
12. Chronology

- 1942 Establishment of NSA.
- 1946 First Annual Convention at Hotel President, Kansas City MO, February 23–24. First election of Association officers.
Amendment to Papers of Incorporation, placing control in the hands of the membership.
- 1947 National Convention at St. Paul Hotel, St. Paul MN, June 6, 1947.
- 1948 National Convention at Biltmore Hotel, Los Angeles CA, June 24–27, 1948.
- 1949–50 International Convention at Hotel Sherman, Chicago IL, June 29–July 2, 1949.
Institute for Certifying Secretaries established and first meeting held December 27, 1950.
Filing of application to certify and register the Certified Professional Secretary program.
- 1950–51 National Convention at Hotel Copley Plaza, Boston MA, July 20–22, 1950.
Secretaries International merged with NSA, and their Home project was adopted as a project of the Association.
- 1951–52 National Convention at Hotel Shamrock, Houston TX, July 19–21, 1951.
The “Code of Ethics” of NSA was adopted at Convention in Houston TX.
The first nationwide CPS Examination was given August 17–18, 1951, to 281 candidates at 15 examination centers and 62 certificates awarded.
- 1952–53 National Convention at Shoreham Hotel, Washington DC, July 24–26, 1952.
State Organization was accepted on a two-year trial basis.
Secretaries Week inaugurated and proclaimed by U.S. Secretary of Commerce Charles Sawyer to recognize “the American secretary, upon whose skills, loyalty, and efficiency the functions of business and government offices depend.”
- 1953–54 National Convention at Olympic Hotel, Seattle WA, July 16–18, 1953.
The Articles of Incorporation of the Association were amended to establish an international status, and the first chapter outside the continental United States or its territories was installed at Niagara Falls, Ontario, Canada.
- 1954–55 International Convention at Waldorf-Astoria Hotel, New York City NY, July 22–24, 1954.
State Organization was officially adopted at Convention in New York City.
- 1955–56 International Convention at The Read House, Chattanooga TN, July 21–23, 1955.
Bylaws amended at Convention in Chattanooga to change the term “State Organization” to “Division Organization.”
First meeting of the National Secretaries Home Trust Association held during 11th NSA Convention in Detroit MI.
CPS Examination dates changed to first Friday and Saturday in May.
Great Lakes District created by division of former Northeast District.

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- 1956–57 International Convention at Hotel Statler, Detroit MI, July 19–21, 1956.
- 1957–58 International Convention at Sheraton-Jefferson Hotel, St. Louis MO,
July 17–20, 1957.
National Secretaries Association Home Trust Fund created by Declaration
of Trust.
- 1958–59 International Convention at Hotel Leamington, Minneapolis MN,
July 16–19, 1958.
First International Boss of the Year Award presented during Secretaries
Week.
CPS Examination administered in Canada for first time.
- 1959–60 International Convention at Americana Hotel, Bal Harbour, Miami FL,
July 22–25, 1959.
First Central American Chapter installed in Mexico City on November 7,
1959.
- 1960–61 International Convention at Pittsburgh Hilton Hotel, Pittsburgh PA,
July 20–23, 1960.
Future Secretaries Association established.
The book, *Secretaries on the Spot*, published.
First European Continent chapter installed at Helsinki, Finland, on
November 25, 1960.
- 1961–62 International Convention at Biltmore Hotel, Los Angeles CA,
July 19–22, 1961.
International Department established through action taken by membership
at 1961 annual Convention.
Mexico City Bi-Lingual Chapter became affiliate chapter.
First member outside the United States elected to International Board of
Directors, from Canada.
First CPS Seminars were held August 13–19, 1961, at University of Colorado,
Boulder CO, and September 10–15, 1961, at George Washington University,
Washington DC.
- 1962–63 International Convention at The Palmer House, Chicago IL, July 25–28,
1962.
Full-time Editor/Advertising Manager employed for *The Secretary* magazine.
Secretarial Study Guide published.
Certificate of Achievement presented to NSA by the U.S. Post Office
Department.
CPS Seminar held at George Washington University, Washington DC,
September 9–14, 1962.
First FSA Chapter installed outside the United States, in North Vancouver,
British Columbia, Canada.
Helsinki, Finland Chapter changed to affiliate status.
NSA President participated in First Congress of American Women Leaders.

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- 1963–64 International Convention at Denver-Hilton Hotel, Denver CO, July 17-20, 1963.
CPS Seminar held at University of Colorado, Boulder CO, July 12–15, 1963.
Exhibited in the Hall of Free Enterprise, New York World’s Fair.
Participated in first meeting of World Council of Secretaries.
Secretarial Techniques Manual (in-service training program) published.
“Definition of a Secretary” adopted by Convention action.
Outdoor Advertising Association of America cooperated with NSA in
“Operation Billboard.”
First foreign secretarial association, Asociacion de Secretarias Ejecutivas de Panama, affiliated with NSA.
- 1964–65 International Convention at Sheraton Park Hotel, Washington DC, July 8–11, 1964.
Three CPS Seminars were held: George Washington University, Washington DC, June 29–July 3, 1964; Highland Park IL, April 28–May 2, 1965; and LaJolla CA, May 26–30, 1965.
“CPS—Emblem of Excellence,” award-winning filmstrip, produced.
Special International Program Committee established.
Pilot program for Provisional members implemented.
Chairmanship of World Council of Secretaries accepted.
“Criteria for Selection of Stenographic Students” developed.
First Professional Status Survey undertaken.
- 1965–66 International Convention at Sheraton-Boston Hotel, Boston MA, July 21–24, 1965.
First NSA seminar held outside the United States, in Mexico City.
CPS Seminar held in Dallas TX, June 2–6, 1965.
CPS service mark registered with the U.S. Patent Office.
Commission on Status of NSA appointed.
Commission on Structure of NSA appointed.
International Research Committee established.
“The World of NSA” color-slide film presentation produced.
Membership exceeded 25,000.
- 1966–67 International Convention at Statler-Hilton Hotel, Dallas TX, July 20–23, 1966.
NSA Research and Educational Foundation established with tax-exempt status and first contribution received.
CPS Seminar held in Estes Park CO, June 7–11, 1966.
Applications to take the CPS Examination exceeded 1,000 for the first time.
Registration of the service mark “Certified Professional Secretary” issued by the U.S. Patent Office.
“The Look of a Leader,” a 35mm color-slide presentation, was produced and had its premiere showing at the Canada Division Annual Meeting.
“Operation Update for the Secretarial Profession,” a symposium for editors and writers, was presented in New York City.
- 1967–68 International Convention held for the first time outside United States, in Toronto ON Canada, July 11–15, 1967.
NSA membership opened to men by action of the 1967 International Convention.
New NSA structure providing for President-Elect, Executive Committee, and an enlarged Board of Directors adopted at the 1967 International Convention.
First man initiated into NSA, September 1, 1967.

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- Code of Ethics, Definition of a Secretary, Initiation and Installation Ceremonies revised.
 - CPS Examination qualification requirements changed in regard to necessary experience and education.
 - NSA co-sponsored Traveling Seminars with the Industrial Education Institute, starting May 23, 1968.
 - Data-processing equipment installed at Headquarters.
 - “The Look of a Leader” slide film made available to units.
 - Site of Albuquerque NM selected for NSA Retirement Center.
- 1968–69 International Convention at Portland Hilton Hotel, Portland OR, July 16–20, 1968.
- At the 1968 Convention, delegates voted to consider amendments to Bylaws every two years, except for emergency amendments.
 - Three new classes of membership adopted at 1968 International Convention —Provisional, Merited, and Associate.
 - “A Secretary’s Credo” adopted at 1968 International Convention.
 - CPS Seminars were held in Estes Park CO, June 9–13, 1968, and Williamsburg PA, May 4–8, 1969.
 - First NSA International Scholarship of \$2,000 from NSA Research and Educational Foundation awarded to an FSA student.
 - Affiliated with the American Academy of Achievement by participating in the Golden Scroll/Golden Eagle/Golden Plate Award program.
 - New Structure of NSA implemented, increasing Board of Directors from 8 to 11.
 - NSA President, the only businesswoman in a group of six American women leaders, invited as official guest of the French government for two and one-half weeks.
 - The Secretary* magazine expanded circulation from 27,000 to 57,000 by fulfilling the unexpired professional secretary subscriptions taken over from *Today’s Secretary*, a McGraw-Hill publication.
 - Special Research Committee reviewed and updated the CPS Examination, the culmination of two years of work and study. New logo design created.
 - International Program Committee and Program of the Year Committee recognized as Standing Committees.
 - NSA withdrew from the World Council of Secretaries.
 - Harvey Hoshour AIA selected by Trustees as architect for the NSA Retirement Center.
- 1969–70 International Convention at Hotel Fontainebleau, Miami Beach FL July 15–19, 1969.
- Terminated agreement with Industrial Education Institute for Traveling Seminars.
 - CPS Seminar held in Santa Fe NM, May 24–28, 1970.
 - District Promotion Members were appointed for the FSA Department.
- 1970–71 International Convention at Americana of New York, New York City NY, July 14–18, 1970.
- Headquarters office moved to 616 East Sixty-third Street, Kansas City MO.
 - Groundbreaking ceremony for the NSA Retirement Center held on December 19, 1970, Rio Rancho NM.
- 1971–72 International Convention at San Francisco Hilton, San Francisco CA, July 13–17, 1971.
- CPS Seminar held at University of Western Ontario, London ON Canada, June 13–17, 1971.

