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Notes from Marina...

It was an honor and a privilege to represent IAAP Kachina-East Valley as a delegate at 2011 EFAM in Montreal, Quebec, Canada. The number of registrations this year was 1,018; 228 first time attendees. The delegate report is posted on our website www.kachinachapter-iaap.org.



Marina Higdon, President
Kachina-East Valley Chapter



Pictured (from left to right) are all presidents/delegates who received Chapter of Excellence recognition from the AZ-NV-NM Division President at 2011 EFAM SW District caucus: Barrett Shaw, CPS/CAP - City of Lights, NV; Patti Speer, CPS - AZ-NV-NM Division President; Kim Hennis, CPS/CAP - Scottsdale, AZ; Marina Higdon - Kachina-East Valley, AZ; and Sandy Chismark - Valley West, AZ.

Congratulations to the board and all members who made this possible. Special congratulations to our 2010-2011 Members of Excellence: Cheryl Amick; Phyllis Chase, CPS; Jessica Cherry, CPS/CAP; Janice Cissna, CPS/CAP; Marina Higdon; Michelle Johnson, CPS/CAP; Theresa Lovato, CPS/CAP; Denise Malavasi, CPS/CAP; Nancy Riley, CPS; Nancy Rung, CPS; and Kim Hennis, CPS/CAP, soon to transfer from Scottsdale to Kachina.

The key note speakers at EFAM were outstanding. Clinton Kelly invited 100 attendees for a special breakfast sponsored by Hammermill, and I was the lucky winner of a ticket. Janice Cissna also got a ticket from a board member who could not attend. We both sat by Clinton, and had a photo taken

(Continued on page 2)

What's In It For Me Webinar

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](http://www.iaap.org). Prospective members will discover what's in it for them and how IAAP can help them become career-minded administrative professionals.

The New OPTIONS

IAAP Headquarters is excited about a revamping of the Options program and the addition of a tech training program.

If you want to prepare for the Microsoft Certification exams, our program will help you pass. [Learn with Options](#) and watch your career soar.



Check Us Out

&

Join Us on the Web!

www.kachinachapter-iaap.org

www.az-nv-nm-div-iaap.org

www.iaap-hq.org



From the Desk of...



Theresa Lovato, CPS/CAP

Vice President—Programs

I am excited to start the year with the new challenges I have as VP of Programs. I hope the speakers/topics we have selected for the year are informative, fun and motivating for everyone! The program calendar is complete and bookmarks will be distributed at the September 13 meeting. Karen Thomas, Account Manager for Avery Dennison, will be joining our September meeting to provide business solutions for greater productivity and she will include a live demo of the new IAAP templates as well as Design & Print online. Please provide me with any suggestions for topics and/or speakers that you may have; although we have speakers lined up for this year it is important to find new resources for future meetings and events. Again, I look forward to working with everyone this year to make our chapter REMARKABLE!!



Laura Scheller

Vice President—Site Coordination

Meet Laura Scheller, our 2011—2012 Vice President of Site Coordination!

Laura Scheller is the Founder and President of Solmonte Hospitality and maintains the designation of certified meeting planner (CMP). Laura is currently Immediate Past President of the Board for the Sunbelt Chapter of Meeting Professionals International and Vice President of Site Coordination for the Kachina Chapter of IAAP. In addition, she is an adjunct faculty member for Scottsdale Community College in the Hospitality & Tourism Management Program.

With over 20 years experience in the hotel and resort industry, Laura provides expertise in site selection and contract negotiation along with full meeting planning services. "My focus is on providing the best value for my client based on the specific needs of the individual organization and program."

"I am excited to be a part of the board of IAAP. This position is ideal based on my experience and contacts within the industry. I look forward to working with my fellow Kachina members this year."

Please welcome Laura to the team.

with him as a group at our respective tables. Clinton had a reserved seat and spent 3 minutes at each table, in addition to delivering a special speech. Then, he made the official key note presentation "Making a Great First Impression", enjoyed by all. The second key note speaker, Sam Glenn, The Attitude Guy™ finished a chalk art piece on stage, which he later donated to be auctioned at the banquet to benefit IAAP Research & Education Foundation (R&E). The painting was bought for USD4,000.



