with experience in publications, art, and online communications. Their experience—coupled with the knowledge of the goals, processes, and standards of excellence in these areas—gives the entrants an impartial, thoughtful, and serious critique of their entries.

While everyone may not receive an award, all of our entrants enjoy seeing what kind of work others in their field are doing. The comments that are provided are well received, and many entrants use the comments to improve their submissions. Entrants also find the banquet a great way to network within the community.

The call for entries has recently been issued. It details eligibility, submission requirements, competition categories, and entry instructions. Submit an entry and discover the joy of entering! For additional information on competitions, contact David Kindle by e-mail, [kindle\\_david@hotmail.com](mailto:kindle_david@hotmail.com); by phone, 703-379-3710; or see the online competition information at <http://www.stc.org/region2/wdc/www/compete.shtml>. ☞

## On the Agenda

### October Program: Dilbert™ Goes Corporate

**Date:** Thursday, October 19, 2000.

**Topic:** Dilbert™ Goes Corporate, or How to Navigate the Thorny Thickets of Corporate America without Selling Your Soul: an Ethics Game for Technical Communicators.

**Place:** Kemper-Macon Ware Lodge #64, 411 Little Falls St., Falls Church, VA 22046; 703-241-9297.

**About the Program:** In this unique and lively program we will explore the complicated twists and turns employees (including technical communicators) are apt to encounter along the ethical trail through corporate America. This program is presented with special permission from Lockheed Martin Corporation, which is so committed to the importance of maintaining ethical values in the workplace that it took an almost unprecedented step in its approach to ethics training—*making it fun*. To do so, it enlisted the aid of Scott Adams' famous cartoon characters. This vehicle is entertaining, but the issues it examines are substantive. The debate that accompanies this game is sure to send program participants away with not only sharpened insights into the ethical conflicts that lurk at every turn, but also a sobering realization that there are no easy answers. Don't forget to bring your business cards for networking!

**Game Moderator:** Connie Kiernan.

**Schedule:** Registration, 6:30 p.m.; Dinner and networking, 7:00 p.m.-7:30 p.m.; Program, 7:30 p.m.-9:00 p.m.

**Menu:** Pizza, salad, dessert, and beverage.

**Cost:** \$8 for students, \$10 for STC members; \$12 for nonmembers (cost includes meal).

**Reservations:** Required by Monday, October 16.

**To Reserve:** Send check payable to *STC Washington, DC Chapter* to Carolyn Kelley Klinger, 18221 Paladin Drive, Olney, MD 20832.

**Directions:** Detailed directions beyond the routes below are available at [http://www.stc.org/region2/wdc/www/thismonth\\_oct00.shtml](http://www.stc.org/region2/wdc/www/thismonth_oct00.shtml).

*From the Beltway:* Take the exit for Route 66 going East (toward Washington, DC). Leave Route 66 at Exit 68, which takes you to Westmoreland. Turn right on Westmoreland, and go one block to Fairfax Drive. Turn left on Fairfax Drive, and go one block to Little Falls Street. Turn left on Little Falls Street, and go two blocks (across the bike trail) to Kemper-Macon Ware Lodge on the right.

Washington, DC Chapter **Capital Letter**

**Editor**  
 Doreen Mannion . . . . . doreenm520@aol.com

**Production Editor**  
 Lee Blue . . . . . outofthe@mindspring.com

**Copy Editor**  
 Laura J. Mulcahy . . . . . laura@roku.com

The Capital Letter is published ten times per year by the Washington, DC Chapter of the Society for Technical Communication. Its purpose is to inform chapter members about special functions and regular activities of the chapter and society, as well as to provide articles and essays in the field of technical communication. Material for publication should be submitted to

**Doreen Mannion, Editor**  
 6603 Creek Run Drive  
 Centreville, VA 20121  
 e-mail: doreenm520@aol.com

Materials published in the Capital Letter may be reprinted in other publications provided credit is given and copies of the reprint are sent to the Editor.