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- Survey of Headquarters systems and procedures conducted by consulting team from the University of Wisconsin, Eau Claire.
 - Procedures developed to implement administering CPS Examination to graduates of two- and four-year degree programs.
 - Committee on Internationalization of CPS developed a three-phase plan of action to bring about the goal of offering the examination to secretaries overseas.
 - FSA Award established to recognize participation by NSA chapters in Future Secretaries Association.
 - Ad hoc Committee to Promote Recognition of CPS in Federal Government appointed.
 - NSA Retirement Center, Vista Grande, dedicated on April 23, 1972, in Rio Rancho NM.
- 1972–73 International Convention at The Palmer House, Chicago IL, July 25–29, 1972.
- CPS Seminar held in Sun Valley ID, June 11–15, 1972.
 - International President represented Association at First World Congress of Secretaries in Berne, Switzerland, October 29–November 4, 1972.
 - International President and Dean of the Institute for Certifying Secretaries represented the Association at the European Secretarial Academy Convention in Lisbon, Portugal.
 - Coordinator, International Council, represented the Association at “Office Exhibition” in Paris, France, at the invitation of the French Secretaries Club.
 - Membership exceeded 30,000.
 - Reduced number of parts of CPS Examination to be passed on first attempt from two to one.
 - CPS Examination (in English) administered for the first time overseas in Taiwan and England.
 - College credit offered for the first time for participation in CPS Seminar by the University of Wisconsin, Eau Claire.
 - Scholarships awarded to four District runners-up in Research and Educational Foundation Scholarship Examination.
 - First Public and World Affairs Committee appointed.
 - Headquarters moved to 2440 Pershing, Crown Center in Kansas City.
- 1973–74 International Convention at Denver Hilton Hotel, Denver CO, July 17–21, 1973.
- CPS Seminars were held in: Wakefield MA, June 10–14 1973, and Winter Park CO, July 14–17, 1973.
 - Association Headlines incorporated in *The Secretary* magazine as a regular feature to replace NSA Reports information releases.
 - CPS Newsletter incorporated in *The Secretary* magazine as a regular feature.
 - Resolution in favor of the Equal Rights Amendment adopted at International Convention.
 - Production of new slide presentation, ‘Secretaries—NSA Style,’ to replace “The World of NSA.”
 - International Education Program Award established.
 - Research and Educational Foundation Seminars established.
 - CPS Examination administered in French in Canada and Spanish in Puerto Rico for first time.
 - President represented NSA at Second World Congress of Secretaries in Berne, Switzerland.
 - NSA adopted official position on word-processing centers.

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- 1974–75 International Convention at Atlanta Marriott Hotel, Atlanta GA, July 16–20, 1974.
CPS Seminars were held in: New Orleans LA, June 9–13, 1974, and Atlanta GA, July 11–15, 1974.
Discontinued NSA participation in the American Academy of Achievement and sponsorship of the Golden Scroll for the Research and Educational Foundation Scholarship winner.
The annual scholarship award for the four District runners-up in the Research and Educational Foundation Scholarship competition was increased to \$500 each.
Educational Seminar, “Decreasing Paperwork Costs of the Secretary/ Management Team,” prepared and implemented.
Support of Certified Professional Secretary program by Senator Edward Brooke of Massachusetts recorded in Congressional Record July 17, 1974.
Groundbreaking for Phase II of the NSA Retirement Center at Vista Grande held in Rio Rancho NM, April 27, 1975.
Research and Educational Foundation Scholarship Examination translated into Spanish.
NSA supported International Women’s Year through membership in its Diplomatic Corps.
- 1975–76 International Convention at Queen Elizabeth Hotel, Montreal PQ Canada, July 15–19, 1975.
CPS Seminars were held in: Gatlinburg TN, June 1–5, 1975, and Town of Mont, Gabriel PQ Canada, July 10–13, 1975.
Lois J. Wilkinson CPS, 1975–76 International President-Elect, resigned from the Board of Directors to become Executive Secretary for the Association.
CPS Examination nationalized and administered for first time in Jamaica.
Phase II of the NSA Retirement Center at Vista Grande dedicated in Rio Rancho NM, October 1975.
NSA First Vice President participated in *Good Housekeeping's* Congress of Presidents in New York City NY, March 1976.
- 1976–77 International Convention at Hyatt Regency Hotel, Houston TX, July 20–24, 1976.
CPS Seminars were held in: South Lake Tahoe CA, June 13–17, 1976, and Woodlands TX, July 15–18, 1976.
Purchased and installed data computer equipment at Headquarters.
International Membership Committee became a department.
Membership Application Profile Study published by NSA.
Adopted standard bylaws governing all levels of Association.
- 1977–78 International Convention at Detroit Plaza, Detroit MI, July 19–23, 1977.
NSA Prototype Secretarial Job Description published.
NSA position on word processing published.
Program on secretarial ethics initiated.
Canada became a District on June 1, 1977. First Canada District Director elected to International Board of Directors at International Convention in Detroit.
A rotation of International Convention sites established.
Participated in International Women’s Year conference in Houston TX.
CPS Seminars were held in: Portsmouth NH, June 5–9, 1977, and Dearborn MI, July 14–17, 1977.
Presented Research and Educational Foundation pilot seminar in Kansas City MO.

Implemented pilot Chapter Development Fund project.
Established official U.S. registration of:
The National Secretaries Association (International)
NSA
Future Secretaries Association
FSA
Certified Professional Secretary
CPS

- 1978–79 International Convention at Vancouver & Hyatt Regency Hotels in Vancouver BC Canada, July 17–21, 1978.
CPS Seminars held in: Miami FL, Cruise Ship Boheame, June 10–17, 1978, and Keystone CO, June 4–8, 1978.
Study on Association administration and operations conducted.
Adjunct status for CPS organizations.
Revised procedures for applying for the CPS Examination and basis for qualifying for the examination and extended the time limit for successfully completing the examination to six years.
Continued extensive program regarding secretarial ethics.
International Education and Program Committee changed to a Department.
Participated with Kelly Services in pilot program for re-entry women’s workshop in Detroit.
Represented by International President at National Business Women’s Week 50th anniversary luncheon in Washington DC.
Represented by International Public and World Affairs Committee member at the National Women’s Agenda Coalition Conference in Washington DC.
Represented by International President at Department of State and U.S. Arms Control and Disarmament Agency Conference for Women on SALT II in Washington DC.
Represented by International President on National Advisory Council, Business and Office Education Division, American Vocational Association.
Participated in survey conducted by American Academy of Family Physicians.
- 1979–80 International Convention at The Diplomat Resort and Country Clubs, Hollywood FL, July 16–20, 1979.
CPS Seminars held simultaneously in: French Lick IN and Scottsdale AZ, June 3–7, 1979.
CPS Exam given in French.
Represented at Women’s Exposition sponsored by Women’s Action Alliance in New York City.
Represented at Department of State Conference on UN Decade for Women in Washington DC.
Represented at meeting of National Academic Council of the AVA.
Represented at National Assembly on the Future of the Family in New York.
Represented at First National Women’s Conference on Cancer in Los Angeles CA.
Represented at National Advisory Council of BOE, AVA in Anaheim CA.
Represented at organizational meeting of National Task Force on Image of the Secretary in New York.
First PSI Newsletter published and mailed individually to members in May 1980.
Adopted a new Code of Ethics.

