



## President's Corner by Brenda Longman

Can you believe your eyes that the leaves outside are changing? It is hard to believe but

it is true!! I just love to watch the orange and red maple trees turn colors this time of year. As we think about changes in the seasons can you focus on how you can do something that can either spark a change in yourself or focus on a specific goal in IAAP that you would like to accomplish or work toward this year?

It is a known fact that some people are afraid of change; but we know that change can be good for our soul and well-being. Just think of all the positive experiences we have had during our time in IAAP with many more opportunities to come.

This year we will have positive educational topics and we are holding several fundraising events. We will be out at the Stewartville Expo to promote our Rochester IAAP Chapter. For some, this may be out of

your comfort zone. It is true; some of us don't like that uncomfortable feeling. But take a chance as you will be happy you did.

You may ask how "You can get out of your Comfort Zone". If anyone knows you can do it that would definitely be me. I was a little apprehensive about writing a monthly article. Let's just say I had "writers block" and was a bit frazzled. Yet, here I am writing this article. I know next month when it is time it will come much easier as I have gained confidence in myself. Where did I learn that but through the opportunities that IAAP has to offer?

Just remember, if we work together as a team anything is possible. The Rochester IAAP Chapter is the best. Keep up the great work.

## 2009-2010 Chapter Officers

### President

Brenda Longman  
[longmanbrenda@yahoo.com](mailto:longmanbrenda@yahoo.com)

### President Elect

Linda O'Sullivan  
[osullivan.linda@mayo.edu](mailto:osullivan.linda@mayo.edu)

### Secretary

Michele Altman  
[Michele.Altman@roch.edu](mailto:Michele.Altman@roch.edu)

### Treasurer

Naomi Goll  
[na.goll@smmpa.org](mailto:na.goll@smmpa.org)

### Director-at-Large

Brenda Phillips  
[BPhillips@winona.edu](mailto:BPhillips@winona.edu)



## Dates to Remember

September 24 —Rochester Chapter Board meeting 5:30 at SMMPA

October 1—Social Event—5:30 pm—Mini Golf at Recreation Lanes followed by Pizza at BB's

October 6 — Chapter meeting

October 9—11—Fall Conference, Otsego, MN

October 22—Rochester Chapter Board meeting 5:30 at SMMPA

October 24—Stewartville Women's Expo





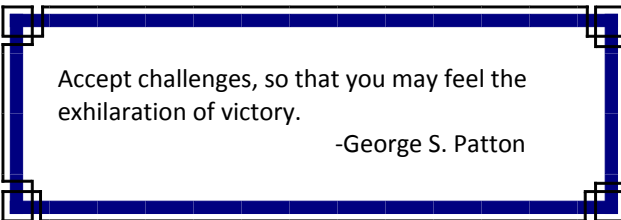
The Rochester Chapter has three members who attained Member of Excellence status in 2008-09: Carol Graumann Matz CPS/CAP, Valerie King CPS/CAP and Laura Zacharda-Jones CPS/CAP.

To attain Member of Excellence status, members need only meet 8 of 11 criteria.

Many of the criteria are fairly simple to fulfill. Did you know that paying

your dues on time (prior to your anniversary date) is one of the criteria?

A new Pathways eGroup is now available on the Web Community. This is a great resource and provides the opportunity to clarify any questions members have about the Pathways program.



### IAAP's Core Values

**Integrity:** We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.

**Respect:** We create respect within our profession and association through listening, understanding and acknowledging member feedback.

