



International Association of
Administrative Professionals®
Pennsylvania Division

Your Division Connection

Division Board

Carol Lundgren, CPS/CAP
President

Juanita Mort, CAP
President Elect

Maria Carney, CPS, AIS
Vice President

Deb Feinberg, CAP
Secretary

Leslie Piro, CPS
Treasurer

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Pennsylvania Division IAAP®

September 2011

President's Message



Greetings,

Welcome to the 2011-2012 IAAP year. I hope everyone enjoyed the summer. While some chapters took a break, others used the time for picnics and planning. There was very little down time this summer for the Division Board. We met in State College at the end of June for our Summer Board meeting; several of us attended EFAM in Montreal; we had two conference calls; we wrote meeting minutes, reports, and newsletter articles; and we sent emails – lots and lots of emails.

The planning is well underway, especially for Council meetings. All four Council meetings will be held in October: Southeast Council meeting on October 1 in King of Prussia, hosted by Pfizer Collegeville Chapter; Western Council meeting on October 15 in Erie, hosted by Presque Isle Chapter; Southcentral Council meeting on October 22 in York, hosted by White Rose Chapter; and Northeast Council meeting on October 29 in Wilkes-Barre, hosted by Wyoming Valley Chapter. Many of you weren't able to attend EFAM this year, so your Council meeting will give you the opportunity to attend two workshops, earn recertification points, hear Division and International updates, ask questions, network, and maybe even have some fun! Remember, Council meetings aren't just for Chapter officers – they're for everyone. A "Making the Leap to Remarkable" pin will be given away at each council meeting. An order form for pins is available on the IAAP web community and can also be found in this newsletter.

The Pathways to Excellence program is underway, and all Chapters and the Division have met Criterion #7 by sending either a delegate or proxy to EFAM. Not sure why that is #7 and not #1 since it happens first, but that's just my logical mind at work. Criterion #1 is due soon: *Chapter submits annual meeting calendar with education and/or training topics to the members with a copy to the division by October 1.* I hope all chapters will strive for Chapter of Excellence this year. There is no longer a 15 member minimum requirement. Full information on the 2011-2012 Pathways to Excellence program can be found at [Pathways to Excellence](#) or by logging into the IAAP web community under Member Resources, Pathways to Excellence, 2011-2012 Pathways Info.

Speaking of minimum requirements, everyone has probably heard by now that Amendment #1 to the Bylaws failed. So currently there is no minimum member requirement for chapters; however, the main goal of the Division this year is to increase membership. Division Membership Chair Kathie Hook, CPS/CAP has one

President's Message continued

member from each council area on her committee and has started an eGroup to network and share ideas for growing chapters and the division. Likewise, the plan of Northeast District Director Bianca Constance is to have all four membership chairs in the Northeast District work together with her sharing best practices for member recruitment, member retention and member engagement. In addition, IAAP headquarters has announced the 2011-2012 Growth Programs which include Member Recruitment Rewards Program, October Membership Drive, 2012 Administrative Professionals week Membership Drive, and Build a Chapter Program. Full details on these programs can be found in this newsletter.

As you can see, we are leaping right into the new year. I hope that everyone takes advantage of all that IAAP has to offer – from chapter meetings to council meetings, from eGroups to EFAM, and everything in between. We have been forward moving; we have confirmed our commitment to excellence; we have proven our passion and purpose. This year, by becoming truly engaged in our chapters, our councils, and the division, we will grow and together we will be *Making the Leap to Remarkable*.

With regards,



Carol Lundgren, CPS/CAP

Delegate's Report 2011 Education Forum and Annual Meeting

The 2011 EFAM was very different from past years in several ways. I've been to Niagara Falls and Toronto several times, but it never felt like being in a foreign country. Montreal is a totally different experience. With French being their first language, we heard it spoken and saw it written everywhere. Most of the locals also speak English and menus were in both French and English, so communicating was not difficult, just different.

One of the most noticeable differences was the downsizing of the Office Expo. There were fewer vendors than we are used to due to customs regulations. Another major difference was in Hospitality. There were no raffles - which I believe had to do with gambling regulations- and the "jewelry lady" and others who usually have items for sale were missing, again due to customs regulations.

I always seem to have a complication or two when traveling to EFAM and this year was no exception. I departed from the DuBois airport on a very small plane that has no room on board for carry-ons. I left my bag beside the plane when boarding and when I arrived in Cleveland and went to roll the bag I discovered a wheel missing. The co-captain checked the cargo area but couldn't find it. I went to my gate for the hour wait for my flight to Montreal, only to discover it had been canceled and I was put on the next flight out. So, instead of arriving in Montreal at 5:15 p.m. I arrived at 9:45. I went through customs, picked up my checked bag and got a taxi to the hotel, arriving at 10:30, exhausted and ready for bed.



Saturday morning I registered and traded my proxies for voting tickets. Among the nine proxies I carried, the one carried by Deb Feinberg, CAP, and the seven chapter delegates, all 17 PA Division chapters were represented which is wonderful. Thank you to the chapters who did not have a delegate for sending in your proxies.

Sunday began at 8:00 a.m. with the Delegates meeting with Parliamentarian Jeff Neurauter, followed by the Parade of Nations and introduction of the International Board of Directors. The 2011 International Education Forum and Annual Meeting was called to order by President Mary Ramsay-Drow, CPS/CAP. Two Canadian Mounties, accompanied by a bagpiper, presented the American and Canadian colors, and the national anthems of both counties were beautifully sung. This was followed by introductions of the Chairs of the Bylaws & Standing Rules Committee, Committee on Nominations, Elections Committee, Tellers Committee, Credentials Committee (our own Lyndee Long, CPS/CAP), Timekeeper, Head table Page, International Trustees, RTF, and past International Presidents (only five in attendance). First Time Attendees were welcomed and Members At Large Delegate named.