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- 1980–81 International Convention at the Hilton Hotel, New York City NY, July 13–18, 1980.
 CPS Seminars were held in: Honolulu HI, June 1–6, 1980, and Alexandria VA, June 8–12, 1980.
 Name changed to Professional Secretaries International.
 Offered Continuing Education Series Correspondence Courses for first time.
 Represented at the White House, Washington DC, for President Carter’s signing of the Equality Day Proclamation, August 1980.
 Cosponsored National Education for Business Week in cooperation with AICS. First Research and Educational Foundation Secretary Speakout held March 5–7, 1981, at Fairmont Hotel in San Francisco and, as a result, PSI adopted Consensus Statement on issues of “Compensation, Image, and Productivity.”
- 1981–82 International Convention at the Fairmont Hotel, New Orleans LA, July 20–30, 1981.
 Bylaws and International Procedures amended to establish Contributing membership classification.
 CPS Seminars were held in: Vancouver BC Canada, May 31–June 4, 1981, and San Juan PR, September 13–17, 1981.
 41st Division, Hawaii, installed October 31, 1981.
 Employed Public Relations Manager on a full-time basis.
 Discontinued Research and Educational Foundation Scholarship.
 Represented at Women’s Forum in Washington DC sponsored by Conoco.
 President-Elect elected cochairman of National Task Force on Image of the Secretary.
 Established Continuing Education Unit program by offering CEU for first time at PSI International Convention.
 Received the Freedom Foundation’s George Washington Honor Medal Award for “outstanding accomplishment in helping to achieve a better understanding of the American way of life” for 1981–82 Program of the Year, “Free Enterprise System.”
 Received plaque from U.S. Department of Commerce, April 22, 1982, commemorating the 30th anniversary of Professional Secretaries Week.
- 1982–83 International Convention at the Indiana Convention and Exposition Center and Hyatt Regency Hotel, Indianapolis IN, July 18–22, 1982.
 Proceeded with Association Development Plan and adopted Mission and Goals for PSI.
 Established Research and Educational Foundation Roundtable.
 Submitted Position Paper on Pay Equity for Women to joint subcommittees of Congress of the United States in September 1982.
 Discontinued participation in ANSI-X-3.
 Discontinued Program of the Year.
 Affiliated with the Defense Activity for Non-Traditional Education Support (DANTES) of the Department of Defense to administer the Certified Professional Secretary Examination.
 Research study conducted in the Fall of 1982 by McManis Associates, Inc. resulted in recommendation that PSI proceed with an Association Development Plan.
 Cosponsored with Minolta Corporation Business Equipment Division on research, “The Evolving Role of the Secretary in the Information Age.” Results of the survey announced by PSI International President at a Press Conference in the RCA Building, Rockefeller Plaza, New York City NY, March 7, 1983.

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- Second Research and Educational Foundation Secretary Speakout held March 9–11, 1983, at the Sheraton Hotel in Boston MA, and Consensus Statement adopted on “The Professional Secretary’s New Identity in the Information Age.”
- Ground-breaking ceremonies for Phase III, Retirement Centers Trust in Rio Rancho NM, March 19, 1983.
- First International FSA Conference held March 24–25, 1983, in Atlanta, with all districts represented among the 423 participants.
- PSI International President appointed to Foreign Service Board in July 1983. Appointed PSI Headquarters Ad hoc Building Committee.
- 1983–84 International Convention at the Convention Center and the Hyatt Regency Hotel, Minneapolis MN, July 17–21, 1983.
- Bylaws and International Procedures amended to establish Student member classification.
- Bylaws and International Procedures amended to accept members at the International level exclusive of chapter and/or division membership.
- CPS Seminars held at University of Illinois, Champaign-Urbana IL, June 5–8, 1983, and April 29–May 2, 1984.
- Completed Phase III of Vista Grande, PSI Retirement Center, officially dedicated to the use of retired secretaries on October 7, 1983.
- Established Association Development Committee.
- Headquarters moved to 301 East Armour Boulevard, Kansas City MO, in February 1984.
- Second International FSA Conference held March 9–10 at the Clarion Hotel in St. Louis MO, with 419 registrants.
- Structure of Part V of the CPS Examination changed to multiple-choice examination; and Part VI revised to include technology.
- PSI International President one of 75 women who were invited by President Ronald Reagan to a briefing and executive luncheon in observance of American Businesswomen’s Day.
- Sponsored a comprehensive research study, “Secretaries—Who Earns What? And Why?” Results announced by PSI International President during a news conference on April 25, 1984, at the Helmsley Palace Hotel in New York City NY.
- 1984–85 International Convention at The Sheraton Centre, Toronto ON Canada, July 22–27, 1984.
- Bylaws and International Procedures amended to eliminate the Affiliate, Education and Program, and Membership departments.
- Third Research and Educational Foundation Secretary Speakout held March 13–15, 1985, at the Regent Hotel and Conference Center, Albuquerque NM, and a Consensus Statement adopted on “Survival of the Professional Secretary.”
- First meeting of Professional Secretaries International and the Allied Secretarial Associations, March 12, 1985, Albuquerque NM.
- First meeting of the Institute for Certifying Secretaries and the CPS Societies, March 12, 1985, Albuquerque NM.
- Third International FSA Conference held March 29–30, 1985, in Greensboro NC with 447 registrants.
- Cosponsored a panel discussion and press conference, “Raises and Roses,” with Minolta Corporation Business Equipment Division on April 23, 1985, at the Grand Hyatt Hotel, New York City NY.
- International President led seminar/tour of PSI members, May 24–June 1, 1985, to visit with the Avis Executive Secretaries Club, Dublin, Ireland.

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- 1985–86 International Convention at the Galt House, Louisville KY, July 21–26, 1985. Bylaws and International Procedures amended to eliminate the classification of Honorary Membership, due to diminished interest in this classification of membership during the past ten years. This elimination does not affect the status of current International Honorary Members.
- Convention delegates voted that a special committee be appointed by the incoming Board of Directors to revise the Bylaws and International Procedures for presentation at the 1986 International Convention and that the Chairman of the International Rules and Bylaws Committee serve as a member of the special committee.
- In response to requests of business for better-prepared entry-level workers with more interpersonal team skills and who can operate automated office equipment, PSI directed a project team consisting of a coalition of professional secretaries, representatives from business and business education, and curriculum specialists to develop a model curriculum for secondary business education. The “Office Opportunities Model Curriculum for Secondary Business Education” addresses five major goals in education and business offices.
- A Professional Survey on Secretarial Stress Project was cosponsored by PSI and the Electronic Typewriter Division at Panasonic Industrial Company. A questionnaire was developed and analyzed in conjunction with Drs. Robert F. Ostermann and Robert M. Chell, a team of industrial psychologists from Fairleigh Dickinson University NJ. The T. A. Miller Company of Clifton NJ, a market-research and consulting firm specializing in health care issues, conducted the study and also participated in its development. The questionnaire was sent to 4,000 PSI members in all regions of the country, split into two separate samples to measure any potential differences in attitudes and stress levels between secretaries in “urban” and “nonurban” areas. The research findings were announced at a news conference at the Parker Meridien Hotel in New York City NY, February 19.
- Represented by International President in a one-hour cassette on “Leadership,” with Fred Pryor, President of Pryor Resources, a video made available during Professional Secretaries Week.
- Participated in the development of a CLASSE (clerical, legal, administrative assistant, secretarial, support staff, and executive assistant) resource directory of trainers and products for secretarial/clerical training. CLASSE is a network within the American Society for Training and Development (ASTD).
- Recipients of \$5,000 Avery Secretary Appreciation Scholarships from Avery International’s Consumer Products Division, the purpose of which was to assist deserving secretaries in advancing within their profession and furthering their career goals. Six secretaries were selected.
- Fourth International FSA Conference held March 21–22, 1986, at the Executive Tower Inn in Denver CO with 283 registrants.
- Represented by International President in a live video seminar by satellite, “Professional Development for Secretaries and Administrative Assistants,” on Professional Secretaries Day, sponsored by the American Management Association and U.S. Chamber of Commerce through the Program Development Office of the American Business Network (BizNet) of the U.S. Chamber.
- Represented by International President at the Second National Women’s Conference on Cancer in Princeton NJ, April 9–11. The event, limited to a select group of 50, was cosponsored by *Good Housekeeping* and The American Cancer Society.

Represented by International President-Elect at the 7th Congress of Secretaries in Asia, who addressed the attendees on the subject of “Maintaining Professionalism” and facilitated a round-table forum of “Secretaries in a Growing Profession.” The Congress was sponsored by affiliated associations in eleven countries.

International President led Goodwill People-to-People Tour of PSI members, June 16–July 2, to meet with counterparts in Finland, Soviet Union, The People’s Republic of China, and Japan.

1986–87 International Convention at Wyndham Franklin Plaza Hotel, Philadelphia PA, July 27–31. 1986.

CPS Seminar held June 8–11, 1986, at the University of Texas at Dallas. The overall theme of communications included technology for communicating and a tour of INFOMART® (a technology exhibition) and an integrated, electronic office, with a seminar by Paul Strassmann, author of *Information Payoff—The Transformation of Work in the Electronic Age*.

Administered CPS Examination biannually for the first time in 1986.

Examination results forwarded to candidates within 45 days from date of examination.

Implemented mandatory recertification program.

Competencies written and validated for CPS program.

Developed competencies for Entry-Level Certification program through PSI Research and Educational Foundation.