Sam's theme was "A Kick in the Attitude: Recharge Your Work And Life". Sam is a talented artist and a hilarious comedian. Check Sam's website for some of his audio presentations <http://samglenn.com/store/audio/12-audio.php> - you'll enjoy a sample of what we experienced live at EFAM. We will make an effort to gather workshop and leadership session materials to be published on our website and/or newsletters for your benefit throughout the year.

As a delegate, I had a very nice third row seat this year. I had the opportunity to approach President Tamra Goodall, and follow up with invitation from soon to be chartered Brazil Chapter (currently 12 members; need 3 more to be Chartered) to come speak at an international panel in Sao Paulo in October (COINS - International Congress for Administrative Professionals). I am also invited. Isabel Baptista, President of SINSESP (Union of Secretaries in the state of Sao Paulo), extended the invitation, and promoted the event at EFAM, together with Denise Zaninelli, from Grupo Fleury. Should any of you have interest in coming to Sao Paulo; the event will be October 28-29, 2011. Visit www.coins.sinsesp.com.br for details. Deadline for applications is September 28, 2011.

Montreal is a vibrant and friendly city; we all had a wonderful time. Next year, Gaylord Resort in Grapevine, TX! For the ones who are thinking about volunteering at 2013 EFAM in Anaheim, CA the contact is:

AlVerta Harty CPS/CAP (alverta.harty@bayer.com)
EFAM 2013 Co-Coordinator
CA Division Parliamentary Advisor 2008 - Present
CA Division President 2007 - 2008
415-437-5828 Daytime
510-439-6941 Cell

2012: Grapevine, Texas, July 22-25, Gaylord Texan Resort
2013: Anaheim, Calif., July 28-31, Anaheim Convention Center



Lori McGraw

**Member of Excellence 2009-2010, 2010-2011
AZ-NV-NM Division President-Elect 2011-2012**

Hello, Kachina-East Valley Members,

I am honored to have been invited and privileged to have participated in the installation of your 2011-2012 officers. Congratulations for having the foresight to elect such capable and dedicated members to your Board! Thank you for inviting me and for your warm welcome.

The number of awards earned by your chapter members for service in 2010-2011 is remarkable and you deserve a round of applause for having achieved Chapter of Excellence!

I am thrilled to be your Division liaison this year and invite each and every one of you to contact me should you have questions, advice or suggestions. You will be heard and I promise you that your comments will be taken seriously. For my part, I will do everything within my power to keep you informed and, perhaps, even entertained from time to time.

Let's make the Leap to Remarkable together!



Save the Date

September 13th, 2011

Registration—5:30 p.m.

Dinner—6:00 p.m.

Program—6:30 p.m.

Fiesta Inn & Conference Center

Cost is \$25

Business Solutions for Greater Productivity

Presented by Karen Thomas, Account Manager at Avery Dennison

This is a re-certification program!

There will be a short business meeting, EFAM update and re-certification update after the program

Fiesta Inn Resort & Conference Center

2100 S. Priest Drive
Tempe, AZ 85282

Southwest corner of Priest and Broadway

This Month's Menu Choices:

Tequila Lime Grilled Chicken Breast Salad—Crisp romaine lettuce with goat cheese, tomatoes, tortilla strips & roasted red pepper with Chipotle OR Italian dressing

OR

Vegetarian—same salad, NO chicken

Vegetable soup for starter

Assorted rolls & butter

Chocolate Mousse Cake or Gluten Free Fruit Plate

Please RSVP with your menu choice no later than 10:00 a.m. on Friday, September 9th, to:

Laura Scheller at sitecoordinator@kachinachapter-iaap.org or by calling (480) 704-9617

2011—2012 Chapter Meetings

September 13th, 2011

Business Solutions for Greater Productivity!
Karen Thomas, Avery Account Manager

October 11th, 2011

I Am Strong
Kirk Wilkinson, Speaker & Author

November 8th, 2011

Successful Meetings
Mary E. Young, CMP, M.Y. Events, Inc.