**Adaptability:** We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.

**Communication:** We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.

**Commitment:** We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.

#### Our Mission

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

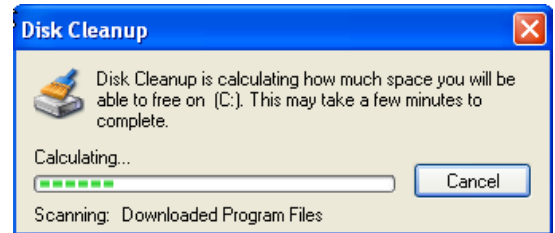
## Computer Tips— Disk Clean Up

by Laura Zacharda-Jones CPS/CAP

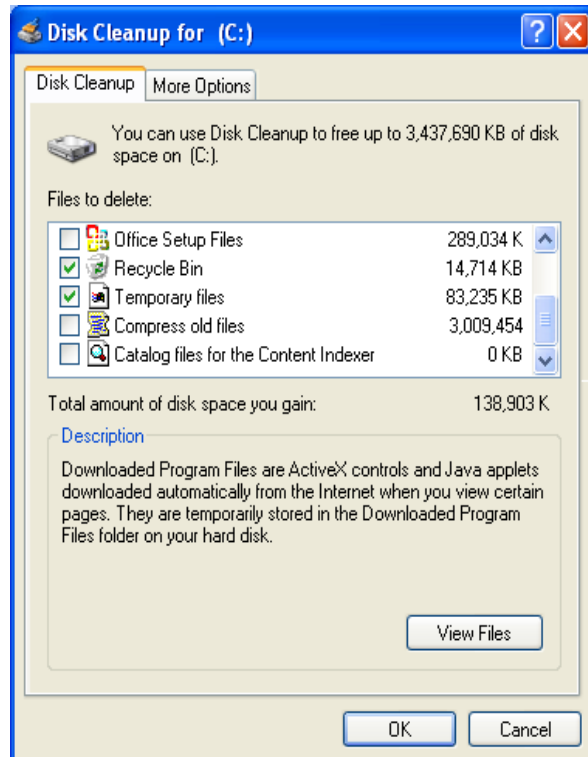


Have you ever had one of those days when no matter what you do, everything seems to be going in slow motion? Even your computer is dragging! Most companies have procedures to keep their servers running smoothly, but what about your workstation? Do you know how to keep it moving along at a good speed? One simple way to help your computer run faster is to run a disk clean up.

From the Start menu, select Programs, Accessories, System Tools then



Disk Cleanup. Your computer will be scanned to determine



how much space you can free up. By selecting Temporary Internet files, Recycle Bin and Temporary files, I was able to gain 138,903K of space on my computer when preparing this article. I

do this fairly frequently. Just think—if I hadn't cleaned in more than a year—imagine how much I could have gained. You can also clean out the temporary internet files through the Internet options in your web browser but with disk clean up, you can get rid of several types of files in one action.

## Focus on Bylaws *provided by Linda O'Sullivan*

I remember a time...

I was sitting in a board meeting. Kathy Wilson was explaining a bylaw, proposed changes, and her thoughts on that particular bylaw. I don't remember much about the bylaw or what changes were suggested or even why it was important. All I remember is thinking "this is way over my head" but at last I can say Bylaws are not so scary to me.

In this segment, I will address a Bylaw and our proposed change to that bylaw. Some of the proposed bylaw changes are minor, possibly a re-wording or clarification of a current practice. Some changes are more significant. The change, whether small or big, is approved by the Chapter. At the end of last year our Bylaws Committee made some significant changes that we as a Chapter approved.

### We approved:

The Education Committee shall plan the programs for the regular Chapter meetings and shall publicize the activities of

the Chapter through releases to the press and other publicity media.

The Education committee shall also be responsible for Meeting coordination by:

- Sending the meeting notice and meeting agenda to all members and potential guests one week prior to the meeting; requesting and recording all RSVPs.
- Arranging for meals if catering is required
- Reserving the room location.

*This recommendation to the Bylaw has provided additional clarification and direction for the Education committee.*

*A significant Standing Rule change that we made last year was regarding our Chapter meetings.*

### We approved:

The rates for Chapter meetings are as follows:

- a. There will be no charge for meeting attendance. Exception will be made

for special occasions as agreed upon by chapter membership.

Example: December (Christmas celebration) and May (Annual) meetings

- b. Meals will be the responsibility of each member/guest.