Deadline for November 2000 Issue:  
**Friday, October 13**

Deadline for December 2000 Issue:  
**Monday, November 13**

**Officers and Committees**

**President**  
 Cynthia Lockley . . . . . lockley@lockley.net

**Immediate Past President**  
 Janet Scharp . . . . . 301-794-8200 x322

**First Vice President/Programs Manager**  
 Carolyn Kelley Klinger . carolyn.klinger@mindspring.com

**Second Vice President/Competitions Manager**  
 David Kindle . . . . . kindle\_david@hotmail.com

**Secretary**  
 Bob Kleinfeld . . . . . 703-437-0899

**Treasurer**  
 Laura Jackel . . . . . 301-527-2318

**Region 2 Director-Sponsor**  
 Chris Benz . . . . . chris.benz@e-pubcorp.com

**Education Manager**  
 Betty Montgomery . . . . . 301-601-0302

**Public Relations Manager**  
 Norma Emery . . . . . neemery@lucent.com

**Membership Manager**  
 Alyssa Slotkin . . . . . aslotkin@docucorp.com

**Employment Manager**  
 Ann Ray . . . . . 301-384-1425 x 342

**Mentoring Program Manager**  
 Connie Kiernan . . . . . connie.kiernan@att.net

**Community Services Manager**  
 Lynda Balthrop . . . . . lbalthrop@loudoun.com

**Speaker's Bureau Committee Manager**  
 Cynthia Lockley . . . . . lockley@lockley.net

**History Committee Manager**  
 Cynthia Lockley . . . . . lockley@lockley.net

**Nominations Committee Manager**  
 Maureen Cooney . . . . . maureencooney@att.net

**Usability SIG Manager**  
 Scott McDaniel . . . . . scott\_mcd@hotmail.com

**Chapter Web Site**  
<http://www.stc.org/region2/wdc/www>

# 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](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](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 301-384-1425 x342 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 to reduce the cost for mailing announcements and reminders to the nearly 700 members in our chapter. The name of the mailing list is stcwwdc-pr. Commands may be sent by e-mail or by using the Web page at

<http://lists.stc.org/cgi-bin/lyris.pl?enter=stcwwdc-pr>.

To subscribe by e-mail, send an e-mail message to [lyris@stc.org](mailto: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 stcwwdc-pr your name

To unsubscribe by e-mail, send an e-mail message to [lyris@stc.org](mailto: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 stcwwdc-pr youruserid@youraddress

To post a message: Send an e-mail message to [stcwwdc-pr@stc.org](mailto:stcwwdc-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](mailto:membership@stc-va.org). Keeping this information up to date helps keep down our mailing costs. ✉

**October Meeting: Dilbert™ Goes Corporate**, continued from page 1

---

From Route 66 going West (HOV only): exit at Sycamore. Bear right on Sycamore. Turn left, after one half block, at the traffic light, on Washington Blvd. Go to the next light, and turn left on Lee Highway (Washington Street in Falls Church). Cross over Route 66, and go two blocks (past the firehouse) to West Jefferson Street. Turn right and go two blocks. This street abuts on Little Falls Street. Kemper-Macon Ware Lodge is directly ahead. Turn right, and then left into the lodge parking lot.

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

---

## Judges Needed for the International Online Communications Competition

Judges are needed for this year's International Online Communications Competition (IOCC). Two types of judging teams exist: onsite and telephone conferencing. Onsite judging will be held in Denver, CO, on February 9-10, 2001. Telephone conferencing teams make their decision via the telephone, and mail their completed evaluation forms.

The IOCC follows STC policies in reimbursing judges for expenses. These policies do not include paying for judging or meals, but do cover certain travel expenses. Because of the experience you gain as a judge, STC requests that you try to participate in your local online communications competition as a judge or judge trainer in 2001 and 2002.

