

# Perspective



Kachina East Valley Chapter  
International Association of Administrative Professionals®



Vol 1, Issue 6—May 2010

## Notes from Nancy...

*“We judge ourselves by what we feel capable of doing, while others judge us by what we have already done.”* Henry Wadsworth Longfellow

I heard a speaker last week. He used this quote and it has been going around in my head since then. It’s so true personally and I think that we can apply it to our chapter too.

At the end of this year I am asking these questions – “What do we want to be known for? What have we done to accomplish it?”

Our mission statement says, “To promote excellence through education, professional development, networking and mentoring.” This gives us an anchor and a place to weave the chain that helps to make our chapter successful.

The membership roster is down for IAAP and yet our chapter has grown. Our very newest member, Shabrina Glass, of ASU, is number ten this year. Our membership stands at 43 right now with a net gain of 2 members. We’ve had some losses due to moves, retirements, and unemployment.



Our chapter hosted a very successful Growth Program in Oct. 2009. Michelle Johnson, CAP organized a committee that netted six new members and gave several members a chance to develop new skill sets.

We co-hosted an APW event with the Valley of the Sun and Valley West. Our speakers were well received; attendance – excellent, and we used the opportunity to spread the word about IAAP. Each chapter was able to make a profit. Kudos goes to Nancy Riley, CPS, Marina Higdon, and Denise Malavasi, CAP for helping to make it happen.

We take pride in providing an environment that promotes growth and learning. Our speakers have been exceptionally good for the last two years. Involvements on committees have provided a place for personal development. I know that we have members that I can call upon for advice and mentoring. I’ve often asked for and always received advice and encouragement from our members. We have mentors and networking opportunities at our fingertips. Our chapter is warm and welcoming to visitors.



Nancy Rung CPS,

We also celebrate that we have been chartered since 1966. There are many businesses that have not made it through our recession.

What do we want to be FAMOUS for? We want to be the recognized leader of administrative professionals. We’re in a world constantly changing and our chapter record shows that we’re working to keep you informed and providing continuing education.

I’ve enjoyed the leadership opportunity that was given to me and learned much from each of you.

My thanks always go to the excellent board of officers; Marina, Nancy, Yvonne, Sherian and Theresa. They are dedicated, hard-working and have put the interests of the chapter at the forefront.

The Kachina – East Valley Chapter is the best. Thank you.

*Hope to see you at the  
June 8th Installation  
Banquet!*

## Board Report

*Marina Higdon, VP of Programs*

### *Mamma Ngwen, VP of Programs*

Of our ten meetings throughout the year, seven have been educational with a formal program and speakers. We added a speaker presentation with the International Forum Report in September. The other three meetings were our holiday social, the annual business meeting and our June Installation Banquet.

Following our plans from the 2009 retreat, we offered recertification points for each of the seven programs, and two were also continuing education units.

We learned about "Business Solutions for Greater Productivity" from Avery by Karen Thomas; "Using Resilience in Times of Change, Transition and Innovation" from Dr. Jan Northup; "How to Stay Positive in Tough Times" from Kirk Wilkinson; "Events Technology" from Michael Stawiarski; "Mastery of Self" from Deborah M. Dubree; "Social Media Overview: What Is It and How Can It Help My Business?" from Sheila Kloefkorn, and "Why Smart People Do Dumb Things" from Dr. Patricia A. Gangi.

We had a profitable partnership with VOTS and Valley West, and organized a successful APD event. I am proud to have negotiated the site where the event took place, and brought two of the three powerful speakers to address our audience. We were thrilled with "Outsmart Your Brain!" from Dr. Marcia Reynolds, and "The Happiness Factor: How to Be Happy No Matter What" from Kirk Wilkinson. The third speaker was Amanda Collins, "The Grammar Doctor".

### *Yvonne Miles, VP Membership*

My main duties for the membership position are introducing guests, welcoming our new members by giving the new member speech, and ordering name badges.

This year we hosted a Growth Program in October and increased our membership by six members. We also co-hosted an APW event in April. I volunteered to be a spokesperson in the IAAP booth and met many perspective members for our organization.

We began our year with 42 members and currently have 44. We have lost some of our members but did welcome in ten new ones.

I helped to plan and facilitate a New Member Orientation recently. It was fun and interesting to get to know six of our more recent members. I also work with our Red Rose Ambassador Jan Mahoney. She sends birthday cards (and others) to our members. The Red Rose Fund currently has \$234. Our membership determined that a donation, from those funds, to the three IAAP foundations would be appropriate.

I have learned very much as an officer for the Kachina-East Valley Chapter and have enjoyed every minute of it. I'm thankful for the friendships I've developed and the encouragement I've received. I think that we have the best chapter and I'm glad I could be a small part of it!

### *Sherian Fleming, Secretary*

It has been my pleasure to serve as your secretary for the past year. Each and every meeting has been a learning experience for me. The interaction of our members, the speakers and the act of taking minutes has been an education.

Seven of our ten meetings this year required me to record minutes. It is the responsibility of the secretary to provide an accurate accounting of our business discussions.

I also had an opportunity to help raise needed funds. Through a contact that I have in the nursery business, our chapter was able to offer poinsettias to our members at a reasonable cost. The chapter made a nominal amount of money from each of the dozens that were sold. And, the poinsettias have provided months of beauty.

ens that were sold. And, the poinsettias have provided months of beauty.

Thank you very much for the opportunity to expand my skills and interact with professional and interesting people.