*This change exemplifies that we can be flexible to accommodate the changing needs of members and that we have an awareness of the current economic situation.*

*For me October means the end of Soccer and Marching Band **and** a renewed focus on IAAP. Having a greater understanding of my responsibilities as an officer for our Chapter is my desire. Presenting to you our bylaws is part of that responsibility. Proposed changes to our current Bylaws will be presented at the November Chapter meeting. I will review some of the proposed changes in our next newsletter.*

## Certification Update *provided by Carol Graumann Matz CPS/CAP*

### [CAP/CPS Certification News – Interesting facts](#)

Did you know? that more than 66,000 administrative professionals have achieved the CPS rating since 1951, with nearly 28,000 holding an active CPS rating. Over 5,000 individuals have achieved the CAP rating since its first administration in May 2001.

[The top ten states for active CAP holders include:](#) Texas (483), Ohio (264), Virginia (222), Florida (204), Georgia (188), Tennessee (162), California (156), Missouri (153), Minnesota (147), and Illinois (129). This

count includes those who have a CPS/CAP designation.

[The top ten states for active CPS holders include:](#) Tennessee (3,002), Texas (2,378), California (1333), Florida (1,199), Illinois (1,188), Missouri (1,121), Ohio (1,047), Michigan (970), Georgia (897) and Virginia (785).

The May 2009 CPS Exam was taken by 804 candidates, in which 445 candidates achieved their CPS rating. One of these achieving candidates was our very own Naomi. Way to go Naomi.

We are so proud of you!

If you are looking for more information on certifications or wish to join a study group, please contact Carol at 507-289-7222.



## 2009 and Beyond...Are You Ready? *By Laura Zacharda-Jones CPS/CAP*

September 2009

The year 2009 will be remembered by many as a very tumultuous year. So many of our colleagues have found themselves without work or with significant changes in their current workload and duties. Many companies are outsourcing their administrative support. What will the future bring?

According to the U.S. Department of Labor, projections for the occupations with the largest job growth between 2010 and 2016 include Office clerks, general – up 12.6%, Executive Secretaries and administrative assistants – up 14.8%, and Receptionists and information clerks – up 17.2% (This data was published in the November 2007 Monthly Labor Review.)

Fast-forward to 2009. The manager to secretary ratio is no longer 1:1. Technology has created a new environment in which managers now type communications, electronically retrieve files and communicate with entire teams at once with e-mail. Managers no longer need a secretary/assistant to themselves. Therefore, many of us have experienced increased workload in support of several individuals. Is this bad?

Add the economy into the mix. Unfortunately, some of our friends and colleagues have lost their jobs. Others now occupy positions in unfamiliar fields. When the job market does begin to grow again, it is highly likely we will all find ourselves in a new workforce – with new responsibilities and expectations.

What can be good about this much change? **EVERYTHING** if you look at change as opportunity!

Eight years ago, I started in a float position and the people I supported didn't know

my talents well enough to give me challenging work. In just a few short months, circumstances had changed and I was *needed* and therefore relied upon. The more I proved myself, the more opportunities I had to grow. I worked with a very forward thinking administrator and I will always be grateful for her trust and encouragement.

As the new office structure requires we work harder, many individuals have more opportunity to shine. As noted above, the managers now can

do the basic tasks for themselves; they require our support to perform the more complex/time-consuming duties. Where do you fit in this new picture? Do you have the knowledge/skills to perform these tasks? That is one of the great things about IAAP. IAAP provides outstanding educational opportunities for members at all levels of participation. The keynote speaker at EFAM in Minneapolis, Warren Evans

*How wonderful it is that nobody need wait a single moment before starting to improve the world.—Anne Frank*

stressed, we have to be willing to make an investment in ourselves and take responsibility to learn what we want to learn. It is amazing what one can find on the Internet or in a book at the library. Those who spend one hour a week reading about trends and learning new skills will be the stars that stand out when the workforce recovers. They will be the most prepared to take on new challenges. Make a commitment to yourself, learn a new skill and build your future!