All IOCC judges must meet at least two of the following criteria:

- Master's degree or higher in technical communication or related field
- Senior membership in STC
- Seven years in technical communication (or a related field without membership in STC)
- Strong publishing background (five articles or one book)
- Teaching experience in communication or a related field (five years full-time or seven years adjunct or part-time)
- Winner of an STC or other communication competition award
- Certification by a communication-related professional organization

For more information, call Alicia Fellure, 407-355-6729, or send e-mail to [afellure@us.chep.com](mailto:afellure@us.chep.com). You can also contact Hary Bottka at 404-631-3507, or send e-mail to [hbottka@dc.com](mailto:hbottka@dc.com). The application deadline is November 30, 2000. You will be notified of the results of your application by December 31, 2000. ✉

## Usability SIG to Discuss User-Centered Design

by Scott McDaniel

The chapter's Usability SIG will meet at the Silver Spring (MD) Library on Thursday, October 26, at 6:30 p.m. The topic will be "User-Centered Design—How Products and Organizations are Impacted." The guest speaker is Lisa Solomon, President of Clientside Design, LLC.

This presentation will center on Don Norman's new book, "The Invisible Computer." Yes, the computer is vanishing, and it is being replaced by communication/knowledge/entertainment plasma screens. We'll talk about the current market for delivering all this data in one pipe to the home (Comcast vs. StarPower locally). Will the screen have one gigantic application, or will we streamline functionality into tiny functional units?

All of this is affecting business environments as the roles of communicators and other managers change within an organization. We'll finish the presentation by discussing what the software industry is doing to accommodate these changes.

For more information, including specific directions, see our Web site at [http://stc.org/region2/wdc/sigs/sig\\_usability.shtml](http://stc.org/region2/wdc/sigs/sig_usability.shtml), or contact Scott McDaniel at [scott\\_mcd@hotmail.com](mailto:scott_mcd@hotmail.com). ✉

### **To the Editor:**

Thanks for your kind words about the JMU Student Chapter winning the Pacesetter Award. We really appreciate this type of publicity in your region. I have already been contacted by two people who saw the piece in your recent newsletter and have inquired about our chapter.

*Roger Munger, Faculty Advisor  
James Madison University  
Student STC Chapter  
Institute of Technical and Scientific  
Communication*

## Let's Do Lunch

Is it difficult for you to attend evening chapter programs? How about sharing your lunch break with an STC Washington, DC Chapter member who works near you? How about attending a Dutch treat lunch at a local eating establishment to help you expand your network? If this sounds good to you, let Carolyn Klinger know where you work, and she will put you in touch with other interested chapter members near you. E-mail Carolyn at [carolyn.klinger@mindspring.com](mailto:carolyn.klinger@mindspring.com), or call her at 301-795-0132 (days). ✉

# Is Online Education for You?

by Thomas Crabill

You've undoubtedly heard about online education, and perhaps you've even considered taking a class online. If you have, you're not alone. Online education has become increasingly popular among working adults in recent years. Much of this popularity is due to its convenience: because you can take classes from your home computer, it's easy to fit continuing education into your busy schedule.

Many universities have started offering online classes; the University of California, Los Angeles (UCLA) is one such school. Through the UCLA Extension at [www.onlinelearning.net](http://www.onlinelearning.net), you can take a variety of online technical writing classes. There are classes for beginning technical writers and advanced practitioners as well. Examples of the later include Documentation Project Management, Streamlining Reports and Summaries, and Marketing your Technical Communications Services.

Always eager to play the guinea pig, I took two online classes through UCLA Extension. In this article I'll tell you what I discovered.

## What's an Online Class Like?

Contrary to what some readers might believe, online instructors at UCLA don't give lectures over the Internet. Instead of lecturing, instructors manage the course and give you professional feedback on your assignments. It's considered your responsibility to learn the course material from the readings.

Classes are held in what UCLA calls a "virtual classroom." This "classroom" is actually a home page, and this home page is linked to a Web site that was created especially for your class. The site has pages for the course syllabus, the weekly assignments, and other necessary documents. There are also message boards, chat rooms, and places to upload assignments.

