



# Perspective

Kachina-East Valley Chapter of IAAP Newsletter



June 2011 || Volume 2, Issue 11

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## Notes from Marina...

We are getting ready for our annual banquet on June 14, Flag Day. Wear Red, White, and Blue, if you can! Several members will receive special recognition; feel free to bring family members and friends. RSVP by 10 am on June 10 to [cnamick@asu.edu](mailto:cnamick@asu.edu). Margaret Lojas CAP, AZ-NV-NM Division President, and our Board Contact, will be in charge of the installation of officers ceremonies.



Marina Higdon, President  
Kachina-East Valley Chapter

Be ready to answer a Survey Monkey in the next few days, and participate on our chapter planning on August 2 – mark your calendars! All members, please carefully consider chairing one of our committees; it's a rewarding experience, it will enhance your resume and professional qualifications, and it will count towards your re-certification points and member of excellence status. We are in most need for volunteers for Ways and Means and APD committees. The chapter welcomes your talent and valuable contribution.

It is always a great time to encourage your professional colleagues to join IAAP and Kachina-East Valley Chapter!  
If you know someone who may be interested in IAAP but would like to know more before joining, they can now view a recorded version of the "What's In It For Me? Why IAAP is Perfect for You" webinar on the IAAP website. Prospective members will discover what's in it for them and how IAAP can help them become career-minded administrative professionals.

The next orientation for new members is Wednesday, June 15th. Click here to register [Wed, June 15, 2011 1:00 PM Central Time](#)

Check your status for obtaining 2010-2011 Member of Excellence recognition on <http://pathways.iaap-hq.org/IAAPHQ/Pathways/Programs/MemberofExcellence/MemberofExcellenceinfo/Default.aspx>. There's still plenty of time to apply—deadline for submissions is June 30, 2011. Our goal is all chapter members will also be Members of Excellence! You may have already fulfilled all the necessary criteria; don't forget to submit your application!

Be sure to check the [IAAP website for free podcasts](#). Get topics to help you in the workplace. They don't take a huge bite out of your workday. Here are the latest:

- Managing Multiple Managers**—Debra Fox tells you the secrets for doing it well.
- Admin—From Task Master To Office Innovator**—Hear how to move from task master to office innovator, the newest role for admins.
- The Admin's Role In Virtual Meetings**—Virtual meetings are the newest addition to admin job descriptions. Get prepared with Claire Sookman.
- See Ourselves As Others See Us**—Rebecca Pace shares her tips for improving your image and self esteem.
- Flash Foresight**—Tech trends expert Daniel Burrus discusses his new book and seven triggers that can transform your business and future.

**Our best wishes to all of you awaiting results for CPS and CAP designations from May 2011 exams; keep us posted!**

I will be attending the Division Educational Forum and Annual Meeting (DEFAM) in Albuquerque, NM on June 2-4 as chapter delegate. Nancy Riley CPS is our alternate.

Looking forward to the Education Forum and Annual Meeting (EFAM) – July 24-27 (Montreal, Quebec, Canada)! I am honored with the opportunity to represent the chapter as a delegate.



See page eight to chart our progress to obtaining Chapter of Excellence for 2010—2011

## Upcoming IAAP Webinars

### New Member Orientation

The next orientation for new members is  
Wednesday, June 15th.

[Wed, June 15th, 2011 1:00 PM Central Time](#)

## Check Us Out & Join Us on the Web!

[www.kachinachapter-iaap.org](http://www.kachinachapter-iaap.org)

[www.az-nv-nm-div-iaap.org](http://www.az-nv-nm-div-iaap.org)

[www.iaap-hq.org](http://www.iaap-hq.org)



# End-of-Year Reports

## 2010—2011 Kachina-East Valley Chapter Board Member Reports

### Vice President—Programs

#### Jessica Cherry, CPS/CAP

The Kachina-East Valley Chapter held 7 regular meetings that offered educational programs between September 2010 and April 2011 at the Fiesta Inn, Tempe, Arizona.

The Holiday Social was held on December 14th at the home of Nancy Rung, CPS, Immediate Past President.

The Annual Business Meeting, which includes officer elections, is scheduled for May 10, 2011, and the Installation Banquet is scheduled for June 14, 2011, both at the Fiesta Inn in Tempe.