Finalized merger between NCAS and PSI and restructured student program governed by the Institute for Educating Secretaries (IES) with Future Secretaries Association (FSA) primarily for high school students and Collegiate Secretaries International (CSI) for postsecondary students.

Secretary Speakout ‘87 cosponsored during Professional Secretaries Week, April 20–22, with four allied associations: National Association of Educational Office Personnel; National Association of Legal Secretaries; National Association of Rehabilitation Secretaries; and Professional Secretaries International. Consensus statement forwarded gratuitously by Federal Express within 48 hours to more than 1,500 locations.

Appointed Strategic Planning Committee.

International President invited to participate in Microsoft news conference to announce new product.

International Board of Directors and Executive Staff participated in all Regional and National Conferences of FBLA.

Presented first Office Productivity Institute (OPI) Seminars.

Appointed committee to prepare Postsecondary Curriculum.

Amended Bylaws to provide for direct billing of dues and to redefine membership categories.

Fifth International FSA Conference held March 20–22, 1987, at the Convention Centre, and the LaConcha and LaCondido Hotel in San Juan PR with 457 registrants.

Participated in U.S. Constitution Bicentennial by planting a tree at Vista Grande.

Continued participation and support of the Avery Scholarship Program. All winners were PSI members.

1987–88 International Convention at Registry Hotel, Universal City CA, July 26–29, 1987.

Bylaws and Standing Rules were amended to:

- Increase International Professional membership dues as follows: §32 effective September 1, 1988; §37 effective September 1, 1989; and §42 effective September 1, 1990.
- Allow for anniversary date for billing of membership dues.

Publications Manager/Editor *The Secretary* Shirley Englund was recognized at Convention for 30 years' service in the Headquarters Office.

Susie VanHuss PhD was recognized at Convention for three years' service as Dean of the Institute for Certifying Secretaries.

Referendum ballot was conducted for a proposed dues increase.

Membership Blitz, proposed by the Strategic Planning Committee, was conducted September 1–November 30, 1987.

InfoMart® Event, "Integrating Office Resources: People and Technology," was held in Dallas TX, October 22–23, 1987.

Represented by International President at First Annual National Sports Awards Dinner, sponsored by National Society to Prevent Blindness, in Chicago IL, December 17, 1987.

Appointed Management Advisory Council comprised of Management Members of Institute for Certifying Secretaries.

Effective date for CPS Recertification Program was set as January 1, 1988.

PSI entered into contract with Stratton/Petersen Publishing and Public Relations, Inc., for publication of *The Secretary* magazine.

Annual International Student Conference was held at InfoMart®, Dallas TX, March 25–26, 1988, with 348 registrants. Theme: "Entering the World of the Office Professional." This was the first CSI/FSA Conference held under the auspices of the Institute for Educating Secretaries.

International Board Task Force met with FBLA/PBL Board to explore the possibility of a partnership between CSI/FSA and FBLA/PBL.

PSI-logo watch was made available as Building Fund promotion.

PSI MasterCard was made available to the membership.

Represented by International President at the 8th Congress of Secretaries in Asia, May 18–21, 1988, in Taipei, Taiwan. Theme: "Moving Ahead in the High-Tech Era."

Postsecondary Curriculum for secretarial training programs was developed.

Professional Secretaries Week was recognized April 24–30, 1988. Theme: "World of Opportunity."

Represented by International President in a live video seminar by satellite, the First Annual American Management Association Secretaries Briefing, focusing on key issues of importance to both secretaries and their employers, Washington DC, April 27, 1988, Professional Secretaries Day.

Avery Corporation held a news conference in New York City on Professional Secretaries Day, to announce the three winners in the Avery Scholarship Award Program. Susan Ruttan of the television show, "LA Law," was the featured speaker.

Represented by International President as Seminar Leader for Executive Secretaries Club of South Africa, in three-week tour in June.

Completed research phase of entry-level validity study through the PSI Research and Educational Foundation. Authorized feasibility study and recommendation for location for new PSI World Headquarters Office Building either through joint venture or lease/purchase plan.

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- 1988–89 International Convention at Hyatt Regency Hotel, Kansas City MO, July 24–27, 1988.
- Complete administration of the CPS Examination moved to Headquarters Office effective August 1, 1988.
 - Bylaws and Standing Rules were amended to provide for a delegate to represent Members-at-Large at International Convention, if at least five Members-at-Large are registered.
 - CPS Seminar was held June 5–8, 1988, at the University of South, Carolina, Charleston SC, with 178 registrants with a theme or “Professional Development, Posturing for Strategic Advantage.”
 - Effective September 1, 1988, provision was made for payment of membership dues by MasterCard or Visa.
 - The Gallup Organization conducted a research project in Membership, Career Ladder, and Productivity.
 - Strategic Planning Committee conducted a long-range planning survey based on ten major goals of the association.
 - Xerox Corporation conducted a survey of PSI members’ experience and opinions of different kinds of secretarial workstations.
 - McGraw-Hill and DataPro Research conducted a survey of electronic typewriter users.
 - Developed Entry-Level product, Office Proficiency Assessment and Certification (OPAC), through the PSI Research and Educational Foundation.
 - Annual International CSI/FSA Conference was held at Hyatt Regency Hotel, Nashville TN, March 16–18, 1989, 325 in attendance and a theme of “Get Your Office Career in Rhythm.”
 - International Board Task Force met with FBLA/PBL Board to explore the possibility of consolidating CSI/FSA into FBLA/PBL.
 - Represented by International President at the 1989 Malaysian Secretaries Conference, Kuala Lumpur, March 26–April 2, 1989.
 - Retirement Centers Trust received a bequest of \$415,000 from Elinor L. Hintz, deceased member of Duluth MN Chapter.
 - Professional Secretaries Week was observed April 23–29, 1989. Theme: “Visions of a Changing Role.”
 - Represented by International President in a live video seminar by Satellite, the Second Annual American Management Association Secretaries Briefing, “Working Together as a Team: The Boss/The Secretary Relationship,” Washington DC, April 26, Professional Secretaries Day.
 - First PSI/Avery Dennison Chapter Achievement Award presented to St. Louis Chapter, St. Louis MO.
 - International President led a Goodwill People-to-People Tour of PSI members, May 1–21, 1989, to meet with counterparts in China, Singapore, Indonesia, Thailand, and Hong Kong.
 - First combined District Conference and Division Annual Meeting held in Canada in May, beginning a three-year pilot project.
- 1989–90 International Convention at the Marriott RiverCenter Hotel, San Antonio TX, July 16–19, 1989, with 1,530 registrations.
- Bylaws and Standing Rules amended to provide full membership status to members located outside the United States, its territories, Puerto Rico, the Virgin Islands of the United States, or Canada, and to give International Associations voting rights.
 - CPS Seminar was held June 11–14, 1989, at Irvine Valley College, Laguna Beach CA with 167 registrants. Theme: “Technological Transition to the Office of the 1990s.”

Contract entered into with the Center for Continuing Education at the University of Georgia to develop a Career Path for the secretarial profession. Contract entered into with Random House to publish a secretarial reference book.

International Board amended new requirement that effective with the May 1990 CPS Exam, “applicants be members of PSI while in the process of achieving the rating,” to read, “applicants shall be offered the option of membership in PSI.”

2.2-acre tract of land purchased in Ambassador Park, Kansas City MO, for a potential Headquarters Building site.

First article offering CEU credit published in May 1990 issue of *The Secretary* magazine.

ACPS lawsuit settled under Court Order on February 22. PSI’s ownership of CPS marks was confirmed. Distribution to Divisions of list of newly-certified secretaries was reinstated effective with the May 1990 CPS Exam.

Southwest District changed its District Conference meeting time from October to February.

International Board Planning Retreat held in Baton Rouge LA, February 23.

Pilot Division Officers Leadership Conference held in Baton Rouge LA, February 24–25, with 38 Divisions represented.

Mission Statement adopted as follows: “That PSI shall be the acknowledged, recognized leader of office professionals, and enhance their individual and collective value, image, competence, and influence.”

Professional CPS video produced to promote the program.

International Board declined proposal to consolidate CSI/FSA into FBLA/PBL. The International CSI/FSA Conference was suspended for one year.

Headquarters leased new office space at 10502 NW Ambassador Drive in Ambassador Park, Kansas City MO.

Professional Secretaries Week celebrated April 22–28. Theme: “Embracing a New Vision.”

International President represented the association in a live video seminar by satellite, the Third Annual American Management Association Secretaries Briefing, Washington DC, April 25, Professional Secretaries Day.

PSI/Avery Dennison Chapter Achievement Award presented to Columbus Chapter, Columbus OH.

Planning Committee established, with expanded structure, replacing the Strategic Planning Committee.