There were 1018 registered and 228 first timers.

Credentials Committee Report was given by Lyndee Long, CPS/CAP:

International Officers	12
Division Delegates	34
Chapter Delegates	273
Chapter At Large Delegates	1
Member At Large Delegates	1
International Affiliate Delegate	0
Number of International Officers & Delegates Eligible to Vote	321
Authorized Proxies	175
Total Number of International Officers, Delegates & Authorized Proxies	496
Number of Registered Alternates	132

It was moved, on three separate motions, to adopt the Registration/Credentials Committee Report, the Annual Meeting Rules, and Annual Meeting Program. All were adopted.

The Committee on Nominations introduced the candidates for election to the IAAP International Board of Directors and Retirement Trust Foundation Board of Trustees. There was one nominated from the floor. Each opposed candidate was given the opportunity to speak for two minutes.

President Ramsay-Drow gave the State of the Association, noting accomplishments through Passion & Purpose. Project Plan was renamed Process Plan to work on short term goals and get us to our strategic plan goals. RTF fundraising will wind down for the next year because of this past year's success and Vista Grande profits. Although members are free to continue to donate to the RTF, the fundraising focus will be on Research &

Education (R&E). New member numbers are down, but renewals are up. Cost savings efforts paid off tremendously as IAAP experienced a huge turnaround from a \$460,000 deficit to a \$160,000 net profit.

The RTF report was given by Kelly Reggio, CAP, noting the following: The HSAN program has money to give away but not enough applicants and members should help get the word out that the RTF is here to offer housing assistance to administrative professionals age 55 and older. Vista Grande is 95% occupied and currently is self-sustaining; the Family of Givers collected over \$79,000 in donations. Awards were given for fundraising efforts with PA Division's Wyoming Valley Chapter winning the award for Chapter with 15-25 members. Nancy Pevec, CPS, President, accepted for Wyoming Valley Chapter.

Avery Achievement Awards were presented by their company's representative, Sharon Newhall. Winners of the Avery Great Results Chapter and Division Achievement Award were:

- The Division Prestige Award – Pennsylvania Division, with Cathie Hoke, CPS/CAP, 2010-2011 PA Division President, accepted the award and check for \$1000
- Chapter Honorable Mention Award (40 or more members) – Great Lakes NASA Chapter
- Chapter Honorable Mention Award (less than 40 members) – Winter Park Chapter
- Chapter Distinction Award (40 or more members) – Springfield Metro Chapter
- Chapter Distinction Award (less than 40 members) – Book Cliff Chapter
- Chapter Prestige Award – Nashville Chapter

The winners of the Box Tops for Education Challenge were announced:

- West Houston Chapter, Houston, TX (40 members and over) – Education grant of \$2000
- Profile Chapter, Manchester, NH (less than 40 members) – Education grant of \$2000
- Evansville Chapter, Evansville, IL (40 members and over) – Education grant of \$500
- Presque Isle Chapter, Erie, PA (less than 40 members) – Education grant of \$500. Karen Jendruczak, CPS/CAP, President of Presque Isle Chapter, accepted the award*.

**It's interesting to note that Presque Isle Chapter collected more box tops than the winning chapter with more than 40 members.*

The Business Session was in recess until Monday afternoon.

There was just enough time for a lunch and a quick visit to the Office Expo and then on to the Northeast District Caucus. Northeast District Director Bianca Constance presided over the meeting with International Secretary Toni Smith, CPS/CAP who was also in attendance. Bianca reported that there were 108 Northeast District members registered at EFAM. First timers were welcomed. Successes were shared and international committee members were recognized. The 2010-2011 and 2011-2012 Division Presidents were introduced. Bianca named the Northeast District members who have served as International President and thanked them for their legacy. Members who had been certified since the last EFAM in Boston were recognized as well as those who were recertified. Pathways to Excellence recipients were recognized by Secretary Smith. Greater New England and Pennsylvania Divisions have obtained Division of Excellence three years in a row. Twenty-three chapters in the Northeast District achieved Chapter of Excellence, including Pennsylvania Division's Lehigh Valley, Montgomery County, Harrisburg, Liberty Bell, Pittsburgh, and Wyoming Valley. Avery Prestige Award winners and Box Tops for Education Challenge winners from the Northeast District were recognized, including Presque Isle Chapter. President Ramsay-Drow made a brief visit to the caucus. Bianca was presented with a gift from the outgoing Division Presidents. In the past, recognition had been given for RTF contributions but that was not the case this year. Following the Caucus, Northeast District RTF Chair Jean Bohinski, CAP presented Cathie Hoke, CPS/CAP with two awards. The Pennsylvania Division won the Northeast District March Challenge Award for the Highest Per Capita Contribution to the Retirement Trust Foundation Family of Givers Program, and the Highest Total Division Contribution to the Retirement Trust Foundation. Thanks to everyone who donated.

The Northeast District Cocktail Hour was an opportunity to catch up with members of the PA Division and also meet and network with members throughout the Northeast District. I went to dinner with a group from the PA Division and then made a stop at the Evening of Welcome. Our gift this year was an engraved wine glass and everyone was given a ticket for one free drink. There was DJ music, picture taking with Mounties, and dancing with a “moose.”

Monday began early with voting at 8:00 a.m. My 2011-2012 Division Presidents photo was taken at 9:20, followed by the PA Division photo. It was learned by that time that we did not have a second ballot and all Delegates were informed. There were a couple hours to relax, so a few of us checked out the mall that was connected to the Hyatt Hotel.

At noon I attended the Leadership Luncheon. “Lead, Follow, Or Get Out Of The Canoe” was the topic of our speaker, Bob Abrames. As a child, Mr. Abrames wanted to be an Indian when he grew up and he got his wish when he was selected to be a voyageur on a 100-day canoe trip with eight men and women. It was a very entertaining, career-building story about those who lead and those who follow.