December 13th, 2011

Holiday Social Hosted by Laura Scheller, CMP

January 10th, 2012

Lead, Laugh... Or Get Out of the Way
June Cline, Communication Expert

February 21st, 2012

Are Your Butterflies in Formation
Danny Valenzuela, CPS, DTM, Transition Execs

March 13th, 2012

How To Succeed... With Humor
Jodi Weisberg, Comic

April 10th, 2012

SharePoint Applications
New Horizons Computer Learning Center

May 10th, 2012

Annual Business Meeting

June 14th, 2012

Installation Banquet

Important IAAP Dates

Fall Conference

Oct. 9—Oct. 12, 2011
San Diego, CA

November Certification Exams

Nov. 4 & 5, 2011

Deadline for May Certification Exams

February 15, 2012

Spring Conference

March 4, 2012
Las Vegas, NV

Administrative Professionals Day

April 25, 2012

May Certification Exams

May 5 & 6, 2012

Division EFAM

June 2012
Las Vegas, NV

International EFAM

July 22-25, 2012
Grapevine, TX



Report of the Delegate to the International EFAM

Marina Higdon, Chapter Delegate

SUMMARY of EFAM 2011 BUSINESS

Proposed amendments to the IAAP Bylaws & Standing Rules

- Amendment # 1 - Failed - Regarding the minimum chapter size.
- Amendment # 2 - Adopted - Regarding simplifying the dues structure.
- Amendment # 3 - Adopted - Regarding discounting dues for a period of time for promotion.
- Amendment # 4 - Adopted - Regarding waiving processing fees for returning members.
- Amendment # 5 - Adopted - Regarding clarifying the board term.
- Amendment # 6 - Adopted - Regarding striking the word "international" and adding "Retirement Trust Foundation" trustee.
- Amendment # 7 - Adopted as amended - Regarding the number of division candidates that can be nominated for international office (amended to allow no more than one candidate rather than the two as proposed).
- Amendment # 8 - Failed - Regarding providing a list of delegates who failed to vote.
- Amendment # 9 - Adopted - Regarding striking words from the IAAP bylaws that are now shown in the RTF bylaws.
- Amendment # 10 - Adopted as amended - Regarding adding the words "and Retirement Trust Foundation Bylaws" that allow the IBSR Committee to review the RTF bylaws.
- Amendment # 11 - Regarding wording that was moved to the RTF bylaws.
- Amendment # 12 - Adopted - Regarding adding the task of reviewing the RTF bylaws to the IBSR Committee.

Proposed amendments to the RTF Bylaws

Amendments # 1 thru # 6 - All adopted as written and presented.
 The updated IAAP Bylaws & Standing Rules and the RTF Bylaws will be on the IAAP website in the very near future.

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Report of the Alternate to the Division Annual Meeting (DEFAM)

Nancy Riley, CPS, Chapter Alternate

Prior to the President's calling the Division Annual Meeting to order, the Parliamentary Advisor conducted a Delegate's Briefing. Proposed amendments to the Bylaws and Standing Rules were distributed. During the Annual Meeting the President stated the Chair of the International Bylaws Committee had been consulted. The Chair had determined that the Delegate's Briefing qualified a prior meeting for the purpose of determining the vote necessary for adoption of amendments.

During the morning session an Omega Memorial Service was conducted for two deceased members, Sandy Close (Kachina Chapter) and Shirley Clementz, CPS, PRP (Valley of the Sun Chapter). This was a particularly moving service to your alternate as she had attended both funerals. Your alternate had worked with both ladies. Your alternate had served as Chair of the Seminar Committee with Sandy serving as sub-chair of the door prize committee. Your alternate had served with Shirley in the Arizona State Association of Parliamentarians. As meeting coordinator of the state Annual Meeting your alternate worked with Shirley who was the state newsletter editor. The Omega Service is rarely conducted at the Division Annual Meeting. It has been a tradition during your alternate's 38 years of membership. Another tradition has almost been lost. The chapter of a deceased member sends a bouquet of 11 red roses and 1 white rose (which represents the deceased) to the funeral. Your alternate has attended a few funerals in the past few years where the chapter did not send the traditional bouquet. This is a very touching tradition to the members of the decedent's family. Your alternate feels these traditions should be documented and so includes the narrative in this report.

The slate for election of officers was augmented by a nomination from the floor for the office of Vice President. Vera Tina Gilbertson, Division Vice President, was re-elected to the office.

The proposed amendments to the Bylaws and Standing Rules were considered. Your delegate proposed to amend proposed amendment #11, which was adopted. Proposed amendment #13 was defeated. Proposed Amendment #22 was not considered but was stated to be a typographical error and a correlation change only. Your alternate thinks this is a substantive change and should have been considered since President-Elect and President are two different people. Your alternate did not have access to the minutes of the meeting during which the amendment for this standing rule was adopted in order to check to see if it was indeed a typo. 21 of the 22 proposed amendments were adopted.