Public and World Affairs Council drafted a Position Paper on Pay Equity.

Automation equipment at Headquarters updated for the first time since 1979.

Office Proficiency Assessment and Certification (Entry-Level) project completed, and marketing of the product began.

PSI first Marketing Director was employed in May.

PSI co-sponsored Cahners Exposition Group’s 1990 Professional Secretary and Office Management Show. International President was a seminar speaker.

1990–91 International Convention at the Salt Palace, Salt Lake City UT, July 21–25, with 1,505 registrations.

Bylaws and Standing Rules were amended to provide for five classifications of membership: Professional, International Professional, Professional-Merited, Student, and Associate; and to provide proxy voting for an International Officer not in attendance at International Convention.

CPS Seminar held at The University of Georgia, Savannah GA, June 10–13, 1990, with 266 registrants. Theme: “Executive Assistant 2000.”

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- Revised format and renamed member newsletter *Vision*. Expanded communications to members of CSI/FSA through introduction of a student newsletter *Career Track Monitor*.
 - Adopted recommendation by the Institute for Certifying Secretaries to engage a psychometrician to study CPS scoring; entered into a contract with Dr. Susan Embretson of Psychological Data Corporation, University of Kansas, Lawrence KS, to perform this study.
 - International Board proposed changing name of association to Office Professionals International in a mail referendum vote.
 - Developed a new membership brochure, "Setting the Standards for a Profession."
 - Cruise on Holland America's M.S. Westerdam to the Caribbean as a Building Fund fundraiser.
 - Held first joint FSA/CSI/Division Officers' Leadership Conference, a Salute to Students, at Marriott International Drive in Orlando FL, February 28–March 1. Thirty-eight Divisions were represented at the conference.
 - Public and World Affairs Council initiated campaign to obtain commemorative postage stamp for the secretarial profession.
 - Produced a new 14-minute CPS video, "The Winning Edge," through the CPS Academy.
 - Celebrated 20th anniversary of Vista Grande and dedicated new adobe fountain to Elinor Hintz CPS, an RCT benefactor.
 - Report of the International Planning Committee completed and approved by International Board.
 - Professional Secretaries Week celebrated April 21–27. Theme: "Changing Profession for a Changing World."
 - Conducted survey on "Today's Secretary: A Changing Profession in a Changing World," jointly developed by the Minolta Corporation, PSI, and BisCap International, an international research firm hired by Minolta. The survey examined the changing nature of the secretarial profession, particularly as the result of the increasing use of information technology in the office, and results were announced in New York City during Professional Secretaries Week.
 - International President represented PSI in a live video seminar by satellite, viewed at 813 sites, the Fourth Annual American Management Association Secretaries Briefing, "Blazing New Trails in the 90s," in Washington DC on April 24, Professional Secretaries Day.
 - PSI/Avery Dennison Chapter Achievement Award presented to Valley of the Sun Chapter, Phoenix AZ.
 - Record 5,497 candidates sat for May CPS Exam.
- 1991–92 International Convention at the Hyatt Regency Dallas at Reunion, Dallas TX, July 21–24, 1991.
- Bylaws and Standing Rules amended to:
 - Change Professional-Merited member requirement from Professional member for ten to five years.
 - Change voting at Convention to retain two nominees receiving highest number of votes in runoff.
 - Clarified membership of International Standing Committees.
 - Specified voting members, qualifications of delegates and alternates, basis of determining their number, and method of electing them.
 - CPS Seminar was held June 9–12, 1991, at the Doubletree Hotel, Monterey CA, co-sponsored by Hartnell College, with 194 registrants. Theme: "The Human Link: The Key to Productivity in the 1990s," with keynoter Charles Graves.

Developed criteria and standards for yearly presidential Award for Excellence to be presented every year at convention to company meeting the guidelines.

Updated the CPS video.

Professional Secretaries Week celebrated April 19–25.

International President represented PSI in a live video seminar by satellite, the Fifth Annual American Management Association Secretaries Briefing, in Washington DC on April 22, Professional Secretaries Day.

PSI/Avery Dennison Chapter Achievement Award presented to Springfield Chapter, West Springfield MA.

Referendum ballot to change association name to Office Professionals International was defeated.

Division Officers Leadership Conference was held March 28–29, 1992, Monteloe Hotel, New Orleans LA. Theme: “Nurturing Seeds of Change.”

Represented at the first worldwide invitational type-off competition in Las Vegas NV, October 21–24, 1991.

Developed a *Marketing Sourcebook* for chapters and divisions.

CSI/FSA Student Conference was held March 6–7, 1992, Hilton Palacio del Rio, San Antonio TX with a theme of “It’s a Small World.”

PSI *Complete Office Handbook* published by Random House available in bookstores.

Approved installation of new computer system and software.

Established policy that companies who contribute \$1,000 or more to the Building Fund receive a one-year associate membership and list on PSI World Headquarters Honor Roll; for \$10,000 or more, a commemoration on wall display, special plaque to them, listing in a future publication of *The Secretary*, and a permanent associate membership; for \$25,000 or more, a portion of the new World Headquarters Building be named in their honor.

All districts reiterated their opposition to having a required minimum number of members for chapters.

First International Secretarial Summit held May 15–17, 1992, New York City NY.

1992–93 International Convention at Greater Columbus Convention Center, Columbus OH, July 19–22, 1992.

Bylaws and Standing Rules amended to:

- Establish that PSI shall be composed of Districts, Divisions, Chapters, Division Members-at-Large, and Association Members-at-Large.
- Provide for Chapters-at-Large, Association Members-at-Large, Autonomous Associations, and Chapter Affiliates located outside the United States, its territories, Puerto Rico, the Virgin Islands of the United States, or Canada.

Provide four classifications of membership: Professional, Professional-Merited, Student, and Associate.

- Require that chapters have a president and a secretary.
- Change the name of Institute for Educating Secretaries to Institute for Education.
- Change the name of Institute for Certifying Secretaries to Institute for Certification.

First “Award for Excellence” presented to Asea Brown Boveri, Inc., Windsor Based Operations, Windsor CT.

Adopted Institute for Certifying Secretaries recommendation that the CPS examination be consolidated to three parts covering nine knowledge domains and the new format be implemented with the November 1994 examination.

Held two CPS Seminars: June 14–17, 1992, at the Holiday Inn By the Bay, Portland ME with the theme “Leadership, Innovation, and Changing Technology”; September 20–23, 1992, Sheraton Steamboat Resort, Steamboat Springs CO with the theme of “Creatively Managing Change in Challenging Times.”

Added member benefit of long distance telephone savings.

Approved new awards program, Recognition Plus, and Membership Growth Scoreboard to be introduced at the banquet of the International Convention in Calgary.

Revised format and developed new procedures for conducting International Secretary of the Year events at all levels.

CSI/FSA Student Conference was held March 11–13, 1993, at the Monteleone Hotel in the French Quarter, New Orleans LA with the theme “The Future Within Our Reach.”

Division Officers Leadership Conference held March 27–28, 1993, Palmer House, Chicago IL.

Professional Secretaries Week celebrated April 18–24, 1993. Theme: “In Touch with our Future.”

International President participated in American Management Association Secretaries Briefing in Washington DC on April 21, Professional Secretaries Day.

PSI/Avery Dennison Chapter Achievement Award presented to Lafayette Chapter, Lafayette IN.

CPS Seminar held May 23–26, 1993, Mackinac Island MI. Theme: “The Dynamic Workplace: Sustaining Performance Excellence.”

Task Force appointed to evaluate the continuation of the CSI/FSA Student Conference.

Decision to discontinue operation of OPAC and process paperwork to include negotiation to sell the program.

Approved expenditure from the Building Fund to begin development of prototype plans and/or an architectural rendering of the proposed new building for use at the International Convention in Calgary.

Approved expenditure from the Building Fund for a promotional video tape to be introduced at International Convention in Calgary to be used throughout the organization to encourage Building Fund contributions.

Headquarters lease expanded with first right to buy if the building were to be sold.

1993–94 International Convention held in Calgary AB Canada, July 25–28, 1993, with 1,472 registered.

Bylaws and Standing Rules amended to:

Provide a dues structure for those outside the US, Canada, and Puerto Rico.

Provide a time period within which a person could reinstate without penalty.

Established disciplinary action for candidates violating Standing Rule 3.

Provide for election of an alternate when Members-at-Large meet to elect their delegate.

Provide for inclusion of a report from the Board of Directors in the official Annual Report.

Clarify the purpose of meetings and established the constitution of a quorum.

1993 Award for Excellence presented to Intel Corporation, Chandler AZ.

Task Forces established to review the Institute for Certification.

Task Force established to examine the structure of PSI.