At 2:15 Delegates met again with Jeff Neurauter for another briefing, and at 3:15 President Ramsay-Drow reconvened the business session.

Credentials Committee Report was given by Lyndee Long, CPS/CAP:

International Officers	12
Division Delegates	33
Chapter Delegates	268
Chapter At Large Delegates	1
Member At Large Delegates	1
International Affiliate Delegate	0
Number of International Officers & Delegates Eligible to Vote	315
Authorized Proxies	200
Total Number of International Officers, Delegates & Authorized Proxies	515
Number of Registered Alternates	132

The Credentials Committee Report as adopted.

The International Bylaws & Standing Rules Report was given by Chair Melynda Porges, CPS/CAP.

- Amendment 1 on minimum chapter size. The International Board proposed an amendment to the amendment, requiring a minimum of **10 professional** members as of **July 1, 2012**. An amendment to that amendment was proposed, adding the words **and merited**. A vote was taken on this proposed amendment to the amendment to the amendment, which passed. Then a vote was taken on the amendment to the amendment, which failed. Finally a vote was taken on the original amendment 1, which also failed.
- Amendment 2 on simplifying the dues structure – adopted
- Amendment 3 on discounting dues for a period of time for promotion – adopted
- Amendment 4 on waiving processing fee for former members – adopted
- Amendment 5 on clarifying board term – adopted
- Amendment 6 on striking “International” from RTF trustee – adopted

- Amendment 7 on who can be nominated for international office from the division. A vote to amend the amendment carried. The amended amendment was adopted.
- Amendment 8 on providing a list of *delegates who failed to vote*. An amendment to the amendment was proposed that would provide a list of *delegates who voted*. The amendment to the amendment failed, and the original amendment failed.
- Amendment 9 on striking words from bylaws that are now the RTF bylaws – adopted
- Amendment 10 on adding the RTF to words on duties for the IBDR committee. An amendment to the amendment was proposed, which carried. Adopted as amended.
- Amendment 11 on wordage moved to RTF bylaws – adopted
- Amendment 12 on adding the RTF to submit to the IBDR committee – adopted

All RTF proposed bylaws were adopted.

The election results were announced.

The following is our 2011-2012 International Board of Directors:

President – Tamra Goodall, CPS/CAP

President-Elect – Karlana Rannals, CPS/CAP

Vice President – Judith A. Yannarelli, CSP/CAP

Secretary – Antoinette Smith, CPS/CAP

Treasurer – Wendy Melby, CSP/CAP

Director, Canada District – Lina M. Veglia

Director, Great Lakes District – Tammy S. Pierce, CPS/CAP

Director, Southeast District – Doris Goode, CPS/CAP

Director, Northeast District – Bianca M. Constance

Director, Northwest District – Kristi Rotvold, CPS/CAP

Director, Southwest District – Dortha W. Gray, CSP/CAP

International Affiliate Representative – Leanne M. Fisher, GradCert, Bus, JP

RTF Trustees

Kelly A Reggio, CAP

Carolyn L. Prather, CPS

Jean Bohinski, CPS/CAP

Patricia D. Row

Karlana Rannals, CPS/CAP

Judith Yannarelli, CPS/CAP

The International Officers were installed, followed by installation of the RTF Trustees.

Executive Director Don Bretthauer addressed the assembly. Don has been CEO since 2002 and is moving on at the end of 2011. He stated how fortunate he is to have served in this capacity and credited and praised the IAAP staff. He noted that change is constant and relevancy demands change. He ended by quoting a Robert Kennedy speech, “**Some men see things as they are and say why - I dream things that never were and say why not.**”

The 2012 host committee extended an invitation to next year’s EFAM at the Gaylord Resort in Grapevine, Texas. The 2013 EFAM will be held in Anaheim, California, and the 2014 EFAM will be in Milwaukee, Wisconsin.

With no further business to discuss, the meeting was recessed at 5:50 p.m.

Tuesday began with our morning keynote speaker, author and TV personality Clinton Kelly. I don't watch much reality television so I had never heard of Clinton Kelly but I found him to be a very entertaining speaker! He offered some good pieces of fashion advice, one of which was that women in the workplace should dress for themselves - not for men. He also brought several women from the audience to the stage and critiqued their outfits. The women were very good sports and it was great fun. I attended two workshops and at 5:00 the assembly reconvened for the evening keynote speaker, Sam Glenn, The Attitude Guy. He advised us that humor is the gateway to a better attitude and we should lighten up – not be so up-tight. We can be professional and have fun at the same time!

Wednesday morning and afternoon were filled with workshops. The Final Night Banquet began at 6:30. The evening included the Adecco presentation, the 2011 Award for Excellence, and the Pathways to Excellence Program. Cathie Hoke, CPS/CAP accepted the Division of Excellence award on behalf of the Pennsylvania Division. Tamra Goodall, CPS/CAP gave her Incoming President's Address, and the banquet concluded with the Smiling Faces Video, which has been uploaded to the IAAP Pennsylvania Division Facebook page. The evening ended with the International Board/RTF Trustee Reception.

Thursday morning I attending the workshop for chapter and division officers, "Building a Remarkable Leadership Culture." The rest of the day was spent exploring a little bit of Montreal, eating at a French restaurant, and enjoying the festival that was taking place throughout the month of July in the streets next to my hotel. It was an early night since I had to get up at 2:30 a.m. to get to the airport for a 6:00 a.m. flight to Cleveland.

The first leg of the journey was uneventful but as I stated in the beginning: I always seem to have an adventure. We boarded the plane for DuBois and were just getting settled into our seats when we heard a loud "pop." All the oxygen masks had deployed! Off the plane we went, back to the waiting area for about half an hour until they located and fueled up another plane. I landed safely in DuBois, greeted by my daughter-in-law and three grandchildren, and glad to be home.