Each of the 7 educational programs was approved for CPS/CAP recertification points by the IAAP headquarter office. The seven programs are as follows:

#### September 14, 2010

Get Organized with Avery presented by Karen Thomas, Avery Account Manager

#### October 12, 2010

Re-Purpose, Re-Tool, & Re-Fresh Your Life – Seven Principles of How to Move through a Transition Successfully presented by Kitty Wiemelt, Owner of Winds of Change Consulting

#### November 16, 2010

Resume Writing in the Digital Age presented by Garrett Messerly and Joe Mizzi, Office Team

#### January 11, 2011

Dispel the Top 10 Time Management Myths presented by Eileen Roth, Owner of Everything In Its Place

#### February 8, 2011

Microsoft Office Tips & Tricks presented by Katrina Kurz, New Horizons Computer Learning Centers

#### March 8, 2011

Public Speaking – You Don't Really Have To Die! presented by Margaret Lojas, CAP and Sandy Chismark, IAAP Valley West Chapter

#### April 12, 2011

Parliamentary Primer: Basics of Parliamentary Procedure presented by Nancy Riley, CPS IAAP Kachina-East Valley Chapter

#### 2010-2011 Meeting Attendance

During my term I have attended all 7 of the chapter meetings that have been held to date and the Holiday Social that took place in December. I plan to attend the May meeting and the June banquet. Total regular meeting attendance is 8 out of 8 (excludes holiday social and installation banquet).

I have attended 7 of the 8 board meetings that have been held to date. I will not be in attendance at the May 2011 board meeting. I plan to attend the June board meeting to pass the officer information to my successor. Total board meeting attendance is 8 out of 10.

### Vice President—Site Coordination

#### Cheryl Amick

During the last year as VP of Site Coordination, I found the Kachina-East Valley Board members dedicated to strategically investing their time, energy and resources to strengthen our chapter, it was an honor to work with them during my appointment.

We had an average of 25 members and guests attend the monthly meetings and meals were themed on Thanksgiving, Easter and Mardi Gras to name a few. We also continued building on our great relationship with Ami Anker, director of catering and the staff at the Fiesta Resort Conference Center.

Thank you for allowing me the opportunity to serve the chapter. It was a year of professional growth and I gained insight and knowledge beyond measure. I am grateful to the Board and our members for this experience.

# End-of-Year Reports

## 2010—2011 Kachina-East Valley Chapter Board Member Reports

### Vice President—Membership

#### Janice Cissna, CPS/CAP

The Kachina-East Valley Chapter started the 2010 – 2011 year with 42 members as of July 1st, 2010. Membership total as of April 30th, 2011 was 46 members.

Total members dropped between July 1st, 2010 and April 30th, 2011 was 10 members.

Total new members gained between July 1st, 2010 and April 30th, 2011 was 14 members.

Total net gain for the Kachina-East Valley Chapter between July 1st, 2010 and April 30th, 2011 was four members.

In October of 2010 the chapter hosted a Growth Event to recruit new members. The chapter gained one member from this effort.

In March of 2011 the chapter hosted a New Member Orientation. Two new members attended.

During the 2010 – 2011 IAAP year, I will have attended 11 board meetings and 10 chapter meetings.

### Secretary's Report

#### Nancy Riley, CPS

The Secretary attended all regular meetings, Board Meetings, August Planning meeting, December Social, New Member Orientation on March 17th and the November Wine Tasting. Meeting minutes have been posted to the chapter website during the year.

### Treasurer's Report

#### Theresa Lovato, CPS/CAP

Beginning balance on July 1, 2010 was \$3,642.72. For the period ending April 30, 2011 the chapter had revenues of \$5,617.45 and expenses of \$6,592.50; and an ending balance of \$2,667.67.

Fundraising efforts throughout the year, including the monthly 50/50 raffle, netted \$858.70. Additional fundraising efforts from the APD Conference will be forthcoming. There have been no extraordinary expenses to report.

When I accepted the Treasurer position, I knew very little about record keeping and budgeting so the position as Treasurer has enabled me to learn new skills and broaden my horizons. Thank you for allowing me to serve.

### APD Conference Chair

#### Michelle Johnson, CPS/CAP

The Administrative Professionals' Day® Conference was held on Tuesday, April 26, at the Phoenix Convention Center. From the facility, to the speakers, to the vendor expo, to the delicious food and the incredible door prizes, it was an unforgettable conference. The Executive Conference Center is state-of-the-art and made for a pleasant setting. We had 136 in attendance and 40 vendors!! Although we did not sell out the lecture hall, we were pleased to have all four chapters sponsoring this conference to maximize our efforts and attendance.