#### ***Treasurer's Report, Theresa Lovato, CPS/CAP***

The chapter had a beginning balance of \$2,962.90, with revenues of \$6,479.52 and expenses of \$6,898.69; the ending balance as of April 30, 2010 was \$2,543.73.

Fundraising efforts throughout the year, including the monthly 50/50 raffle, netted \$513. Additional fundraising efforts from the APD Conference will be forthcoming. There have been no extraordinary expenses to report.

I have enjoyed my first year as Treasurer and look forward to the coming year!

***Historian Report, submitted by Nancy Riley, CPS—see full [report](#).***

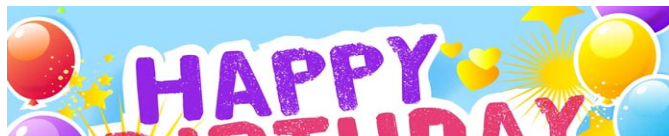
## Member Spotlight

***Kathy Paulsen*** joined Kachina Chapter IAAP in February 2010. She is employed with McKesson Medical-Surgical as an Administrative Assistant for the Regional Vice President of West Region Operations. She has held her current position for the past six years. Prior to working at McKesson, Kathy was a secretary at Phelps Dodge Corporation for six years. Kathy and her husband Gregg moved to Phoenix 14 years ago from Omaha, Nebraska. They have three daughters and two granddaughters. She enjoys golfing and traveling.

***Lucy Coltman*** joined IAAP in June 2009 as a member-at-large and has just recently transferred her membership to Kachina Chapter. Originally from Northern California, Lucy has lived in Arizona since 1997. She has been in the Advertising/Marketing & Public Relations industry for over 20 years serving primarily as an Executive Assistant and Author Representative as well as owning her own promotional products company for the past 13 years. Currently, Lucy works as an Executive Assistant for Otto Bock Healthcare which is a global leader in the manufacturer of Orthotics and Prosthetics. Lucy is an outdoor enthusiast with a passion for walking, tennis, biking and most recently the challenging (and sometimes frustrating) game of golf! She loves animals and is a volunteer for several animal rescue organizations in the Valley. Lucy lives in Chandler with her two dogs Kodiak, (German Shepherd/Chow mix) and Zoe (Golden Retriever/Chow mix).

***Rena Christensen*** joined Kachina Chapter in March 2010. She has been in the administrative field since 1991. She worked as a lead clerk on construction projects on the Hanford Reservation in Richland, Washington for 7 years. She obtained a CPS in 1995 while working at Hanford, but did not recertify in the 5 year time period because she took a 4 year detour on another career as a rancher that did not pan out. She fell back on what she knew best but no longer has her certification. She also worked as a legal secretary in Aberdeen, South Dakota and as a Construction Documents Specialist in Richland, Washington before moving to Ringgold, Georgia to work at a Deaf Bible College as the Administrative Assistant/Church Secretary for a year. Traveling back to Washington in May of 2005, she stopped to visit a daughter in Mesa, Arizona and found a job in Tempe at ASU Foundation in just a couple of days looking. She was there for 14 months then took a position at the Biodesign Institute at ASU. She has been at the Biodesign Institute at ASU for 3 ½ years now as the Administrative Assistant to the Communication Director and plans on being here at least 3 more years, when she can retire.

***Sara Rose Chacon*** joined Kachina Chapter in December 2009. She is currently employed with Blue Cross Blue Shield of Arizona as the Administrative Assistant to the Vice President and Treasurer. Her long range goal is to earn a Bachelor Degree in Interdisciplinary Studies at ASU. Sara enjoys biking, camping and photography



## Anniversary Celebrations

### May

Peggy Ake, CAP	7 Years
Theresa Lovato, CPS/CAP	5 Years
Anita Erspamer	4 Years
Marina Higdon	4 Years
Janice Cissna, CPS	1 Year

### June

Phyllis Chase, CPS	41 Years
Sheryl Hand, CPS	25 Years
Pam Conley, CPS/CAP	20 Years
Diane Cook Canade	7 Years
Sherian Fleming	4 Years
Yvonne Miles	4 Years
Lucy Coltman	1 Year

### July

Sandra Close	1 Year
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### August

Michelle Johnson CPS/CAP	27 Years
Nancy Rung, CPS	5 Years



Sonya Loveland	May 18th
Marina Higdon	June 29th
Sheri Brogni	July 12th
Jan Mahoney	July 15th
Sheryl Hand	July 21st
Michelle Johnson	August 9th
Diane Cook	August 25th
Dorothy Galvez	August 25th

Complete the  
**“Member of Excellence”**  
application on the IAAP website.

Application deadline is June 10th

## The Difference Between http and https

Maybe you already knew this, but read even if you already know.

**\*\*The main difference between http:// and https:// is - It's all about keeping you secure\*\*** HTTP stands for Hyper Text Transport Protocol,

The S (big surprise) stands for "Secure". If you visit a website or web page, and look at the address in the web browser, it will likely begin with the following: http://. This means that the website is talking to your browser using the regular 'unsecured' language. In other words, it is possible for someone to "eavesdrop" on your computer's conversation with the website. If you fill out a form on the website, someone might see the information you send to that site.

This is why you never ever enter your credit card number in an http website!

But if the web address begins with https:// that basically means your computer is talking to the website in a secure code that no one can eavesdrop on.

You understand why this is so important, right?

If a website ever asks you to enter your credit card information, you should automatically look to see if the web address begins with https://.

If it doesn't, there's no way you're going to enter sensitive information like a credit card number.

PASS IT ON (You may save someone a lot of grief).