Discussion of the proposed amendments to the International Bylaws was next on the agenda.

During lunch the President presented three individuals with a Lamp of Learning on their attainment of CAP certification.

The proposed RTF Bylaws were reviewed after lunch.

New business included a vote to send the Division Delegate to EFAM uninstructed.

The City of Lights Chapter in Las Vegas will host the 2012 DEFAM June 1-2, 2012. No bids were presented for the 2013 DEFAM so it will be hosted by the Division Board who will select the city where the meeting will be held.

The meeting was recessed for the Leadership Workshop.

The meeting was reconvened for the banquet where certificates were presented and the 2011-2012 Board was installed. Committee chairs were announced with Michelle Johnson, CPS/CAP serving as Chair, Certification.



Report of the Delegate to the International EFAM Continued

Marina Higdon, Chapter Delegate

(Continued from page 4)

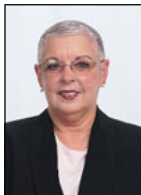
2011—2012 Board of Directors



President - Tamra Goodall CPS/CAP
(ascends automatically from President-Elect)



President-Elect - Karlena Rannals CPS/CAP



Vice President - Judith A. Yannarelli, CPS/CAP



Secretary - Antoinette Smith CPS/CAP



Treasurer - Wendy S. Melby, CPS/CAP

2011—2012 District Directors:



Canada District: Lina Veglia



NE District: Bianca M. Constance (2nd year of 2 year term)



NW District: Kristi Rotvold, CPS/CAP (2nd year of 2 year term)



SE District: Doris Goode



SW District: Dortha Gray, CPS/CAP (2nd year of 2 year term)



Great Lakes District: Tammy S. Pierce, CPS/CAP



Affiliate Representative: Leanne M. Fisher, GradCert Bus, JP



2011-2012 Committee Members

By Marina Higdon

Special recognition to Michelle Johnson, CPS/CAP for serving as AZ-NV-NM Division Certification Chair this year. Michelle will also chair the Pathways to Excellence committee at the chapter level. 2011-2012 committee chairwomen are:

Bylaws and Standing Rules - Denise Malavasi and Nancy Riley

Membership/Red Rose - Shari Schugardt and Jan Mahoney

Ways and Means - TBD - We intend to host a fun(d) raiser in the Fall with California Pizza Kitchen, who delivered delicious pizzas to our planning event, and a Wine Tasting in the Spring, at very affordable Italian Restaurant (Phyllis Chase is getting more details). Kim Hennis and Lynda Hilton, transfers from the disbanding Scottsdale Chapter, are getting us details on an amazing event we will hold at Macy's. Shari Schugardt suggested we give our chapter's name to participating grocery stores that allow a percentage from our purchases to benefit the chapter. We have been offered a link to post on our website for magazine purchases, also allowing a percentage of sales to benefit the chapter. All ideas/suggestions are welcome.

Newsletter Editor - Janice Cissna, until December 2011, and editor in training, Shari Brogni, to assume responsibilities in 2012

Marketing/Media/PR - Phyllis Chase

Community Service - Denise Malavasi (Box Tops). Received details on volunteering for St. Mary's Food Bank from Phyllis Chase.

APW Event and/or Other Educational Events - Kim Hennis, Pam Ruiz, Lynda Hilton, and Kendra Karnoski

Social Committee - TBD - Laura Scheller has offered her home for our holiday social. Nancy Riley organized a pool instruction session and practice on September 10. Again, all ideas/suggestions are welcome.

Pathways to Excellence - Michelle Johnson

Certification - Dorothy Galvez

Retirement Trust Foundation - Nancy Riley

Members, please join the committee(s) of your preference, exercise your leadership skills, lead our Chapter to Excellence again in 2011-2012, and qualify as 2011-2012 Members of Excellence!