My thanks to Dorothy Galvez CAP and Rose Kallevig for serving on the committee for our chapter. I'd also like to thank Patti Koblewski for her contributions. Dorothy handled her duties as treasurer masterfully. Registration went very smoothly and set a positive tone for the day. Rose worked diligently in soliciting and gathering door prizes. The door prizes were handled efficiently and distribution went very smoothly. The iPad, Nook, two round trip airline tickets from American Airlines and the Arizona Diamondbacks suite were the top prizes. There were lots of happy attendees with big smiles! With the caveat that you had to be present to win, every attendee at the end of the day received a prize.

Our thanks to the chapter for entrusting us to represent them on this committee. As always, it is an honor to serve our chapter and work with a group of professional and hard working women. The other Valley chapter members were: Kim Hennis CAP and Lori Zunk CAP from Scottsdale, Kimberly Cruz and Pam Vitalone from Valley of the Sun, and Vanessa Au and Karen Hanrahan CPS from Valley West.

Our thanks to the Phoenix Convention Center for providing top notch customer service -- their conference meeting staff were professional, friendly, responsive and it was an enjoyable working relationship. As you have heard, the location of events such as this one greatly influence attendance and determines the success of the event. We can truly say that the Phoenix Convention Center was a GREAT LOCATION based on comments from attendees.

# End-of-Year Reports

## 2010—2011 Kachina-East Valley Chapter Board Member Reports

### Bylaws Committee

#### Denise Malavasi, CPS/CAP

The Bylaws Committee reviewed the bylaws and standing rules of the chapter. The mandated revision to the Bylaws and Standing Rules was prepared for presentation at the annual meeting. The committee also reviewed the Division Bylaws and Standing Rules and submitted grammatical changes as well as proposed amendments. However, the Division Bylaws Chair did not scroll through the whole document so most of the amendments proposed were not distributed. The Division did not send out the proposed amendment notice by the date specified in their Bylaws so all amendments proposed at DEFAM will need to be treated as if no notice had been given. Nancy Riley, CPS served on the committee.

### Certification Committee Report

#### Dorothy Galvez, CAP

As always, we are pleased that administrative professionals continue to pursue certification and to maintain their earned designation by recertifying. Professional certification attests to the competence of administrative professionals and recertification verifies that those competencies are maintained.

In November 2010, two candidates sat for the CPS exam and one candidate sat for Part 4 of the CAP exam. In May 2011, two candidates sat for the CPS exam, two for the CAP exam (all parts) and three for Part 4.

IAAP's Certification Program will change beginning November 2011. The program will move from a two rating system to a one rating system, with areas of specialty. The base rating will be Certified Administrative Professional (CAP). The first specialty area to be offered will be in Organizational Management (OM).

The CAP exam will become a one-part exam that will test similar material to the current three-part exam. The OM specialty will also be a one-part exam that will test similar material to the current Part 4 of the CAP exam. At least a one year notice will be given prior to each new specialty designation that is made available. A new candidate wishing to attain the CAP rating and the specialty designation has two options available to her/him. The candidate will apply to take the one-part CAP exam and after attaining the CAP rating will apply to take the one-part OM specialty exam. Or, the candidate can apply to take both the CAP exam and specialty exam at the same time. The one-part CAP exam will be 300-350 multiple-choice questions and the one-part OM exam will be 150-170 multiple-choice questions.

New certification publications are now available for the November 2011 exams and can be found on the IAAP website under Certification > Certification Changes [The Exam Guide: Certified Administrative Professional, The Exam Guide: Organizational Management Specialty, application for the CAP and the OM specialty exam, and Job Function and Employer's Statement]. The exam guides provide general information on the CAP rating and OM specialty exam, outlines for each exam, bibliography of college texts used to write the exams, tips on how to prepare for the exams, materials that may be used for broad overview, and suggestions on how to start a study group.

After November 2011, all active CPS holders will have their designation changed to CAP and all active CAP holders will have their designation changed to CAP-OM.

Special thanks to Michelle Johnson, CAP who gives of her time to serve as proctor for the certification exams. I would especially like to challenge Kachina Chapter members to apply to sit for the CAP exam in November and encourage those who have certified to maintain their certification.

### Community Service/Box Tops for Education

#### Denise Malavasi, CPS/CAP

We sent Frank School in Guadalupe 475 Box Top Coupons, each worth 10 cents. The teacher who is coordinating the program is very excited. He works with special needs children and they keep track of the coupons. The coupons also supply the school with money it otherwise would not have had. You would be surprised at what teachers can do with just a little bit of money to help in their classrooms. I have received about 60 more boxtops since the last package was sent in. At the April Kachina - East Valley Meeting we discussed continuing the Box Tops coupon collection. The members were in favor of continuing even if there is no Avery contest. Any future coupons will be sent unmounted since the children learn dexterity, math, and several other lessons from preparing the coupons for cash in.