You can log into the classroom any time you want, and leave when it suits you. Neither of my classes had rules governing attendance.

When you first enter the class you're taken to an announcement board. It's here that your instructor keeps you informed about the latest course news. You can discover what assignments are due that week by consulting the "Weekly Assignments" file and the course syllabus.

UCLA uses message boards to simulate class discussions. One of my instructors made good use of the message board by requiring that students post their comments on the weekly readings. Students were then encouraged to respond to each other's postings. This system generated lots of lively discussion, and it forced us to do the readings!

Course grades in both of my classes were determined by one or more written assignments and a group project (class participation also counts for about 10 percent of your grade). Neither of my classes had quizzes or exams.

## Group Projects Are Key

Group projects played an important part of both my classes. Since much "real world" technical writing is done on teams, both classes required that students work in groups.

In one class I had to create a Web site with two other classmates. We were responsible for every stage of the site's development, from deciding on a topic to launching our new site on the Internet. This proved to be a valuable experience—we learned how to create a Web site and how to work on a team, and we had a chance to network.

Modern telecommunications makes it easy for people scattered around the country to complete a project together. Students usually communicate by email, phone, message board, and chat room. On one team I learned how to download free software that made it easy to hold live chats (if you are interested, check out MSN Messenger at [www.msn.com](http://www.msn.com)).

## The Student Body

The classes I took at UCLA were small; both had only about a dozen students. We introduced ourselves to our fellow classmates by customizing a home page template that the school provided. Our home pages had areas where we could write about our backgrounds, our jobs, where we live, and the like.

## How to Register for a Class

UCLA's Extension Program doesn't operate under the traditional semester system, where all courses begin at the same time. Instead, classes start on a rolling schedule, so there's always something available. The Web site tells you which classes are open for enrollment, and how long they run. Most classes run from 6 to 8 weeks.

To register, you simply click on the class you want. The site's software then steps you through the enrollment process. You can pay with a credit card. Classes aren't cheap—most cost \$550 each—but returning students receive a \$25 discount. And you can save another \$25 by registering for a second class soon after completing a first.

Despite these discounts, UCLA's online classes are still expensive. But consider that you'll save money on gas, parking, and meals eaten out. Online education is also convenient, and it gives you more free time.

The workloads for both of my classes were challenging, but I never felt overwhelmed. For comfort, I wouldn't recommend that you take more than one course at a time.

I hope this account has given you an idea of what it's like to take an online class. The STC lists online and traditional technical writing programs on its Web site at <http://stc.org>. ✍

# Happy Hour(s) for Technical Communicators

The chapter's first happy hour, held in downtown DC, went very well! Attendance was split evenly between members and nonmembers, and Carolyn Klinger, Conni Evans, and Burke Lee enjoyed leading the mingling. We are planning another happy hour on Thursday, November 16. During the event, several people expressed interest in a local Independent/Freelance SIG. If you're interested in helping start this SIG, please contact one of the board members (information is in the masthead on page 2). ✍

# New XML Mailing List for Writers, Others

XML-DOC is a new online mailing list for documentation professionals and anyone else interested in discussing the application of XML tools and techniques to the creation of documentation. Topics that are highly encouraged on the list are as follows:

- XML-based content/document management systems
- Single-sourcing with XML
- DocBook, the SGML/XML DTD for documentation
- Transitioning to XML authoring from a FrameMaker environment
- Converting legacy documents to XML
- Publishing (transforming and delivering XML content)
- XML training and certification
- Document analysis and data modeling
- Profiling and customizing for multiple audiences and delivery formats

To subscribe to the list, send a blank e-mail message to [xml-doc-subscribe@egroups.com](mailto:xml-doc-subscribe@egroups.com).

You can also subscribe at the XML-DOC Web site: <http://www.egroups.com/subscribe/xml-doc/>.