Although EFAM was different this year, it was still a great experience – good business sessions, interesting and entertaining speakers, great educational workshops, and networking with old and new friends. Thank you to the Division for allowing me to be your Delegate.

Respectfully submitted,
Carol Lundgren, CPS/CAP
PA Division President



2010-2011 Pennsylvania Division President Cathie Hoke, CPS/CAP accepting Avery Prestige Award

2010-2011 Presque Isle Chapter President Karen Jendruczak, CPS accepting the Avery Box Tops award

Officer's Message

Maria Carney, CPS, AIS
Pennsylvania Division Vice President

On July 22, 2011, I attended the International Education Forum and Annual Meeting in Montreal, Canada. Montreal is the largest city in Quebec and the second largest in Canada. An interesting fact I discovered is that Montreal is located on an island between the St. Lawrence and Ottawa rivers and is made up of the Old City and the modern Montreal. This year at EFAM there were two spectacular keynote speakers including style guru Clinton Kelly of TLC's "What Not to Wear," and motivational speaker, Sam Glenn.

Sam Glenn's story was inspiring. He talked about how a positive attitude can determine success or failure, happiness or depression, achievement or apathy, teamwork or chaos. Unfortunately, attitude is put on the bottom shelf when it comes to Training and Development. In today's society with all of the changes, demands, cutbacks, etc., it is imperative that we recharge our attitude on a regular basis. Sam stressed a good point: it is easy to be positive when life is good but the challenge is to stay upbeat when life is rocky. Sam's book, *A Kick in the Attitude*, is an excellent read that is filled with emotion and many of his personal stories. Sam indicated that attitude is a choice and some days it's the hardest choice we have to make. Ask your co-workers, IAAP members, family and friends, "How valuable is your attitude to you? If you were to buy your attitude, how much would you pay?"

In order for IAAP to be successful, it starts with the members' entire attitude. Have you considered taking the certification exams? Or maybe considered taking on a leadership role in your chapter? In Mac Anderson & Tom Feltenstein's book, *Change is Good, You Go First*, is a passage that says, "Each of us wants to be a part of something bigger than ourselves. Call it purpose, or destiny or a simple desire to get beyond the insufficiencies of our current existence. **An individual's yearning to reach outside his life is a seed of greatness waiting for a stream of inspiration.**" I really relate to this passage because I have been inspired by many of our leaders in IAAP, whether in the chapter or division. So I encourage all of you to step out of your "comfort zone," and look for ways that you can make a difference and recharge your attitude at work, chapters, and personal life. Improving your skill set can have a remarkable effect on improving your attitude. Together, we can work on keeping a positive attitude as we are ***Making the Leap to Remarkable.***



At Northeast District Caucus, receiving congratulatory letters for Chapter of Excellence, left to right: Linda Schmoyer, CPS, for Lehigh Valley; Cathie Hoke CPS/CAP, 2011-2011 PA Division President for Montgomery County and Liberty Bell; Deb Feinberg, CAP for Harrisburg; Nancy Bowman, CPS/CAP for Pittsburgh; and Jean Bohinski, CPS/CAP for Wyoming Valley

Summer Board Report

Juanita M. Mort, CAP
PA Division President-Elect

The Pennsylvania Division Summer Board Meeting was held in State College, Pennsylvania, on June 24, 25, and 26, 2011. Prior to the start of business President Carol Lundgren, CPS/CAP welcomed new board members, Debra Feinberg, CAP, Secretary and Leslie Pioro, CPS, Treasurer to the board.

President Lundgren distributed binders with information that was reviewed throughout the weekend. The Officers Guidelines and Responsibilities were reviewed and updated. Officers were assigned chapters and committees that they will mentor for the 2011-2012 year, and given newsletter assignments. President Lundgren reported on the Incoming Division Presidents' Conference.

We will continue to focus on increasing Member and Chapter participation in the Pathways to Excellence Program. Council Meetings and possible topics were discussed. The Northeast Council will be hosted by the Wyoming Valley Chapter, Western Council by Presque Isle Chapter, Southcentral Council by White Rose Chapter, and Southeast Council by Pfizer Collegeville Chapter.

The Division Annual Meeting was discussed and the evaluation forms were reviewed. The majority of the responses fell into the excellent and good categories. Other comments will be taken into consideration and used as opportunities for improvement. Annual awards were reviewed and some revisions were made to enhance the program. The most notable change is the category size guidelines. See below for old and new criteria:

Old criteria: Chapters with 30 members or more
Chapters with 29 members or less

New criteria: Chapters with 26 members or more
Chapters with 25 members or less

This change was made to ensure a more equitable division in chapters. Although the annual meeting will be held in June, the reporting period for division awards will remain the same: May 1, 2011 – April 30, 2012. This was kept the same to ensure the division board has ample time to prepare the awards.

The board would like to take another opportunity to congratulate Annual Meeting Coordinator Lyndee Long, CPS/CAP and the members of the Western Council for hosting this year's annual meeting. A profit was realized and will be distributed between the host chapters and the PA Division. Below is the breakdown of income and expenses from the meeting.

TOTAL INCOME	\$ 20,293.69
TOTAL EXPENSES	\$ 18,081.78
Net Profit	\$ 2,211.91
1/2 of Net Profits to Pennsylvania Division	\$ 1,105.96
Less Seed Money	<u>\$ 800.00</u>
Total Net Profit to be split between Host Chapters	\$ 305.95
1/6 % Profit to Each Host Chapter	\$ 50.99

Immediate Past Treasurer, Maria Carney, CPS, AIS presented the Division financials and presented the proposed budget. After discussion, minor changes were made and the budget was approved.

Committee Responsibilities and Guidelines were reviewed for all committees. While we hope that we have captured everything, we ask the committees to notify their board mentor if they have updates to this document.

The voucher system was reviewed for both division and division annual meeting expenses. After discussion, minor changes were made to the voucher system.