Member Birthdays & Anniversaries

July/Aug./Sept. Anniversaries

Michelle Johnson, CPS/CAP—28 Years

Donna Ward—16 Years

Nancy Rung, CPS—6 Years

Kathleen Fretwell—1 Year

Jessica Johnson—1 Year

Lindsay Kunz, CAP—1 Year

July/Aug./Sept. Birthdays

Sheri Brogni, CPS/CAP—July 12th

Jan Mahoney—July 15th

Sheryl Hand, CPS—July 21st

Wendy Dunn, CPS/CAP—Aug. 6th

Michelle Johnson, CPS/CAP—Aug. 9th

Diane Cook—Aug. 25th

Dorothy Galvez, CPS/CAP—Aug. 25th

Lee Cordilla—Aug. 28th

Rose Kallevig—Sept. 7th

Welcome to Our Newest Members!

Lynda Hilton
Kim Hennis, CAP
Candise Shank

Member's Corner

November 2011 Certification Exams

New Candidates: Our new CAP exam and Organizational Management specialty exam will be administered for the first time in November. Both exams will be given on Saturday, Nov. 5. The new CAP exam will be given in the morning, and will be a 4 ½ hour exam. The new Organizational Management specialty exam will be given in the afternoon, and will be a 3 ½ hour exam. To apply for the new Organizational Management specialty exam, you need to already have the CAP rating, or be applying for the CAP rating at the same time as the specialty exam. New candidates will find the Exam Guides for both exams, and the exam Application on the main web site under "Certification."

Approved Retake Candidates: Existing candidates who have passed two parts of the current CPS or CAP exams, will have November as their final opportunity to retake and pass their final parts. Approved retake candidates will receive a personalized Registration Form in July. For approved retake candidates, Parts 1-3 of the current CPS and CAP exams will be given on Friday, Nov. 4; Part 4 of the current CAP exam will be given on Saturday afternoon, Nov. 5. Existing candidates, who have not passed two parts of the current CPS or CAP exams, will not be eligible to retest under the current exam structure in November.

Questions on the application process? Contact certification@iaap-hq.org.

Free Billiards Lessons

Want to learn to play billiards? A very good player has volunteered to give some lessons! Meet on September 17th at 1:00 PM at Jester's Billiards (southeast corner of Baseline & Gilbert in Gilbert). I was able to arrange a very special price of \$3 per person for the afternoon. Please RSVP by 4 pm on 9/14 to usafvet69@yahoo.com. There are plenty of extra cues so don't worry if you don't have one. They also have a very wide selection of beers from around the world, in case you just want to come watch.

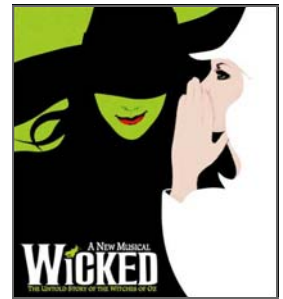
Thank you Nancy Riley, CPS foot coordinating this for our chapter!

WICKED RAFFLE TICKETS

We will have Gammage tickets again as a fund raiser! The chance to win two orchestra seats, date of choice (Feb 15-March 11, 2012), tickets valued at \$93.50 each, to **Wicked** will cost \$10.

Thank you, Michelle, and executives at Gammage, for the continuous support.

Theresa Lovato, CPS/CAP will have tickets, and books of tickets, so our members and guests may start spreading the opportunity to everyone you know. The drawing will be on December 12, one day before our December social. What a wonderful Christmas gift!



Congratulations!

Congratulations to our members who tested in May 2011 and obtained certification!



Pam Ruiz, CAP

Wendy Dunn, CPS/CAP

Lindsay Kunz, CAP

Thank you to our members Michelle Johnson and Dorothy Galvez who continue to serve IAAP by proctoring the certification exam every year.

Preparing for the Certification Exam

The Exam Guides include general information on the CAP rating and Organizational Management 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.

Prentice Hall will not have review materials for the new exams, and their current materials do not relate to the new CAP exam outline.

Metcalf Educational Services does have review materials for the new exams. Additional information on contacting Metcalf can be found in the Exam Guides. Please remember that review materials are not used to write the exams and should be used in conjunction with the college texts listed in the Exam Guides.