## Division Update *provided by Laura Zacharda-Jones CPS/CAP*

The MN-ND-SD Division Fall Conference will be held October 9-11, 2009 at the Riverwood Inn and Conference Center in Otsego, MN. Registration is \$105 per member. Visit [www.iaap-mnndsd-division.org](http://www.iaap-mnndsd-division.org) and select meetings and events to access the link to the conference brochure.

Programs/Speakers:

Friday, October 9 — Change Management: Working in the Rain presented by Dr. Diane Hinds

Saturday, October 10 — Deep Survival: Achieving Success in an Ever-Changing Landscape, led by Jerritt Johnson

Sunday, October 11 — The Lazy Leader Transforms America—One Volunteer at a Time!, presented by Cynthia D'Amour

In an effort to help chapters meet Criteria #9 of the Chapter of Excellence Program—the Division Executive Board of Directors will be hosting a one-hour leadership / succession planning session over breakfast on Sunday, October 11, 2009 at the Fall Conference.

Criteria #9: A minimum of four officers and chairmen of the Bylaws, Certification, Education and Membership Committees; participate in at least one IAAP Leadership/Succession Planning training event.

## Fundraising Update

One of the challenges many organizations face is that of fundraising. One must have a very special talent to enjoy soliciting support from friends, colleagues, family and neighbors.

The Rochester Chapter of IAAP is currently involved in many fundraising efforts.

1. Herberger's Community Day Sale  
Once again, we have embarked upon the challenge of selling coupons for Herberger's Community Day Sale. These coupon books sell for \$5 each and the Chapter keeps all of the monies raised.

Listed below is the schedule of hours/individuals who have volunteered to sell in the store:

11/7 Noon—2:00 PM  
Brenda L / Laura Z

11/8 2:00—4:00 PM  
Brenda P / Michele



11/11 4:00—6:00 PM  
Kathy / Mary Claire

11/12 4:00—6:00 PM  
Naomi / Linda

11/12 6:00—8:00 PM  
Iris / Brenda L

Thank you to those who are working in the store. Please contact Mary Claire Hachmeister to pick up coupon books to sell.

2. Change for IAAP  
At the September meeting, the membership agreed to save change for IAAP. Laura explained that if just ten members would save their change from the purchase of a cup of coffee daily and donate that change to IAAP, the Chapter could raise enough money to cover the education budget for the year. Saving just 25¢ a day, five days a week through May 2010 will be \$5 per member per month. At the end of the year, we will have raised \$450 if

just 10 members participate.

This was discussed at the August Board meeting and several board members began saving their change immediately. To-date, we already have more than \$20! Way to go team!!!

3. An e-mail was sent to all members with a flyer from Spring Garden. Members are encouraged to sell if they wish. The Chapter keeps 45% of sales. This fundraiser will be completed and all orders/money are to be turned in to Laura at the October 6 Chapter meeting.
4. Fall Conference  
Val has donated a basket with Christmas items for auction at the Fall Conference. Members are asked to bring additional holiday items to the October 6 Chapter meeting to be included in the basket.

## Annual Meeting Award Recipient Notes

From Iris Mathtys:

I found the seminars interesting and valuable. I also enjoyed:

- a. Renewing old acquaintances and meeting new friends and the fellowship with them
- b. Camaraderie of other office professionals
- c. Seeing the final, successful results of our chapter's planning (I was glad I could participate in a job well done.)

From Linda O'Sullivan:

Thank you chapter members for the scholarship award that enabled me to participate in our Division meeting this past May. I enjoyed being involved with the process of planning and seeing all the details come together for a wonderful IAAP event. I was very proud to be able to sit with our Chapter members at the installation of officers. We worked together and made it happen! It was a

great event that I am thankful to have been a part of. Of course, as usual, I had too many other responsibilities that weekend so I did have to dash out and dash back on different occasions. Thanks for saving me a seat at the Banquet table, I appreciated that immensely!