Inurement was discussed as it relates to the division board and our visits to our mentor chapters. The following is how this applies to chapter/board interaction.

Official visits - When your board mentor makes their official visit, the chapter should pay for their dinner. The division will cover any other costs.

Special invitations – If your chapter is having an anniversary or special event, you should pay for one officer to attend. If the Division President is unable to attend, the President-Elect or your board mentor will attend on their behalf. If your chapter would like to invite their board mentor and/or additional board members to their event, and they wish and are able to do so, they can cover the cost of the meal.

The International Education Forum and Annual Meeting in Montreal was discussed. President Carol Lundgren, CPS/CAP will be attending as the Division Delegate, with Vice President Maria Carney, CPS, AIS, as Alternate. Candidates for office were reviewed as well as proposed bylaws amendments.

We have several chapter Milestone Anniversaries to celebrate this year! They are:

Liberty Bell, 5 years
Lehigh Valley, 55 years
Allegheny Valley, 60 years
Altoona, 65 years
Harrisburg, 65 years
Pittsburgh, 65 years
Presque Isle, 65 years

Another event discussed was the upcoming Winter Board Meeting, scheduled for January 13, 14, and 15, 2012 in Allentown, PA.

This was a very productive Board Meeting and we are off to a great start. We know we have made some changes and may make more... just remember as we move through this year that *change is a good thing*. It helps us and our association to grow in new and exciting ways! On behalf of the division board, we look forward to ***Making the Leap to Remarkable*** with each and every one of you!

At the recommendation of the International Treasurer, a new process has been implemented. The annual financial review of the Division financial records is now being completed in August for the fiscal year, July 1 through June 30. The opinion letter from the financial review committee will be published in the September edition of Your Division Connection rather than reported at the Division Annual Meeting.

WHITE ROSE CHAPTER
York, Pennsylvania

Officers 2011-2012

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Board of Directors 2011-2012
Kim Klinedinst, Budget & Finance
Vickie Cook, Budget & Finance
Charlotte Mallonee, CAP, Bylaws & Standing Rules
Jane Bubb, Civic
Dorothy J. Keasey, Communications
Eleanor Cooley, CPS,
Education & Professional Development
April Stapleton, Membership
Leslie Pioro, CPS, Past President
Charlotte Mallonee, CPS/ CAP, Past President,
Jane Bubb, Parliamentary Advisor
Jill Trostle, CAP, Webmaster
Kerri Robinson, Newsletter
Sonya Grim, CAP, Publicity



August 16, 2011

Division Officers
PA Division

Dear Officers:

A financial review has been completed of the financial records from July 1, 2010 through June 30, 2011.

No discrepancies were found and the records are in good order.

Sincerely,

Sonya J. Grim, CAP

Sonya J. Grim, CAP
Chair – Financial Review Committee
PA Division

Financial Review Committee

Karen Harmon, CPS
Charlotte Mallonee, CPS/CAP



2010-2011 Pathways to Excellence Results

There were 1,602 Members of Excellence up from 1,488 in 2010, Chapters of Excellence 212 up from 199 and Divisions of Excellence up from 20 – including the Pennsylvania Division!



Chapter of Excellence

Lehigh Valley
 Montgomery County
 Harrisburg
 Liberty Bell
 Pittsburgh
 Wyoming Valley



Member of Excellence

PA Division at Large
 Jodi L. Allison, CAP/CAP

Lehigh Valley

Sandra Allyn Dredge, CPS
 Maryann Muschlitz, CAP
 Linda D. Schmoyer, CPS

Altoona

Laura L. Bowser, CPS/CAP
 Sheila M. Lidwell, CPS/CAP

Clear-Penn

Carol Lundgren, CPS/CAP

Pfizer Collegeville

Mary M. McDevitt, CPS/CAP
 Doris A. Moroskie-Blewitt, CPS/CAP

Bucks County

Kathryn O'Connor, CPS/CAP

Presque Isle

Maria Carney, CPS
 Karen L. Jendruczak, CPS/CAP

Montgomery County

Diana Comber
 Darlene J. Lee, CPS
 Karen M. Repino, CPS/CAP

Harrisburg

Nancy O. Deibler, CAP
 Debra S. Feinberg, CAP
 Catherine S. Hoke, CPS/CAP
 Katherine C. Hook, CPS/CAP
 Diana M. Kunkle, CPS/CAP

Allegheny Valley

Katherine M. Astleford, CPS/CAP

Liberty Bell

Millicent R. Murray

Pittsburgh

Nancy J. Bowman, CPS/CAP
 Deborah A. Douglass, CAP
 Elspeth A. Wissner, CAP

Wyoming Valley

Jean M. Bohinski, CPS/CAP
 Nancy H. Pevec, CPS

White Rose

Sonya J. Grim, CPS/CAP
 Charlotte A. Mallonee, CPS/CAP
 Leslie B. Pioro, CPS
 Susan E. Sipe, CPS/CAP
 April M. Stapleton

2011-2012 Pennsylvania Division Committees

Administrative Professionals Week

Chair – Missy Billotte – Clear-Penn Chapter
Evelyn Getz – Altoona Chapter

Bylaws and Standing Rules

Chair – Karen Repino, CPS/CAP – Montgomery County Chapter
Cathie Hoke, CPS/CAP – Harrisburg Chapter

Certification

Chair – Sheila Lidwell, CPS/CAP – Altoona Chapter
Amy Maslo – Wyoming Valley
Tonya Fuhrmeister, CPS – Montgomery County Chapter

Chapter Builder

Chair – Diana Comber – Montgomery County Chapter

Financial Review

Chair – Sonya Grim, CPS/CAP – White Rose Chapter
Karen Harmon, CPS – White Rose Chapter
Charlotte Mallonee, CPS/CAP – White Rose