### Executive of the Year

#### Nancy Riley, CPS

Procedures to nominate an executive for Executive of the Year were published in the February 2011 issue of the Perspective. A nomination was received and considered by the Board of Directors. The 2011-2012 Executive of the Year will be presented at the June Installation Banquet.

# End-of-Year Reports

## 2010—2011 Kachina-East Valley Chapter Board Member Reports

### Red Rose

#### Jan Mahoney

This year 63 cards were sent to members to recognize life events (47 birthday, 7 encouragement, 1 retirement, 6 congratulations, and 2 sympathy). Red Roses were provided for the memorial service of a former member, Sandy Close. The beginning balance as of July 1, 2010 was \$119.12 and the balance as of April 30, 2011 was \$115.31.

### Ways and Means

#### Nancy Rung, CPS

This year we engaged in 7 projects. Two of the projects, Chevy's and Studio Vino, were repeated again during the year.

Chevy's	\$89.90
Chevy's	\$29.74
Current Cards	0
Pampered Chef	\$76.06
Raffle (for Billy Elliott tickets)	\$180.00
Silpada Jewelry	0
Studio Vino	\$40.00
Studio Vino	\$110.00
Tao of Everest	\$25.80 (for Kachina Chapter; \$120 total)
Tupperware	<del>\$37.00</del>
<b>Total</b>	<b>\$588.50</b>

### Webmaster

#### Theresa Lovato, CPS/CAP

This year we made a few changes relating to the website. In June 2010, we changed web-hosting services to Hostmonster.com, which will save the Chapter approximately \$250 per year. Just recently, we registered our Domain name with Hostmonster.com and will realize additional savings in the coming years. Hostmonster.com has features that we plan to explore in the coming months that we believe will enhance our website.

### President

#### Marina Higdon

The IAAP Kachina-East Valley Chapter, 2009-2010 Chapter of Excellence, has now almost completed the year of Passion & Purpose, and is ready to obtain 2010-2011 Chapter of Excellence status. We've had a busy year. We took our surveys and adopted our Strategic Planning Goals in the summer.

We enjoyed nice events, courtesy of ASU Gammage, "Mel Brooks Young Frankenstein", on September 27, "9 to 5 the Musical" on February 22, and Bill T. Jones/ Arnie Zane Dance Company – "Fondly Do We Hope...Fervently Do We Pray" on Saturday, March 5. Among other fun(d)raisers, we are sold chances to win two tickets to Billy Elliot, The Musical, at ASU Gammage Auditorium, performance dates April 27-May 8, 2011.

Our socials at Chevy's have been a nice opportunity for camaraderie, and a little fun(d)raising as well! We hosted a Wine Tasting event on November 13, and again on April 1 at Studio Vino in Tempe.

We enjoyed the Division's Education and Leadership Conference October 16-17, and are looking forward to DEFAM in Albuquerque.

We hosted a successful Career Growth event on October 26, and a New Members Orientation on March 16.

On November 6, we hosted a four-Chapter event, "The Tao of Everest", presented by Ian Woodall [www.taofeverest.com](http://www.taofeverest.com). Our programs offered recertification, and we hosted quality speakers, including Karen Thomas from Avery, Kitty Wiemelt from Winds of Change Consulting, Joe Mizzi from Office Team, Eileen Roth from Everything in its Place® and author of Organizing For Dummies®, Joe Rostowsky and Katrina Kurz from New Horizons Computer Learning Centers of Arizona, and our own Sandy Chismark, President Valley West Chapter and Margaret Lojas CAP AZ-NV-NM Division President. Nancy Riley CPS made a presentation in reference to "Parliamentary Primer: Basic Procedures".

Our holiday social at our immediate past President's home, Nancy Rung CPS, was very nice, as always.

Our four-Chapter event on April 26 at the Phoenix Convention Center – the 2011 Administrative Professionals Day® Conference – was a tremendous success.

We have even sponsored the chartering of an international chapter at large – Chapter Brazil, in Sao Paulo. They've been approved for chartering, and are recruiting the necessary members. Hope to see them parading the Brazilian flag in Montreal! If not, we will certainly be looking for them at Galveston, TX next year!