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- Entered into an agreement with Robert Half International which will promote the CPS designation.
 - Approved the use of a generic version of the CPS examination for use outside the US beginning in November 1994.
 - Established a fee structure for the CPS examination of \$100 for the entire exam or \$40 per part.
 - Increased dues for CSI/FSA members.
 - Division Officers Leadership Conference held concurrently with the Southwest District Conference in Scottsdale AZ, February 19–20, 1994.
 - Professional Secretaries Week celebrated April 24–30, 1994.
 - International President participated in American Management Association Secretaries Briefing in Washington DC on April 27, Professional Secretaries Day.
 - PSI/Avery Dennison Chapter Achievement Award presented to Spartanburg Chapter, Spartanburg SC.
- 1994–95
- International Convention held at the Buena Vista Palace Hotel, Orlando FL, July 24–27, 1994, with 1,624 in attendance.
 - Bylaws and Standing Rules amended to:
 - Clarify Affiliate Association status and fee.
 - Provide for each chapter/division to have a voice in elections should a delegate have to leave the Convention prior to the election and an alternate is not present by authorizing a written proxy through the appropriate division president or district director.
 - The 1994 Award for Excellence was presented to Honda of America Manufacturing Inc. of Marysville OH.
 - CPS Seminar: “Reengineering the Secretary: The New World of Work,” held June 5–8, 1994, Lake Tahoe NV, with 375 in attendance.
 - Held the 1995 Division Officers Leadership Conference with theme “Degrees of Excellence through Consultative Leadership Skills,” at the Wyndham Franklin Plaza Hotel in Philadelphia PA, February 11–12 with 116 in attendance.
 - Held the largest ever CSI/FSA Student Conference in Memphis TN, March 23–25, 1995, with 448 in attendance and a theme of “Degrees of Excellence: Maximizing Your Potential.”
 - Task Force to Examine the Structure of Institute for Certification mailed 1,500 surveys to PSI members and CPS holders for executives’ completion.
 - Entered into joint amendment proposal with California Division for proposed tagline “The Association for Office Professionals” to be added to current name of association.
 - Signed papers purchasing Ambassador Park Drive building with dedication of PSI World Headquarters Building April 8, 1995.
 - Entered into partnership agreement with Executary Services for Office Ethics Survey.
 - Entered into agreement with Russell-Hampton Co. as PSI supplier, expanding line of items available to members.
 - Joined the Internet, became involved in barcoding and applied for E-mail address.
 - Accepted videoteleconference training concept for division meetings to start in May 1997.
 - Increased Affiliates contact with two International Officers and one Headquarters staff member traveling to four separate countries during Professional Secretaries Week, April 23–29, 1995.

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- International President participated in the American Management Association Annual Secretaries Briefing in Washington DC on April 26, Professional Secretaries Day.
- The 1995 PSI/Avery Dennison Chapter Achievement Award was changed to two winners per year. Grand prize winner was Sal-Ute Chapter, Salt Lake City UT; first prize winner was Hawthorn Chapter, Springfield MO.
- Established second International Secretarial Summit at Sheraton Seattle Hotel, Seattle WA, July 19–21, 1995.
- First three-part CPS Examination administered beginning November 1994.
- 1995–96 International Convention held at the Washington State Convention and Trade Center, Seattle WA, July 23–26, 1995, with 1,596 in attendance.
- Bylaws and Standing Rules amended to:
- Change the name of the association in Article 1., Section 1:
the organization shall also be known and referred to by the letters PSI in capital letters (“PSI”). Either of the names, Professional Secretaries International or PSI, when used together or separately, shall be followed and modified by the phrase, “The Association for Office Professionals.”
- Second International Secretarial Summit held at Sheraton Seattle Hotel, Seattle WA, July 19–21, 1995.
- Established third International Secretarial Summit in Johannesburg, South Africa, June 1997.
- The 1995 Award for Excellence presented to Ocean Spray Cranberries, Inc. of Plymouth MA.
- CPS Seminar held June 4–7, 1995, at Hyatt Regency Hotel, Hilton Head SC with 442 in attendance. The seminar entitled “Working in a Kaleidoscope World” was the first to be sponsored solely by Headquarters.
- Began publication of ACTION > DIRECTION.
- OPAC-PSI entered into partnership with National Association of Secretarial Services (NASS) to allow potential of 1,600 test sites with PSI’s name as certifying body.
- Established Building Ambassadors Program made of one individual from each division, such member being nominated by the division president.
- On-line with Orange Systems.
- Completed new PSI handbook.
- Partnered with Prentice Hall to publish *The Professional Secretary’s Book of Lists and Tips*.
- Division Officers Leadership Conference held February 10–11, 1996, at the Embassy Suites in Kansas City MO. Theme: “Working in a Family Business.”
- Held first Incoming Division Presidents Conference March 2–3, 1996, at the Embassy Suites Hotel in Kansas City MO.
- The largest ever CSI/FSA Student Conference held March 22–23, 1996, in Washington DC with 464 in attendance with the theme “Personal Best—Professional Best.”
- Ad hoc International Public and World Affairs Council dissolved.
- Task Force to Examine the Structure of Institute for Certification completed their assignment; task force dissolved.
- Celebrated Professional Secretaries Week, April 21–27, 1996.
- International President participated in American Management Association Annual Secretaries Briefing on April 24, Professional Secretaries Day.
- PSI/Avery Dennison Chapter Achievement Award grand prize winner was St. Paul Chapter, St. Paul MN, and first prize winner was Lindbergh Chapter, St. Louis MO.

1996–97 International Convention held at the Des Moines Convention Center, Des Moines IA, July 21–24, 1996, with 1,423 in attendance.

Bylaws and Standing Rules amended to:

- Establish a plurality vote at International Convention for RCT Trustees, with no two elected from the same PSI district.
- Establish International Bylaws and Standing Rules Committee as the permanent committee to handle RCT amendment proposals.
- Allow members to change membership category to Professional-Merited at time of retirement rather than beginning of fiscal year only.
- Eliminate the Management Focus Group of the Institute for Certification.
- Provide a dues increase at all four levels of membership as follows:

A. Annual	(1)	(2)
1. Professional member	\$ 45	\$ 65
2. Professional-Merited member	\$ 17	\$ 35
3. Student member	\$ 17	\$ 35
4. Associate member	\$115	\$125

 - (1) Any member who resides in the United States, its territories, Puerto Rico, the Virgin Islands of the United States, or Canada.
 - (2) Any member who resides outside the United States, its territories, Puerto Rico, the Virgin Islands of the United States, or Canada.
- Establish February 1 as the deadline for submission of proposed amendments to International Bylaws and Standing Rules Committee for consideration at International Convention.
- Allow on-site accreditation from alternate to delegate status in emergency situations.

The 1996 Award for Excellence was presented at the Convention to ISK Biosciences Corporation, Mentor OH.

The CPS Seminar was held June 2–5, 1996, in San Antonio TX. The seminar entitled “Solving the Puzzle...Bringing the Pieces Together in Today’s Changing Workplace” had 463 in attendance.

At their January 1997 meeting, the International Board of Directors voted to eliminate the six-part CPS Examination effective with the November 1997 examination.

The Incoming Division Presidents Conference entitled “Success by Design” was held February 21–23, 1997, at the Airport Marriott Hotel in Kansas City MO.

Vista Grande Retirement Center celebrated its 25-50 year anniversary in March 1997, the 25th anniversary of the opening of Vista Grande, and the 50th anniversary of the first donation to build Vista Grande.

The Student Conference was held March 6–8, 1997, in St. Louis MO. Four hundred and forty-five were in attendance at the Conference entitled “Bridges to Opportunity.”

Headquarters produced a live two-hour videoconference for additional training during most division annual meetings on May 17, 1997. Eighteen divisions participated.

1997–98 International Convention was held at the Buffalo Convention Center, Buffalo NY, July 20–23, 1997, with 1,631 registered.

Bylaws and Standing Rules were amended as follows:

- Membership in Article VI., Section 1B., adding a new paragraph 3: Is an applicant to the Sandia Retirement Chapter who is a resident of Vista Grande and has been employed as a secretary, attained the CPS rating, or has been a teacher of business education, and also meets the requirement of 2. of this section.

Standing Rule 3: Promotional literature, materials, or campaign publicity of any type concerning a candidate for International Office shall not be mailed to any PSI unit prior to Convention or Conferences and shall not be posted or distributed at any meeting site, except that candidates to be nominated from the floor may distribute a resume outlining their qualifications. The resume shall be delivered to the Headquarters office at the Convention site at least twenty-four hours prior to the time the assembly convenes. No Division, Chapter, Chapter-at-Large, or individual shall host a reception or other gathering on behalf of any candidate for International Office prior to the final declaration of election.

The 1997 Award for Excellence was presented at the Convention to the 3M Company of St. Paul MN.