IAAP Leadership



Tamra Goodall, CPS/CAP
President



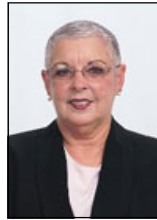
www.iaap-hq.org



Antoinette Smith, CPS/CAP
Secretary



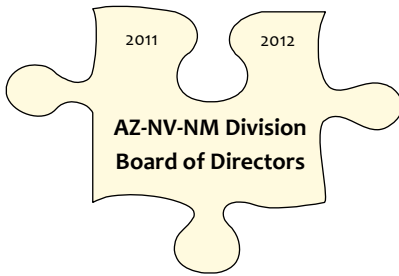
Karlena Rannals, CPS/CAP
President-Elect



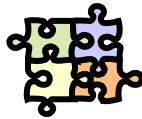
Judith Yannarelli, CPS/CAP
Vice President



Wendy Melby, CPS/CAP
Treasurer



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Patti Speer, CPS
President

Lorraine "Lori" McGraw
President-Elect

Beth Coughenour, CPS/CAP
Secretary

V. Tina Gilbertson
Vice President

Barrett Shaw, CPS/CAP
Treasurer

Committee Chairs

Brian Stucki
Bylaws & Standing Rules/
Parliamentary Advisor

Sandra Kowalec, CPS/CAP
Retirement Trust Foundation

Glenda Austin, CPS/CAP
Audit/Financial Review

Michelle Johnson, CPS/CAP
Certification

Beth Nehring
Membership

Diane Rogers, CPS/CAP
Webmaster



Kachina East Valley
Board of Directors

www.kachinachapter-iaap.org

Marina Higdon
President

(602) 319-9492

President@kachinachapter-iaap.org

Laura Scheller
Vice President—Site Coordination

(480) 704-9617

Sitecoordinator@kachinachapter-iaap.org

Nancy Riley, CPS
Secretary

(602) 920-9302

Secretary@kachinachapter-iaap.org

Theresa Lovato, CPS/CAP
Vice President—Programs

(602) 744-3702

Programs@kachinachapter-iaap.org

Shari Schugardt
Vice President—Membership

(480) 715-1118

Membership@kachinachapter-iaap.org

Nancy Rung, CPS
Treasurer

(602) 286-7201

Treasurer@kachinachapter-iaap.org



KACHINA-EAST VALLEY CHAPTER 2011-2012 STRATEGIC PLANNING GOALS

1. Increase member's interest in attending meetings
 - A. **Chapter submits annual meeting calendar with education and/or training topics to the members with a copy to the division by October 1, 2011 (Criterion 1 - Mandatory)**
 - B. Send meeting notices at least two weeks prior to meeting
 - C. Target to adjourn meeting by 8 p.m.

2. Financial Responsibility
 - A. **Chapter submits budget and annual financial review/audit report to the members with a copy to the division by December 31, 2011 (Criterion 2 -Mandatory)**
 - B. Provide a monthly financial statement to the membership
 - C. Host a minimum of two fundraising events
 - D. Partner with other Valley chapters to host APW event

3. Membership recruitment
 - A. **Chapter holds at least one Membership Drive/Member Recruitment Event between July 1, 2011 and May 31, 2012. Chapter submits completed Membership Drive Evaluation form to the division by June 1, 2012 (Criterion 3 - Mandatory)**
 - B. Provide brochures and bookmarks as marketing tools
 - C. Seek free publicity for all major events

4. Member retention
 - A. **Chapter holds at least one New Member Orientation between July 1, 2011 and June 25, 2012 (New members in attendance must have joined IAAP during the current IAAP fiscal year). Chapter submits New Member Orientation Evaluation form to division by June 25, 2012 (Criterion 4 - Mandatory)**

5. Business Plan
 - A. **Chapter develops and/or updates business plan. Chapter submits business plan to members with a copy to the division by April 30, 2012 (Criterion 5 - Mandatory)**

6. Division Sets Deadline
 - A. **Chapter sends a delegate or submits a proxy (if allowed by division bylaws) to DEFAM held in the current IAAP fiscal year (Criterion 6 - Mandatory)**

7. 2011 EFAM
 - A. **Chapter sends a delegate or submits a proxy to EFAM held in the current IAAP fiscal year(Criterion 7 - Mandatory)**

8. Member of Excellence
 - A. **As of June 30, 2010 at least 7% of the chapter members (minimum of 2 members) qualify for Member of Excellence (Criterion 8 - Mandatory)**

9. Certification and Education
 - A. Have at least (1) member attain certification during the current IAAP fiscal year
 - B. Offer recertification points for 60% of programs
 - C. Provide certification update at a chapter meeting
 - D. Provide parliamentary procedure presentation to interested members

10. Networking
 - A. Host a minimum of two socials