I once read a quote that made a great impression on me - "Skills are cheap, Passion is priceless... Why? One can't teach Passion." We are so fortunate to have Passion & Purpose!

# Save the Date

June 14, 2011

## Installation Banquet

Registration—5:30 p.m.

Dinner—6:00 p.m.

Fiesta Inn & Conference Center

Galleria A & B

Cost is \$25

## Officer Installation Banquet

Margaret Logas, CAP AZ-NV-NM Division President will be installing the 2011—2012 board:

Marina Higdon—President

Theresa Lovato, CPS/CAP—VP/Programs

Laura Scheller, CMP—VP/Site Coordination

Shari Schugardt—VP/Membership

Nancy Riley, CPS—Secretary

Nancy Rung, CPS—Treasurer

### This Month's Menu Choices:

BBQ Chicken

Or

Vegetarian Choice: Veggie Burger

Each served with Potato Salad & Corn on the Cob

Mixed greens salad and apple pie will also be served

Fiesta Inn Resort & Conference Center

2100 S. Priest Drive  
Tempe, AZ 85282

Southwest corner of Priest and Broadway

Please RSVP with your menu choice no later than 10:00 a.m. on Friday,

June 10th, 2011 to Cheryl Amick at [cnamick@asu.edu](mailto:cnamick@asu.edu) or (480) 965-2176

## 2010—2011 Chapter Meetings

September 14th, 2010

*Get Organized with Avery*

Karen Thomas, Avery Account Manager

October 12th, 2010

*Re-Purpose, Re-Tool & Re-Fresh Your Life—  
Seven Principles of How to Move Through a  
Transition Successfully*

Kitty Wiemelt, Winds of Change Consulting

November 16th, 2010

*(Please Note this is the 3rd Tuesday)  
Resume Writing in the Digital Age*

Joe Mizzi & Garrett Messerly, OfficeTeam

December 14th, 2010

*Holiday Social*

January 11th, 2011

*Dispel the Top 10 Time Management Myths*  
Eileen Roth, [www.everythinginitsplace.net](http://www.everythinginitsplace.net)

February 8th, 2011

*Microsoft Office Tips & Tricks*

Katrina Kurz, New Horizons Computer  
Learning Center

March 8th, 2011

*Public Speaking—You Don't Really Have to Die!*  
Margaret Lojas, CAP & Sandy Chismark, IAAP  
Valley West Chapter

April 12th, 2011

*Parliamentary Primer: Basics of Parliamentary  
Procedure*

Nancy Riley, CPS Kachina-East Valley Chapter

May 10th, 2011

*Annual Business Meeting*

June 14th, 2011

*Installation Banquet*

## Save The Date!

2011—2012 Year Planning Meeting

Tuesday, August 2nd at 6:00 p.m.

More details and RSVP deadline to come.

## Important IAAP Dates

International EFAM

July 24th-27th, 2011

Montreal, Quebec, Canada

# Board Member Reports



Jessica Cherry, CPS/CAP  
Vice President—Programs

It's hard to believe that the 2010-2011 year is coming to an end. The time has really flown by. When I was younger people used to tell me that as you get older the time goes by even faster. My response to them was, "That's a bunch of malarkey." Well, I'm eating crow now because they were right! I haven't quite figured out what causes this phenomenon of time passage, nor do I think I ever will. I have a strong feeling it could be that I have a lot more going on in this phase of my life and my responsibilities have greatly increased from those of 20 years ago. My hypothesis could be different from yours.

People have different thoughts, opinions, and views, which is what makes their contributions unique. This is what makes work teams strong and helps individuals to learn and grow, both professionally and personally. I have learned a lot this past year while serving on the Kachina-East Valley Chapter Board of Directors, and hopefully I've grown from it as well.

I hope you found the programs offered this past year informative, enjoyable, and that there was a little something for everyone. It's time for me to take a step back and return my full focus to completing my other educational pursuits. I'm confident that your 2011-2012 officers will do a fantastic job.

Remember, the Board of Directors works with your interests in mind, so be sure to complete the Survey Monkey and the Member Interest Finder. If you don't speak up about your interests, the board will not know. It's kind of like the phrase, "You can't win if you don't play," so please do your part to make this a win-win for all involved!

"Time is what prevents everything from happening at once"

-John Archibald Wheeler  
*American Theoretical Physicist*



Cheryl Amick  
Vice President—Site Coordination

We had a terrific May meeting with 21 members in attendance.