CPS Seminar held June 1–4, 1997, in Boston MA. The seminar entitled “Plug in to the Global Workplace” had 404 in attendance.

The Secretary magazine changed its name to *OfficePRO* magazine effective with the October 1997 issue.

PSI’s Home Page made its debut in December 1997.

The first educational seminar offered by PSI was held February 15–17, 1998, at the Omni Rosen Hotel in Orlando FL. The theme of the seminar was “Traveling at the Speed of Change” and was attended by 152.

The Incoming Division Presidents Conference entitled “Pride in Professionalism” was held February 20–22, 1998, at the Airport Marriott Hotel in Kansas City MO.

The 1998 Student Conference was held March 26–28 in Albuquerque NM with 414 in attendance at the Conference entitled “Success by Design.”

The International Board of Directors approved a new certification program; tentatively titled Certified Administrative Professional (CAP) to reflect the organizational planning competencies of today’s advanced administrative professionals.

The criteria for the Award for Excellence was expanded. Two awards will be offered—one for businesses with less than 1,000 employees and one for businesses with more than 1,000 employees.

PSI finalized an agreement with the Institute for Professional Advancement (IPA) allowing the CPS Examination to be administered in Malaysia only by IPA.

1998–99 The International Convention and Education Forum was held at the Atlanta Marriott Marquis Hotel, Atlanta GA from August 2–5, 1998, with 2,226 registered.

The name of the International Convention was changed to the International Convention and Education Forum

The 1998 Award for Excellence was presented at the Convention to Brigham Young University - Hawaii Campus (less than 1,000 employees); and to Hallmark Cards, Inc. of Kansas City MO (more than 1,000 employees).

Bylaws and Standing Rules were amended as follows:

Name and Location in Article I, Section 1:

The name of this organization shall be the International Association of Administrative Professionals. The organization shall also be known and referred to by the letters IAAP in capital letters. (As amended the name change is effective at the close of the International Convention and Education Forum in Atlanta.)

Objectives in Article II:

The objectives of IAAP shall be to elevate the standards of all administrative professions and to promote their working relationship with management through continuing education, authorized programs and publications.

Definition of a Secretary in Article III:

Definition of an Administrative Professional

An Administrative Professional shall be defined as an individual who possesses a mastery of office skills, demonstrates the ability to assume responsibility without direct supervision, exercises initiative and judgment, and makes decisions within the scope of assigned authority.

Structure in Article IV, Section 2:

IAAP shall be composed of:

- A. Six Districts:
- B. No change
- C. Northeast: Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, and Bermuda.
- D. No change
- E. Southeast: Alabama, Delaware, District of Columbia, Florida, Georgia, Kentucky, Maryland, Mississippi, North Carolina, South Carolina, Tennessee, Virginia, West Virginia, Puerto Rico, the Virgin Islands of the United States, and the Bahamas.
- F. No change
- G. No change

Membership in Article VI, Section 1:

- A. A Professional member shall, at the time of admission to membership, be:
 - 1. A person who is, or within the last two years has been, employed as an administrative professional or who has attained the Certified Professional Secretary (CPS) rating or
 - 2. A teacher who is employed in the teaching of business education.

Membership in Article VI, Section 1:

- B. A Professional-Merited member shall be a member who:
 - 1. Has been a Professional member for five years at the time of retirement; and
 - 2. Has either attained the age of fifty-five years or received forced work retirement because of physical disability; or
 - 3. Is an applicant to the Sandia Retirement Chapter who is a resident of Vista Grande and has been employed as an administrative professional, attained the CPS rating, or has been a teacher of business education, and also meets the requirements of 2. of this Section.

International Officers, Qualifications, Nomination and Election, Terms, and Duties in Article VIII, Section 2, Paragraph B:

A candidate, at the time of nomination and election, shall be employed full time in accordance with the IAAP definition of an administrative professional.

Institute for Certification in Article XI, Sections 2-4:

Section 2. Composition. The IC shall be composed of and administered by the International President, the International President-elect, the Dean (appointed annually), and other persons appointed by the Board of Directors, as follows:

- A. Six holders of the Certified Professional Secretary rating who are members of IAAP. Such members shall serve a two-year term with no reappointment and shall not serve in any other capacity in IAAP while serving as members of the IC.
- B. Six business educators from two-year or four-year institutions of higher education that maintain educational programs for all administrative professionals.
- C. Educators or management/business representatives from countries other than the United States of America whenever deemed necessary by the Board of Directors to serve as consociate members of the IC to assist in the development and administration of a certification program in these countries.

Section 3. Vacancies. Should a vacancy occur during the term of appointment of any member other than the International President and President-elect, the Board of Directors shall fill such vacancy, and the appointee shall serve the unexpired term.

Section 4. Finances. The financial operation of the IC shall be the responsibility of IAAP. All monies coming into the possession of the IC from any of its undertakings shall be immediately transferred to the International Treasurer or as the Treasurer may direct.

Institute for Education, Article XII, Section 1:

Purpose. The purpose of the IE shall be twofold:

- A. Provide opportunities for educating and training administrative professionals at high school and college levels.

Standing Committees, Article XIII, Sections 1 and 3:

Section 1. The Standing Committees shall be Bylaws and Standing Rules, and Nominations.

Section 3, C. Elimination of the Secretary of the Year Committee.

Standing Rule 2. Candidates for International Office or Trustee shall be registered for and attend, except for emergency situations as determined by the Chairman of the committee on Nominations and the International President, the Convention at which such member is a candidate for election.

The Incoming Division Presidents Conference entitled "Forging Pathways: Vision 2000" was held February 19-21, 1999, at the Embassy Suites Hotel in Kansas City MO.

The Professional Education Conference was held March 15-17, 1999, at the Hyatt Regency on the Riverwalk in San Antonio TX. The theme of the seminar was "FuturePerfect."

The CPS Seminar was held May 31-June 3, 1998, in San Diego CA was attended by 339. The title was "Enter the World of Communications: Techniques and Technologies to Assist Today's Administrative Professional."

The CPS Program continues to gain recognition internationally. License agreements were signed with the following: PSA of South Africa, Bellville, South Africa (June 1998); Professional Business Careers (PBC), Dokki, Cairo, Egypt (November 1998); American Institute of Banking (ABI), San Juan, Puerto Rico (May 1999).

1999–00 The International Convention and Education Forum was held at the Oregon Convention Center from July 25–28, 1999, with 1,772 registered.

The 1999 Award for Excellence was presented at the Convention to Parachem Southern, Inc. of Simpsonville SC (less than 1,000 employees); and to the American Fidelity Group of Oklahoma City OK (more than 1,000 employees).

Bylaws and Standing Rules were amended with convention delegates' approval of a modest \$3 increase for professional dues, \$2 increase for merited members, and \$10 for associate members. Dues for members residing outside the United States, its territories, Puerto Rico, the Virgin Islands of the U.S, and Canada were increased by \$5 for professional members; \$3 for merited members, and \$10 for associate members.

New dues schedule effective October 1999:

International Dues and Fees in Article VII, Section 2:

A. Annual	(1)	(2)
1. Professional member	\$ 48	\$ 70
2. Professional-Merited member	\$ 19	\$ 38
3. Student member	\$ 17	\$ 35
4. Associate member	\$125	\$135

Other significant Bylaws amendments included the provision for flexibility to provide a sufficient number of educators on the IC; a provision that written proxies authorized by chapters, division, or chapter-at-large must be received by Headquarters 15 calendar days (previously ten days) prior to the start of convention, clarification that the Dean is the appointed official representative of the IE, an addition of international emergencies as grounds to cancel any convention or conference, and adding the word "Alternate" in Standing Rule 1 to clarify what has been standard practice for many years, and stipulating that Chapter, Division and Chapter at Large delegates or Alternates must submit credentials at least 15 calendar days (previously 10 days) from the official start of convention.

Entered into a CPS license agreement with Personnel & Organization Development (POD), Singapore, Republic of Singapore (June 1999).

The CPS Seminar was held June 2–5, 1999, in Orlando FL and was attended by more than 200. The theme was "The Future is Now: The Evolving Role of the Administrative Professional."

Professional Secretaries Week was renamed Administrative Professionals WeekSM and Professional Secretaries Day became Administrative Professionals DaySM effective with the April 2000 observance. The names were changed to keep in step with the changing job titles and expanding responsibilities of today's administrative workforce.

"Cyber Savvy: Winning Strategies for Becoming the E-Assistant" was the theme of the 2000 Professional Education Conference held March 6–8 in Savannah GA and March 27–29 in San Diego CA.

The Institute for Certification (IC) finalized a new certification program, with the launch of the first exam May 2001 at a limited number of sites. This new certification consists of four-parts: Finance and Business Law, Office Systems and Administration, Management, and Organizational Planning.