From Michael Smith, list moderator: "My hope for XML-DOC is that it will not only help to raise the level of awareness about XML in the documentation community, but also give us—as technical communicators—a clear point of contact with the XML developers and product vendors who are now creating and refining the XML authoring tools, content management software, and XML publishing solutions that many of us will eventually end up using." ✍



# The Best Job in STC

by Chris Benz, Director-Sponsor, Region 2

When I was invited to run for Region 2 Director-Sponsor (D-S), the position was described to me as "The Best Job in STC." Was this a sales pitch, I asked myself, or just a delusion? After all, the job consumes a lot of personal time, requires about a dozen trips a year, and pays a salary of exactly . . . nothing.

But it's true; this *is* a great job. Why? Well, while it cuts into my personal time, it also gives me a great deal of satisfaction knowing that I'm helping improve our profession. Plus, I love the constant opportunities I have to exchange ideas with the hundreds of STC members I meet.

So what does a Director-Sponsor *do*? Some background first: STC is split into eight regions throughout the world. Region 2 currently has over 2,300 members. It includes 15 chapters in three countries—Belgium (one professional chapter), Israel (one professional chapter), and the United States (10 professional and three student chapters in Maryland, New Jersey, North Carolina, Pennsylvania, Virginia, Washington, DC, and West Virginia). These chapters range in size from under 10 members to over 600 members.

As the position title implies, Director-Sponsors play two roles:

As a *Director*, I serve as a voting member of the STC Board, along with the Immediate Past President, President, First and Second Vice Presidents, Treasurer, Secretary, and my seven fellow D-Ss. The board meets three times a year to pass budgets; approve the formation and, when necessary, dissolution of chapters; award grants and loans; share information about activities throughout STC; and so on. My primary job is to represent the members of Region 2, and that's why the role of Sponsor is so important.

As a *Sponsor*, I serve as an information conduit between our region and the Board, between our region and the seven other STC regions, and among our own region's chapters. I do this by writing articles for publication, visiting chapters, and by surveying chapters to find out what help they need and to gather great ideas they've had (to pass on to other chapters). I stay in regular contact with chapter leaders; remind and encourage them to hold chapter-level and participate in Society-level competitions; submit candidates for honors such as Associate Fellow; identify candidates for Society-level positions; cooperate with nearby chapters; submit applications for loans and grants; and participate in training sessions that help people become better leaders. Most important, I serve as an information source and sounding board for *all* Region 2 members. These interactions are critical to my effectively serving as the region's representative to the STC Board.

If you have an STC-related question or concern—whether you're a chapter leader, a volunteer, a member, or a prospective member—please let me know. You can reach me by e-mail at [Chris.Benz@e-pubcorp.com](mailto:Chris.Benz@e-pubcorp.com), or by telephone at 919-226-0060 (day) or 919-479-4891 (evening).

I look forward to hearing from you! ✍

# Editor's Soapbox

## The Interview Game

by Doreen Mannion

Anyone who has been interviewed or interviewed others has no doubt reached that point during the interview when you just know the position or the candidate is not a good fit. Following are some interview stories I've heard through the years. I humbly apologize if you recognize your company or yourself.

### Like a Train/Pearls of Wisdom

Although the company (now defunct) had grown from small to medium-sized, the CEO still insisted on interviewing all candidates. The candidate was ushered into his office, where the CEO sat behind the desk in a shirt surely designed to display his biceps. After a minimal number of canned questions, he leaned forward.

"Everyone here is like a train going down the track 90 miles an hour," he said. "If you can only go 50, you're gonna get run over!"

The candidate couldn't think of an appropriate response. The CEO continued, "We don't wait for people to become pearls. Once you're in the oyster, we just chew you up and spit you out!" Sounds like a place anyone would dream of working, doesn't it?