With June being my last meeting as VP of site coordination for the Chapter, I would like to extend my heartfelt gratitude to all of you for your patience, kindness and support, as you all greatly contributed to my success. I learned much as I served within the Chapter this last year. I also want to thank each of you for your prompt RSVPs throughout this past year.

Since our June meeting falls on Flag Day, we are honoring the day with an all American meal:

Meat choice: BBQ chicken, potato salad, corn on the Cob, mixed green salad & apple pie

Vegetarian choice: Veggie burger, potato salad, corn on the Cob, mixed green salad & apple pie

Please note, that the location of our June meeting is in Galleria A & B. Enter through the hotel lobby, walk past the registration desk, veer to your right and walk straight down the small corridor to Galleria A & B.

As a reminder, when you RSVP for a monthly meeting and are unable to attend or cancel by the deadline, it is necessary to bill you for the meal to cover the cost with Fiesta Resort – doing so keeps the Chapter financially solvent.

See you at the meeting!

# Pathways to Excellence

## Follow our progress as we strive to achieve Chapter of Excellence for the 2010—2011 year!

Chapter Criteria (Need 14 out of 19)	July/ Aug	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Status
Hold Six Meetings that offer recertification points	-	★	★	★	-	★	★	★	★	-	-	Complete!
Have one member earn CPS and/or CAP (you?)	-	-	-	-	-	-	-	-	-	?	-	NEED
Sign commitment agreement	-	-	-	★	-	-	-	-	-	-	-	Complete!
Distribute six newsletters	★	★	★	★	★	★	★	★	★	★	★	Complete!
Participate in IAAP web community	-	-	-	-	-	-	-	-	-	-	-	NEED
Create annual calendar & marketing plan	★	-	-	-	-	-	-	-	-	-	-	Complete!
Create annual budget & monthly statements **	★	★	★	★	★	★	★	★	★	★	-	In Progress
Maintain a full slate of officers & four chairs	★	-	-	-	-	-	-	-	-	-	-	Complete!
Leadership/succession officers/chairs training	-	-	★	-	-	-	-	-	-	-	-	Complete!
Send delegate to DEFAM & delegate/proxy to International	★	-	-	-	-	-	-	-	-	-	-	Complete!
Have a member serve as Div. or Int. committee/officer	★	-	-	-	-	-	-	-	-	-	-	Complete!
Hold seminar, APD or Exec. Event	-	-	-	-	-	-	-	-	★	-	-	Complete!
Apply for Avery or IAAP Chapter Award	-	-	-	-	-	★	-	-	-	-	-	Complete!
Have 15 members & 80% retention	-	-	-	-	-	-	-	-	-	-	-	In Progress
Conduct at least one recruitment Meeting **	-	-	★	-	-	-	-	-	-	-	-	Complete!
Hold a new member orientation	-	-	-	-	-	-	-	★	-	-	-	Complete!
Increase membership by 12%	-	-	-	-	-	-	-	-	-	-	-	NEED
Sponsor new professional or student chapter	-	-	-	-	-	-	-	-	-	-	-	NEED
Strategic plan & member survey	★	-	-	-	-	-	-	-	-	-	-	Complete!

\*\* These are mandatory requirements in order to obtain Chapter of Excellence

Please visit [www.pathways.iaap-hq.org](http://www.pathways.iaap-hq.org) for more information on the Pathways to Excellence Program.

## Notes From DEFAM 2011

2011 DEFAM in Albuquerque was a pleasant event. Congratulations to the new AZ-NV-NM Division Board, installed by Southwest District Director Dortha Gray CPS/CAP:

Patty Spears CPS	President
Lorraine "Lori" McGraw	President-Elect
Vera Tina L. Gilberson	Vice President
Beth Coughenour CPS/CAP	Secretary
Barrett Shaw CPS/CAP	Treasurer

Michelle Johnson CPS/CAP was appointed AZ-NV-NM Division Certification Committee Chair. Congratulations, Michelle! We are proud to have you as the Kachina-East Valley Chapter's representative at Division level.

Kachina-East Valley Chapter received a 2010-2011 Make a Difference Award from Sandy Kowalec CAP, AZ-NV-NM Division RTF Chair, in recognition and thanks for our Retirement Trust Foundation's monetary contribution. (attached)

Margaret Lojas CAP 2010-2011 AZ-NV-NM Division President recognized 2010-2011 AZ-NV-NM Division Chapter Presidents with a Certificate of Appreciation, and a lovely handcrafted token. Thank you, Margaret, for your service, dedication, and commitment. You will continue to inspire us.