Historian

Chair – Patty Dern – Bucks County Chapter

Nominations

Chair – Peggy Rhone, CPS – Clear-Penn Chapter
Marilynne Donnelly – Beaver Valley Chapter

Membership

Chair – Kathie Hook, CPS/CAP – Harrisburg Chapter
Kathy O'Donnell – Lehigh Valley Chapter
Nancy Perrine – Bucks County Chapter
April Stapleton – White Rose Chapter
Mary Syktich, CPS/CAP – Clear-Penn Chapter
Karen Jendruczak, CPS/CAP – Presque-Isle Chapter

Newsletter

Editor – Kathy O'Connor, CPS/CAP – Bucks County Chapter
Allison Conway – Bucks County Chapter

Retirement Trust Foundation

Katherine Astleford, CPS/CAP – Allegheny Valley Chapter
Lyndee Long, CPS/CAP – Altoona Chapter

Professional Development

Chair – Sue Sipe, CPS/CAP – White Rose
Regina Warner, CPS – Wyoming Valley Chapter
Darlene Lee, CPS – Montgomery County Chapter

***"You make a living by what
you get, but you make a life
by what you give."***

-- Winston Churchill

And the Survey Says.....

In June, the Division Board surveyed Pennsylvania Division members to find out if and how they are using the Division and International websites. Also, based on feedback from the Division Annual Meeting evaluation forms, several questions were asked to determine if changes need to be made and processes need to be improved.

The survey was emailed to 465 PA Division members using the addresses on file at IAAP headquarters. Twenty-two emails came back with the message "Mail Delivery Failure." Of the 443 members who received surveys, 89, or 20% responded. Here are the results.

1. How often do you visit the IAAP International Web Community?

70 responded, 19 skipped the question

- Daily – 3
- 1-5 times a week – 20
- 3-5 times a month – 47

2. What eGroups to you subscribe to?

36 skipped the question

- 216000 Pennsylvania Division – 53
- 40 other eGroups were named
- 7 respondents don't subscribe to any eGroup; many subscribe to several
- The most subscribed to groups were General Discussion, Newsletter Editors, and Pathways to Excellence.
- 4 subscribe to the Chapter President's eGroup
- 4 subscribe to the Treasurer's eGroup.

Board response:

- A wealth of information can be obtained through eGroups; and they are a great place to network with IAAP members, have your questions answered, and perhaps answer questions of other members.
- All Pennsylvania Division members are encouraged to subscribe to the 216000 Pennsylvania Division eGroup,
- Officers and committee members should subscribe to eGroup specific to your office or committee.
- This is the best way to learn and receive information. This is the future.

3. What do you like about the International Web Community?

51 responded; 38 skipped the question.

The most popular answers and the number who responded:

- Information it provides – 23
- Easy to keep in touch/interact with other members – 6
- Easy to navigate/use – 4

4. What do you dislike about the International Web Community?

51 responded; 38 skipped the question.

- Hard to find things – 19
- Difficult to use/not user friendly – 13

Board response:

- While the PA Division Board can't do anything directly about this, the information will be passed along to headquarters.

5. How often do you visit the PA Division Web Community?

67 responded; 22 skipped the question.

- Daily – 2
- 1-5 times a week – 10
- 3-5 times a month – 55

6. What do you like about the PA Division Web Community?

50 responded; 39 skipped the question

- Information – 12
- Keep in touch/connect with PA members/networking – 4

7. What do you dislike about the PA Division Web Community?

37 responded; 52 skipped the question

- Updates not timely – 7

Board response

- The Division Board and webmaster will work diligently to assure that information is updated in a timely manner

8. How would you prefer to receive information and updates

79 responded; 10 skipped the question

- Email through channels – Division Board to Chapter President to Members – 64
- PA Division eGroup – 30
- Council specific eGroup – 8

Board response

- Because the majority prefers to receive information through email channels, the Division Board will continue this practice this year. Also, when appropriate, information will be posted on the Division eGroup. Those who subscribe to this eGroup will thus be receiving the information more timely.

9. When your Board Mentor makes her official visit, what do you want her to provide?

80 responded; 9 skipped the question

- Program only – 5
- Program and IAAP updates – 65
- IAAP updates only – 10

Board response

- Since the majority would like to receive both a program and IAAP updates, this is what the mentor will provide unless otherwise instructed by the Chapter President.

10. Did you attend the 2011 PA Division Annual Meeting?

Yes – 38

No – 44

Skipped question – 7

11. During the Business Sessions, was the Division Board, at any time, unprofessional?

Yes – 5

No – 34

In what way

- The script did not match the booklet.
- "Everything being a joke," and "flippant attitude."

Board response:

- The Division Board and Host Committee will work closely to match the program with the script
- The majority (87.2%) did not think the board was unprofessional; however, the Board realizes that conducting the business of the Division is serious and will treat it as such.

12. Was the attire of the Board inappropriate?

Yes – 12

No – 26

13. Was the attire of the Members inappropriate?

Yes – 11

No – 28

Following are some of the comments for questions #12 and #13, and question #14 with comments, followed by the Board's response.

- We belong to a "professional" association and therefore we should dress "professional".
- Business casual has gone too far and not everyone agrees on what constitutes business attire.
- Our business meeting should be business attire for everyone! We act the way we are dressed!
- We need to go back to business attire. Business casual leans too heavily toward vacation wear.
- Some officers were more appropriately dressed than others.
- Capri's, sandals, tank tops, etc., is not business attire. Some in jeans
- All attendees should be dressed professionally at all times even Sunday
- Some members were dressed more business casual for the Saturday Business session. Many people can get away with that in their offices, which is fine.
- People take the lead from those in charge, so if the board appears more business casual, than the members will too.
- Suggest that dress be "office appropriate".
- Board members should be dressed in suits.