2000–01 The Fourth International Secretarial Summit held in Wellington, New Zealand July 2–4 offered an opportunity for association leaders from across the globe to exchange information and discuss ways to work together to advance the administrative profession internationally.

The International Convention and Education Forum was held at the Chicago Hilton & Towers, Chicago IL, July 23-26, 2000, with 21 different countries represented and 2,300 attending.

The 2000 Award for Excellence was presented at the IAAP Convention to URS Corporation, Tampa FL (fewer than 1,000 employees) and Rockwell Collins, Cedar Rapids IA (1,000 or more employees).

Bylaws and Standing Rules were amended to change the fiscal year to July 1 through June 30. Another Bylaws amendment added an International Affiliate representative to the International Board of Directors. Other significant Bylaws revisions: The \$15 Processing fee for Student Members was eliminated; the position of Second Vice President on the International Board was eliminated; Chapters must now have a minimum of a President and Treasurer (changed from Secretary) to remain solvent; and Chapters now can nominate only one member for international office.

“People @ Work: The Administrative Professional’s Role in a Team and Service Economy” was the theme of the 2001 Professional Education Conference held March 12–14 in Monterey CA and April 2–4 in Charlotte NC.

Entered into CPS/CAP license agreements with Kebayoran Centre in Jakarta, Indonesia, and Zhong Tang Market Research Co., Ltd., in Guangdong, Republic of China.

The CPS Seminar was held June 4–7, 2000, in Phoenix AZ was attended by more than 350. The theme was “Keyword: Communication Specialist.”

2001–02 The International Convention and Education Forum was held at the Sheraton Centre Hotel, Toronto, Ontario, Canada, July 15–18, 2001, with 1,922 attendees.

The 2001 Award for Excellence was presented at the IAAP Convention to Ryan Companies U.S., Inc, Minneapolis MN (fewer than 1,000 employees) and AFLAC, Columbus GA (1,000 or more employees).

Bylaws and Standing Rules were amended to allow until October 31 for the publication of the audit results following the close of the fiscal year.

The Professional Education Conference was held March 4–6, 2002 in San Juan, Puerto Rico and April 8–10, 2002 in Long Beach CA with the theme “The Administrative Professional’s Evolving Role in the Virtual Workplace.”

Entered into CPS/CAP license agreements with Babel Co., Ltd. (BABEL) in Tokyo, Japan, and BISCO International Co., Ltd. In Seoul, South Korea.

The CPS Seminar was held June 3–6, 2001 on the shores of Hilton Head SC with attendance of over 400. The theme was “Removing Barriers.”

The 2002 CPS/CAP Seminar was held June 2–5 in beautiful Lake Tahoe NV with nearly 200 in attendance. The theme was “Stepping from Fundamentals into Management.”

2002–03 The International Convention and Education Forum was held at the Opryland Hotel, Nashville TN, July 21–24, 2002, with a record attendance of 2,395.

The 2002 Award for Excellence was presented at the IAAP Convention to Corporate Express Alaska, Anchorage AK (fewer than 1,000 employees) and Smith & Nephew, Inc., Orthopaedic Division, Memphis TN (1,000 or more employees).

Bylaws and Standing Rules were amended as follows:

Increased Affiliate Association fees to \$120 and eliminated the \$10 per member option.

Eliminated serving as a member of an International Department or International Committee as a qualification for International Board of Directors office. Also added that Affiliate Association members shall serve at least one year as Affiliate Representative before qualifying for any other International office.

Changed the number of seconds from four to two required for nomination from the floor at Convention.

Clarified the requirement for accredited status of delegates at Convention by moving from the Standing Rules to the Bylaws.

Added provision in the Standing Rules that Convention delegates and alternates cannot serve on the Elections or Tellers committees.

A memorial flagpole and plaque were installed at Headquarters to commemorate administrative professionals and their families who lost their lives during the tragic events of September 11, 2001. A dedication ceremony was held September 6, 2002.

IAAP contracted with ACT to perform a Content Validity Study/Task Analysis for the CPS and CAP exams. This process is used to ensure the relevancy of the exams to current-day administrative professionals. Results were the announcement of changes to both the CPS and CAP exam parts effective with the November 2004 administration.

The Professional Education Conference was held February 24–26, 2003, in San Antonio at the Hyatt Regency on the Riverwalk with 202 attendees. The theme was “Management Tactics for Administrative Professionals.”

The 2003 Certification Seminar (for CPS and CAP holders and approved candidates) was held June 1–4 at the Hilton Riverside in New Orleans LA with more than 160 in attendance. The theme was “Beyond Satisfaction...”

2003–04 The International Convention and Education Forum was held at the Albuquerque Convention Center, Albuquerque NM, July 20–23, 2003, with 1,860 attendees.

The 2003 Award for Excellence was presented at the IAAP Convention to Human Kinetics, Champaign IL (winner with fewer than 1,000 employees) and to Sabre Holdings, Southlake TX (winner with 1,000 or more employees).

Bylaws and Standing Rules were amended as follows:

Article III definition of an administrative professional was changed to: an individual who is responsible for office administrative tasks and coordination of information in a business-related environment and who are dedicated to furthering their personal and professional growth in their chosen profession.

Article IV, Section 2, Number 6, added the Canadian Territory of Nunavut to Canada District.

New dues schedule:

Annual International Dues and Fees in Article VII, Section 2:

	(1)	(2)
A. Professional member	\$ 53	\$ 75
B. Professional-Merited member	\$ 24	\$ 43
C. Student member	\$ 22	\$ 40
D. Associate member	\$140	\$160

Article XI Institute for Certification, Section 2 Composition. The IC shall be composed of and administered by the International President, the International President-Elect, the Dean (appointed annually), and subgroups appointed by the Board of Directors as follows:

A. Ad Hoc groups as needed consisting of members of IAAP who are holders of the Certified Professional Secretary and/or Certified Administrative Professional rating.

Remainder of Article XI unchanged.

Article XII Institute for Education deleted in its entirety.

Article XIII Standing Committees, Section 3. Duties, B. Added a new number 3: Once appointed to serve, members of this committee are not eligible to be a candidate for international office during the current election year.

The Fifth International Secretarial Summit held September 20–23, 2003 in London, England, gave representatives an opportunity to discuss global issues affecting our profession and organizations.

The Professional Education Conference was held March 1–3, 2004, in Santa Barbara CA at Fess Parker’s Doubletree Resort with more than 180 attendees. The theme was “It’s a Jungle Out There: Survival Skills for the Administrative Professional.”

The 2004 Certification Seminar (for CPS and CAP holders and approved candidates) was held June 6–9, 2004, at the Loews Ventana Canyon Resort in Tucson AZ. More than 160 were in attendance for the program, “Reflections of Leadership...Empathy, Respect and Leading by Example.”

2004–05 The International Convention and Education Forum was held at the Marriott

Wardman Park Hotel, Washington DC, August 1–4, 2004, with more than 2,000 attendees.

The 2004 Award for Excellence was presented at the IAAP Convention to The Bama Companies Inc, (winner with fewer than 1,000 employees) and to Monsanto Company (winner with more than 1,000 employees).

There were no amendments to the Bylaws and Standing Rules.

The Professional Education Conference was held February 27–March 2, 2005 at the Biscayne Bay Marriott Hotel in Miami FL with more than 225 attendees. The theme was “Finding Opportunity in Uncertainty.”

2005–06 The International Convention and Education Forum was held at the Adams Mark Hotel of Denver CO, July 17–20, 2005, with more than 1,800 attendees.

The 2005 Award for Excellence was presented at the IAAP Convention to Delaware County Board of Developmental Disabilities (winner with fewer than 1,000 employees) and Pfizer Inc (winner with more than 1,000 employees)

Bylaws and Standing Rules were amended to establish staggered election of District Directors starting with the 2006 and 2007 Conventions. District Directors will serve one two-year term instead of two one-year terms. Starting in 2006, elections for Northeast, Northwest, and Southwest District Directors will be conducted at Conventions during even numbered years. In 2007, elections for Canada, Great Lakes, and Southeast District Directors will be conducted at Conventions during odd numbered years. The guidelines for proxies were amended granting the use of proxies to Affiliate Associations. Additionally, the language was changed stipulating that proxies are to be signed by the Chapter, Division, Chapter at Large, or Affiliate Association president and treasurer.

The 2005 Certification Seminar (for CPS and CAP holders and approved candidates) was held October 16–19 at the Hyatt Regency Chesapeake Bay in Cambridge MD. More than 175 attended the program “Creating Calm out of Chaos.”

The Professional Education Conference was held February 26–March 1, 2006 at the Flamingo Las Vegas Hotel in Las Vegas NV with more than 250 attendees. The theme was “Rework the Future: Reinvent... Retool... Reimagine.”