My favorite talk during our conference was the Introduction to LEAN presentation on Friday. "Lean" is a term that I was not aware of. I have participated in committees/groups that have applied the concepts of Lean so it was great to hear this presentation and have the explanation of the Lean concept. I have a greater understanding of the benefits of applying Lean. It's all about improving what we do; efficiency, customer service, performance, quality and eliminating waste through process improvement.

Thank you again for the opportunity.

### Committees

#### Audit

Donna Dillemath CPS/CAP

#### Budget Ways and Means

Mary Claire Hachmeister

#### Bylaws and Standing Rules

Linda O'Sullivan

#### Certification

Carol Graumann Matz CPS/CAP

#### Membership

Laura Zacharda-Jones CPS/CAP

#### Nominations / Elections

Laura Zacharda-Jones CPS/CAP

#### Education

Michele Altman

#### Website

Laura Zacharda-Jones CPS/CAP



## Member Spotlight

Brenda Longman

Job title: Technology Secretary

Employer: Rochester Public Schools

Years in IAAP: Two Years

What IAAP means to me:

This organization has allowed me to meet and get to know other Administrative Professionals in various fields. I have met and networked with many wonderful people and have gained friendships along the way. I have gained confidence in myself and I am able to achieve things that I wouldn't think of doing. Who knew that I would be the President of the Rochester Chapter? "It wasn't in my plan". But I glad I took it on and I am enjoying it. You can learn so much in IAAP. Going to EFAM, they had wonderful Educational Topics and being a delegate to vote on issues that pertain to us. I enjoy the Educational Hour that we have in our Chapter meetings as well.

Something good that happened in the last two weeks:

The best thing that has happened in the last two weeks: I turned 50 (Went from a Pink Hat to a Red Hat) and then my husband and I hopped on the back of our Harley and we went to the Smokey Mountains for nine days. Now let me tell you!! Sitting on the back of a motorcycle lets you see things in a whole different perspective. We were even able to see a bear sitting on the side of the road digging for grubs. The leaves were beautiful.

October Spotlight: Linda O'Sullivan

# Word Power

### Word #1—Succedaneum

This was the winning word in the 2001 Scripps Spelling Bee. The winner was Sean Conley from Aitkin, MN.

Definition: something that can be used as a substitute (especially any medicine that may be taken in place of another)

(definition obtained from [www.thefreedictionary.com](http://www.thefreedictionary.com))

### Word #2—Salubrious

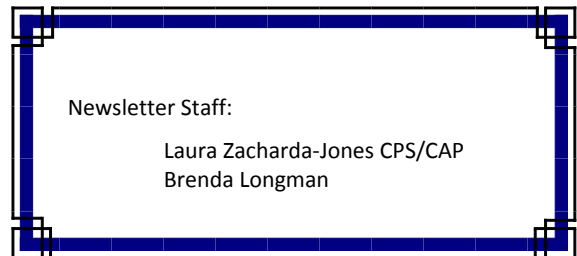
Definition: Healthful, wholesome; favorable to health  
 "For my later years, there remains the salubrious effects of work: stimulation and satisfaction." Kathe Kollwitz, *Diaries and Letters, 1955.*

### Grammar Review: lay vs. lie

She lays it down, laid it down, has laid it down, is laying it down. (The verb to lay takes an object; to lie doesn't.)

She lies down, lay down, has lain down, is lying down

Source: <http://grammar.ccc.commnet.edu/grammar/index.htm>



Newsletter Staff:

Laura Zacharda-Jones CPS/CAP  
 Brenda Longman

September						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
		Chapter Mtg				
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
				Board Mtg		
27	28	29	30			
Phases of the moon: 4 ☉ 11 ☽ 18 ● 26 ☾						
Holidays and Observances: 7: Labor Day						

October						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
		Chapter Mtg			Fall Conference	
11	12	13	14	15	16	17
18	19	20	21	22	23	24
				Board Mtg		
25	26	27	28	29	30	31
Phases of the moon: 4 ☉ 11 ☽ 18 ● 25 ☾						
Holidays and Observances: 12: Columbus Day (Most regions), 31: Halloween						