14. Current recommended dress for the PA Division Annual Meeting is: Friday-casual/business casual; Saturday Business Session & Recognition Luncheon-business/business casual; Presidents' Banquet-business/after 6; Sunday Business Session-business casual/casual. Should the dress code be modified?

Yes – 7 (14.6%)

No – 41 (85.4%)

- Friday should be business or business casual- no casual. Granted some members are returning from the tour - take a few minutes to change into slacks, jacket and top.
- Saturday during the Business Session and through the Luncheon should be strictly business attire.
- Sunday morning - the Board should be business attire while the membership should be business casual. The Board can change after the meeting - they don't give up their rooms at the normal check out time.
- The business session should be business. Members have forgotten or don't care what business casual means.
- Define casual to "Smart Casual" (No Jeans and/or T-Shirts)
- All times the attendees should be in business attire, some people do not know what business casual is
- Saturday's business meeting should be strictly business. It is no different than a meeting of the board of directors at a company. Not everyone has the same interpretation of business casual and tend to lean more to the casual side.
- Dress code is fine but the Board needs to lead by example.

- So many businesses are casual. Attendees will wear what they want anyway. We are trying to attract new/younger members - not push them out.

Board response:

- Everyone has different dress codes for work, many depending on the industry and area. Cropped pants and sandals is standard dress at the office of several Board members, including for female executives.
- Because many members pay their own expenses for the Division Annual Meeting, they should not have to incur the addition expense of purchasing a special wardrobe for the weekend, but should be able to wear their usual work attire.
- At the Summer Board Meeting, it was decided that at the Division Annual Meeting the Board will wear business casual on Friday, and business attire on Saturday and Sunday. This does not necessarily mean a suit, but dress pants and a jacket.
- The current recommended dress code will remain the same for the 2012 Division Annual Meeting.

15. If you were a delegate or alternate (at the Division Annual Meeting), should more detailed information be given during the parliamentary briefing? If so, in what form:

- More information given by Parliamentary Advisor during briefing – 6
- Handout containing rules for the delegates/alternates – 16
- Detailed information in the program – 3
- Information sent prior to the meeting – 10
- The briefing was fine – 8

Board response

- The Division Board will work with the Parliamentary Advisor to develop information to send to Delegates and Alternates prior to the Division Annual Meeting

16. Is the Town Hall Meeting a good addition to the (Division Annual) meeting format?

Yes – 42

No – 1

If yes, would you like the opportunity to submit discussion questions/topics in advance? If no, what would you rather see held instead?

- 17 responded that they would like the opportunity to submit questions/topics in advance.

Other suggestions:

- There should be a caveat that not all questions would be selected
- Time should be left for other questions
- A limit of 2 minutes at the microphone
- Topics should be related to PA Division or IAAP

The Board will take all of these suggestions into consideration.

Thanks to everyone who responded to the survey. Other comments or suggestions are always welcome. The 216000 Pennsylvania Division eGroup is a great format for this. Open communication and dialogue are essential in our leap to becoming a remarkable division and association.

2011-2012 International Board of Directors



The 2011-2012 International Board members are President Tamra Goodall, CPS/CAP; President Elect Karlana Rannals, CPS/CAP; Vice President Judith A. Yannarelli, CPS/CAP; Secretary Antoinette Smith, CPS/CAP; Treasurer Wendy S. Melby, CPS/CAP; Canada District Director Lina Veglia; Great Lakes District Director Tammy Pierce, CPS/CAP; Northeast District Director Bianca M. Constance; Northwest District Director Kristi Rotvold, CPS/CAP; Southeast District Director Doris Goode, CPS/CAP/BBA; Southwest District Director Dortha W. Gray, CPS/CAP; and Affiliate Representative Leanne M. Fisher, GradCert Bus, JP, FAIOP, HLM, AOP

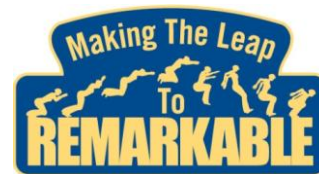
2011-2012 Retirement Trust Foundation Board



The 2011-2012 Retirement Trust Foundation Board members are Chairman Kelly Reggio, CAP; Vice Chairman Carolyn Prather, CPS; **Secretary Jean Bohinski, CPS/CAP – Wyoming Valley Chapter**; RTF Committee Liaison Patricia Row, CPS/CAP; Treasurer Wendy Melby, CPS/CAP; and Trustee Judith Yannarelli, CPS/CAP



2011-2012 GROWTH PROGRAMS



Member Recruitment Rewards Program

The International President will send monthly emails to members who recruit at least 1 new member (not transferring member) during 2011-2012 year.

October Membership Drive*

The top 5 IAAP chapters that conduct a Membership Drive during the month of October 2011 and sustain the highest percentage of net growth from that will each receive an IAAP gift certificate in the amount of \$150. Chapter entry forms must be received at IAAP Headquarters by November 30, 2011. New members and transfers must join the chapter by November 15, 2011 and a minimum of 5 new members must join to be eligible for this contest. Submit only one entry for this contest period.

The entry form for the October Membership Drive is on page 19 of Your Division Connection.

2012 Administrative Professionals Week Membership Drive*

The top 5 IAAP chapters that conduct a Membership Drive during an Administrative Professionals Week event that incorporates the International Theme and sustain the highest percentage of net growth from that will each receive an IAAP gift certificate in the amount of \$150. Chapter entry forms must be received at IAAP Headquarters by May 30, 2012. New members and transfers must join the chapter by May 15, 2012 and a minimum of 5 new members must join to be eligible for this contest. Submit only one entry for this contest period.

The entry form for the October Membership Drive is on page 20 of Your Division Connection.

Build a Chapter Program*

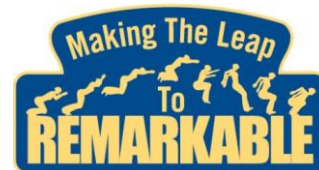
Any chapter or division that sponsors a new IAAP chapter** in the 2011-2012 year will receive an IAAP gift certificate in the amount of \$150.