From left: Michelle Johnson, CPS/CAP; Nancy Riley, CPS; Marina Higdon

### June Anniversaries

Phyllis Chase, CPS—42 Years

Sheryl Hand, CPS—26 Years

Pam Conley, CPS/CAP—21 Years

Diane Cook—8 Years

Sherian Fleming—5 Years

Lucy Coltman, CPS—2 Years

### **Member Birthdays**

**&**

### **Anniversaries**

#### June Birthdays

*Kathleen Paulsen—June 7th*

*Marina Higdon—June 29th*

We are missing several member birthdays. Please email Janice Cissna at [jcissna@phihelico.com](mailto:jcissna@phihelico.com) with your birthday.

## Parliamentary Procedure

*Tip of the Month by Nancy Riley, CPS*

### **Bylaws and Ballots**

During last month's annual meeting the bylaws were revised. With a revision, the bylaws as a whole are considered and adopted. However, a member may move the revision be considered paragraph by paragraph. This is referred to as considered seriatim.

The Bylaws Chair reads each paragraph followed by any changes to the paragraph. Then the President calls for discussion and a vote.

Should an amendment be proposed, the amendment is discussed and then put to a vote. Then the paragraph as amended is discussed and put to a vote.

Elections for officers is another item of business conducted during the annual meeting. Should there be more than one candidate for an office, there would be a vote by ballot. A Tellers' Committee would then be appointed to count the votes. If you are asked to service on this committee, what do you need to know?

A member of the Tellers' Committee never touches the ballots until ready to count. Use a container to collect the ballots. Members should be instructed how to fold the ballots or the instructions should be instructed how to fold the ballots or the instructions should appear on the ballot. Each member places the ballot into the container.

Should two ballots be folded together as if they were one sheet of paper, the ballot counts as one illegal ballot. Illegal ballots do not count in the total votes cast. Should ballots slide inside one fold of another ballot, they are okay and counted as legal ballots.

During the count, one teller reads out loud the ballot. The other two tellers each enter a tally mark on their counting sheet. After each fifth vote each teller should say aloud, "tally." If both do not voice the word, stop the counting and start over using a new sheet for the tallies.

List each candidate who gets votes on the Teller's Report form, listing the candidates in order of number of votes received with the highest votes at the top.

Record the appropriate information on the Report form. Give one copy to the President before reading the report to the chapter. After reading the form, give to the Secretary.

The President again reads the report. However, after reading the results for each office, say, "(name) has been elected (office)."

After the President has announced the results and declared the winners, the Chair of the Tellers should move to have the Secretary destroy the ballots after the meeting adjourns.

### **Denise Malavasi, CPS/CAP**

### **Microsoft Office 2010**

We are now confronted with a change in how we handle the Office environment. We have worked with 2003 and 2007 for a long time. Now Microsoft has changed the look and feel of Office with 2010.

There are some great advantages with this change and as usual with Microsoft, some great problems.

I anticipate that the biggest problem is going to be people, you and I included. This version of Microsoft Office looks different to a shocking degree than the ones that have gone before. Things are not where you are used to finding them and until you poke around and practice they will be confusing. Actually, after getting over the first shock, I found many of the changes much more convenient. For years Microsoft has been talking about making Office "intuitive" and we who use it every day wonder intuitive for who? This time, once you get used to the changes I think they actually got it almost right.

We are all used to taskbars at the top of our screen. They are no longer taskbars, but ribbons. These ribbons are just a new way of opening the tasks for the work you want to do on a project. Before when they used taskbars everything was crammed at the top of the screen and you needed to know exactly what was to be done. By using the ribbons only the commands you need for a certain task appear and are much more likely to lead you to the commands you need. I have found that unlike Office 2007 this method is neater, less cluttered, less convoluted and easier to follow and use.

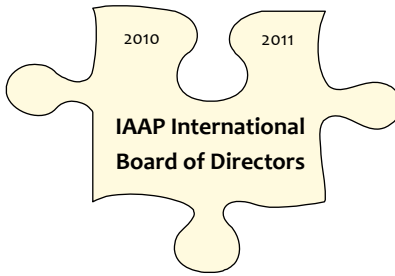
The important part about working with and accepting Office 2010 is to be open and ready to accept the changes and work with them. I have found that several of my "short cuts" left over from learning to work with the original DOS programs no longer work at all. They have been disappearing from each iteration of Office – but this time many more are gone. I have not cried out, beaten my breast, tore my hair out or sprinkled ashes over me – I have learned new ways to muck about Office to find other ways to do things, and I am sure I will learn more.