### I Think You Know Nothing and I Can Prove It

Writing tests are a source of debate in our profession. Tests may weed out candidates who would otherwise present prose pruned pure by editors, but tests may also be the source of legal issues should a candidate not get a position. I once was plopped unceremoniously in front of a monitor and asked to write procedures for using the company's software. I found out later that the manager actually used the interview process to get chapters of the documentation written!

What about other sorts of tests? I once provided handwriting samples to a prospective employer, who had secretly told the analyst to "find someone just like Jo." I've also brought the interview process to a complete halt by refusing to take a four-hour battery of personality tests.

One of my least favorite interview moments came when the VP of the division, a former technical writer who worked her way up the ranks and into a corner office, glanced briefly at my résumé and said, "Briefly compare and contrast PageMaker versus Ventura Publisher." I knew immediately I did not want to work there.

### You are Not Worthy

This category is similar to the previously mentioned "we're all fast trains" story. In this scenario, the people interviewing you keep making a point to tell you how wonderful the existing staff is. You may hear, "We only hire stars" or "Everyone here is a star." A technical communication star? I think not. Ironically, soon after I was subjected to this star theory at one firm, I learned they hired a manager from outside the company. I guess all the existing staff were from the wrong galaxy.

### Candidates Roulette

It's certainly not scientific, but I can generally tell within the first 5 minutes of interviewing someone whether they are a viable candidate. The trick is getting rid of the person once you know they are not viable, whether after 5 minutes or 5 hours.

Sometimes you make a mistake during the interview process, whether it is taking a job or hiring someone. I know of one manager who left a new writer specific, written instructions about two deadlines that had to be met before the manager returned from a conference. After the manager returned, the manager learned the candidate had come into work on a Saturday, left a written message for all the technical communication staff, along with a special message for the manager. "You told me I had to have these projects done before you got back. I do not respond well to management pressure. I resign." The note was taped to the projects, which hadn't been touched the entire week the manager was gone.

What about you? Have you had any memorable interviews? Write to me at [doreenm520@aol.com](mailto:doreenm520@aol.com). Names will be withheld at your request. ✍

# From the President

## Attacked by Too Much to Do?

*by Cynthia A. Lockley*

“You have to know what you want to get.” –Gertrude Stein.

You’ve been in similar situations: you’re making progress on your current task, then several phone calls come in, document revisions are due in two hours, someone wants to reschedule a conference to that very moment, you need answers but the subject matter expert is nowhere around, you forget to eat lunch, and several hours later you realize you also forgot to eat dinner.

We all ask the same questions. How did the workload of three days hit me in three hours? Did I set unreasonable deadlines? Did I not delegate well?

Here are a few tips for improving your life.

- To get things done more quickly, ask yourself this question: “If I had to leave town tomorrow for three weeks, what three things would I need to get done before I left?” Then do them. If you’re a workaholic, as many of us are, then do four things and delegate the rest to others if you can or set them aside for later.
- Take breaks—even if only for 10 minutes. They help recharge your batteries for the next task.
- If you can, let the telephone go unanswered for an hour or more. Phone calls can take away your momentum. Let the answering machine answer for you.
- Try not to schedule an impossible day with too many meetings and deadlines. Give yourself some buffer space.
- Inspire yourself and appreciate yourself.

Remember: “The method of enterprising is to plan with audacity, and execute with vigor; to sketch out a map of possibilities; and then treat them all as probabilities.” –Bovéé ✍

CAPITAL LETTER

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

## In This Issue

- The Joy of Entering 1  
On the Agenda—October Program: Dilbert™ Goes Corporate 1  
Looking for a Job? 2  
Public Relations (PR) Mailing List (listserv) 2  
Where Are You? 2  
Judges Needed for the International Online Communications Competition 3  
Usability SIG to Discuss User-Centered Design 3  
Let's Do Lunch 3  
Is Online Education for You? 4  
Happy Hour(s) for Technical Communicators 4  
New XML Mailing List for Writers, Others 5  
STC Mission Statement 5  
The Best Job in STC 5  
Editor's Soapbox 6  
From the President 7