* IAAP gift certificates cannot be used for purchases at the IAAP Logo Store (IAAP Zazzle Store).

**Student chapters do not count in this program.



2011-2012 GROWTH PROGRAMS
October Membership Drive Official Entry Form



The top 5 IAAP chapters that conduct a Membership Drive during an Administrative Professionals Week event that incorporates the International Theme and sustain the highest percentage of net growth from that will each receive an IAAP gift certificate in the amount of \$150. Chapter entry forms must be received at IAAP Headquarters by May 30, 2012. New members and transfers must join the chapter by May 15, 2012 and a minimum of 5 new members must join to be eligible for this contest. Submit only one entry for this contest period.

Chapter Name, Location, and Number: _____

Date submitted to HQ: _____

Date of Membership Drive Meeting: _____

Description/Topic of Meeting: _____

Number of attendees at Meeting: _____

Number of prospects who attended: _____

Number of members recruited from Membership Drive Meeting: _____

Please list names of members recruited along with ID numbers

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Entry forms can be submitted via:

e-mail – lisa.hicks@iaap-hq.org

fax – (816) 801-1368

mail – IAAP, PO Box 20404, Kansas City MO 64195-0404



2011-2012 GROWTH PROGRAMS
Administrative Professionals Week Membership Drive
Official Entry Form



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_____	_____
_____	_____
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_____	_____
_____	_____
_____	_____

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fax – (816) 801-1368
mail – IAAP, PO Box 20404, Kansas City MO 64195-0404



Chapter Anniversary Celebrations Congratulations!

Presque Isle Chapter – Chartered August 27, 1946

Pittsburgh Chapter – Chartered September 1, 1946

Harrisburg Chapter – Chartered September 17, 1946

Date: September 19, 2011

Place: Holiday Inn Harrisburg East

4751 Lindle Road

Harrisburg PA

Time: 5:30 PM – registration/networking/cocktails (we'll have a history/memory table with scrapbooks, photo albums, etc.)

6:15 PM – introductions, welcomes

6:30 PM – dinner

7:30 PM – program followed by chapter business meeting

Guest Speaker: Bianca Constance, International Director, Northeast District IAAP

Contact: Helen Wallace, CAP, Vice President, Harrisburg Chapter

hewallac@hacc.edu or hwallace@early.com

Dinner Cost: \$6.50

Deadline for reservations: Wednesday, September 7, 2011 **absolutely NO reservations accepted after Friday, September 10, 2011**

Omega Chapter

It is with deep sadness that we inform you that Alyson DiNaples, Senior Administrative Assistant at Medical Affairs, Cephalon passed away on August 19, 2011. Alyson had been with Cephalon for more than 5 years, where she established the Cephalon chapter of the International Association of Administrative Professionals, serving as Chapter President 2007-2009 and continuing in chapter leadership roles.

In 2008, Alyson's husband, Dan, sadly passed away and recently Alyson was starting to make plans to move to the Pittsburgh area to live near her sons and granddaughter. It is very sad that she will not start the next chapter in her life close to the family she loved dearly. Our thoughts and prayers go out to her family and those who have worked with her for so many years.



Newsletter Committee:

Kathy O'Connor, CAP
Allison Conway

To submit articles,
chapter events, or
other information for

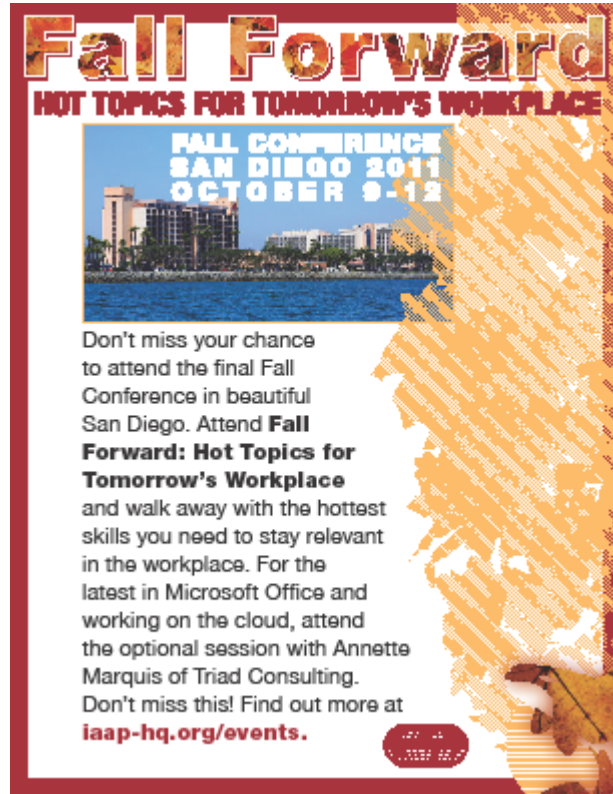
***Your Division
Connection,***

Please e-mail:
Kayosea1@verizon.net

We're on the Web!

See us at:

<http://www.iaap-pennsylvania.org>



Pennsylvania Division Events

September 19

Harrisburg Chapter's 65th Anniversary Celebration

Council Meetings

October 1

Southeast Council Meeting
Best Western, King of Prussia
Hosted by Pfizer Collegeville
Chapter

October 22

Southcentral Council Meeting
Normandie Ridge Senior Living
Community, York
Hosted by White Rose Chapter

October 15

Western Council Meeting
Wingate by Wyndham, Erie
Hosted by Presque Isle
Chapter

October 29

Northeast Council Meeting
East Mountain Inn & Suites
Wilkes-Barre
Hosted by Wyoming Valley
Chapter

Division Annual Meeting

June 22 – 24, 2012 Holiday Inn, Breinigsville, PA