As company after company introduces Office 2010 into their working environment be ready to accept the new methods cheerfully and with an open mind. After all there is no other alternative, unless you can write a set of programs that really work for people beyond geeks.

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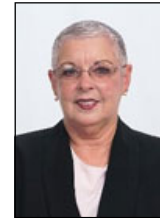
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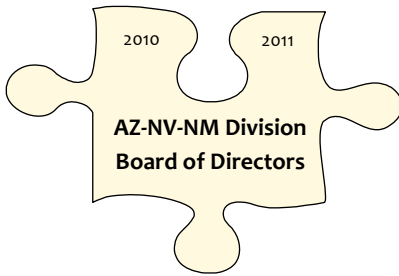
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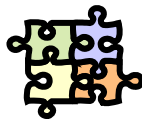
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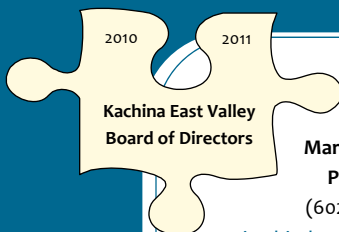
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President  
(602) 523-2424  
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[www.kachinachapter-iaap.org](http://www.kachinachapter-iaap.org)

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Vice President—Site Coordination  
(480) 965-2176  
[cnamick@asu.edu](mailto:cnamick@asu.edu)

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[usafvet69@yahoo.com](mailto:usafvet69@yahoo.com)

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[jcherryiaap@yahoo.com](mailto:jcherryiaap@yahoo.com)

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(602) 273-9334  
[jcissna@phihelico.com](mailto:jcissna@phihelico.com)

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## *Make a Difference Award*


Presented to

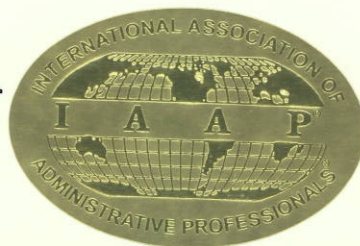
*Kachina Chapter  
2010 - 2011*

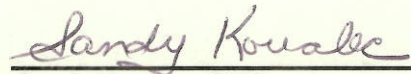
*RTF Mission:  
To provide  
assistance to  
administrative  
professionals,  
age 55 and older,  
who are in need.*

*On behalf of the AZ-NV-NM Division,*

**THANK YOU** for your  
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monetary contribution.

  
Margaret Lojas CAP  
AZ-NV-NM Division President



  
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**2012 International Education Forum and Annual Meeting**  
 July 22-25  
 Gaylord Texan Resort and Convention Center



## APRON FUNDRAISER ORDER FORM

### The Apron Story: Amanda from Oklahoma

As Told By: Jacquelyn Hudgins CPS/CAP

While traveling through Oklahoma in the spring 2009, I stopped by an Amish bakery. I noticed some aprons for sale. One apron was made of fabric with grapes and grapevines. I immediately thought of the 2012 Grapevine IEFAM. I asked the person behind the counter if she could connect me with the person who made the apron. She did and that's how I met Amanda.








Amanda is an Amish lady in her 80's. I met Amanda at her home in the country, not far from the store where her handmade aprons are sold. She told me her husband, who is older than she, is sick and having a difficult time working and providing for the household. She decided she would do what she could to help bring in money to pay for her family's needs. This apron was handmade on a treadle sewing machine and pressed with an iron actually made of iron!

By purchasing this apron, you will not only support the 2012 IEFAM but will help a family in need. Remember, you can purchase an apron or aprons for numerous occasional and Christmas gifts. We appreciate your support in this fundraising endeavor very much!!



Jacquelyn Hudgins CPS/CAP, Co-Coordinator, modeling apron

**Makes an excellent gift!  
 Contains no logo or markings—just a lovely handmade, good quality, and useful item.**

      	
<p><b>Price w/Hand Delivery: \$20.00</b></p> <p><b>Price w/Gratis Shipping &amp; Handling: \$20.00</b></p> <p><b>For multiple apron orders, contact Elaine.</b></p>	<p><b>Check Payable: 2012 IAAP Grapevine Convention</b></p> <p><b>Mail Checks to: Elaine Harrison CPS/CAP</b>          13805 Birchlawn Drive          Dallas, TX 75234-3513</p> <p><b>Questions: elaine.harrison@christushealth.org</b></p>
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<p><b>Also available at 9-13-10 meeting; NETAC meetings; or at a chapter meeting of HC Board Member</b></p>	