



# Through the Bay Window



Volume VIII, Issue 10

San Diego Chapter

August 2008

## Meeting Reminder

Wednesday, August 13, 2008  
Handlery Hotel & Resort  
950 Hotel Circle North  
San Diego, CA 92108  
PH: 619-398-8333  
*Free Parking*

5:00 pm Networking  
6:00 pm Dinner  
7:00 pm Program

Presentation

## “Using Coaching Skills to Improve Relationships”

Pam Williams & Marci Moore  
*Innergized! Team*

## Dates to Remember

September 10, 2008 – September Dinner Meeting

September 20, 2008 – Professional Development Seminar – Courtyard Liberty Station

## MESSAGE FROM THE BOARD

By: Gloria Rossiter CAP, President



We begin this year with a feeling of change. We have changed the leaders on our Board of Directors and our committees. We are changing our monthly meeting programs by having most of our meetings at the Handlery Hotel and Resort. And, we are changing our education program by meeting our previous goal of planning two professional development seminars for this year (look for more information on our first seminar in this newsletter).

I hope you all are looking forward to this year of change as much as I am! While I know change is usually difficult for most people, I think for an association like ours, change will bring about new growth, new perspective, and new energy.

We have an exciting year ahead of us. I hope you all are ready for it! I know I am!

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## New Member Mentoring Program

By: Deborah Gunn CPS/CAP  
Membership Committee,  
Chapter Mentoring Program

We need a “few good Chapter members”! As you probably read in the email that was sent on June 6, 2008, we have started a new mentoring program. Here’s all you need to do to be a mentor:

- Call or e-mail your partner and encourage their attendance at dinner meetings and other chapter events;
- Invite your partner to sit with you at dinner meetings;
- Share your knowledge of IAAP and the San Diego Chapter;
- Introduce your partner to other members;
- Encourage your partner to call you with questions and/or concerns

That’s it! You don’t have to know everything there is to know about the San Diego Chapter or IAAP – you can always get the answer by asking a current or past Board member. Let me know if you’d be willing to be a mentor and I’ll pair you up with someone. Also, if you are a fairly new member and would like a mentor, please contact me at 619/699-1912 or [dgu@sandag.org](mailto:dgu@sandag.org).

## Inside this Issue

|                                   |     |
|-----------------------------------|-----|
| Message from the Board.....       | 1   |
| New Member Mentoring Program..... | 1   |
| Welcome New Members.....          | 2   |
| Membership Count Update.....      | 2   |
| Congratulations CAP!.....         | 2   |
| International News.....           | 2   |
| Meeting Minutes, June.....        | 3-4 |
| Certification Conference.....     | 5   |
| Proper Use of CPS and CAP .....   | 5-6 |
| Perfect Attendance.....           | 6   |
| Run to Riverside.....             | 6   |
| OPT Graduation.....               | 7   |
| Dates to Remember.....            | 7   |
| New Member Bios.....              | 8   |
| Minute Taking Workshop.....       | 8   |
| Recycling Solutions.....          | 9   |
| Save The Date .....               | 10  |

**WELCOME OUR NEW MEMBERS!**



Jennifer Brydon – Scripps Health  
 Sherryl Crocket – San Diego Airport Authority  
 Cynthia Day – Grossmont College student  
 Wendy McCallum – Barona Valley Ranch  
 Josephine Rowe – Senomax  
 Shelly Steward – Barney & Barney  
 Catherine Vigil – San Diego Airport Authority



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**MEMBERSHIP COUNT – TOTAL MEMBERSHIP: 96**

Professional Members: 77  
 Professional Merited Members: 10  
 Student Members – 5  
 Associate Members – 4  
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*Congratulations!* **TO A NEW CAP RECIPIENT!**  
**JOANNE OWEN**

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**INTERNATIONAL NEWS**

Effective July 1, 2008, the Virginia Division and West Virginia Division merged to form the Virginia-West Virginia Division. The proposal to merge was passed via a vote at the West Virginia Division Meeting in May 2008 and at the Virginia Division Meeting in June 2008. The merged division’s official name is the Virginia-West Virginia Division and the division number is 446000. There will be no changes to chapter numbers nor to member ID numbers; however, all active members within these two divisions will receive new membership cards reflecting the merger. Congratulations and best wishes are extended to everyone involved in this merger. Please contact Joy Johnston, Membership and Distribution Manager, if you have any questions.

Judy McCoy CPS/CAP  
 IAAP International President  
 “FORWARD MOVING”

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## CHAPTER MEETING MINUTES - Wednesday, June 4, 2008

The regular monthly business meeting of the San Diego Chapter was held at The Butcher Shop, 5255 Kearny Villa Road in San Diego, California, 92123, the evening of Wednesday, June 4, 2008.

The following officers were present:

Deborah Gunn CPS/CAP, President  
 Gloria Rossiter CAP, President-Elect  
 Lori Poore CAP, Vice President-Membership  
 Valerie Costantini, Recording Secretary  
 EvE' Bond CPS, Corresponding Secretary  
 Jeff Koches CAP, Treasurer

### Business Meeting

The meeting was called to order by President Gunn at 5:59 p.m. Member Darla Wilson CAP presented the Thought for the Day and led the Pledge of Allegiance.

### Recognition of Chapter members with perfect attendance

President Deborah Gunn recognized the following members for having perfect attendance for the 2007-2008 year and presented each of them with a check for \$25: Tessa Wright (not in attendance), Nancy Talbert, and Sue Gannon CAP.

### Approval of Minutes

The minutes of the May 2008 business meeting, as published in the June newsletter were approved.

### International Convention scholarship

Marion Phelps CPS was the winner of the scholarship to the International Convention. She will receive up to \$1500 for registration and expenses.

### Approval of Treasurer's Report

President Gunn indicated that the Treasurer's Report had been sent to members electronically for their review. The report dated May 31, 2008, was approved and will be filed.

### Approval of proposed amendments to California Division Bylaws and Standing Rules – action to send the Delegate "informed but uninstructed."

Marge Suess CPS informed the Chapter members that she didn't receive any suggestions or questions from the Chapter regarding the proposed amendments. Marge moved that the Chapter send the Delegate "informed but uninstructed." The motion was carried.

### Suspend Meeting for Dinner

President Gunn suspended the meeting at 6:06 p.m.

### Program

President-Elect Gloria Rossiter CAP introduced Niurka, a motivational speaker. She presented "Introduction to Supreme Influence."

### The Business meeting reconvened at 7:15 p.m.

### Installation of officers for the 2008-2009 Board

Installing Officer Todd Rossiter installed the following officers:  
 President: Gloria Rossiter CAP; Vice President-Membership:  
 Marge Suess CPS; Recording Secretary: Valerie Costantini;  
 Corresponding Secretary: Nancy Talbert; and Treasurer:  
 Angela Williams.



## Committee Reports

### Recognition of New and Renewing members:

Vice President, Membership Committee chair Lori Poore CAP introduced the following new member: Brenda Barron. Lori also recognized and thanked the following members for renewing their membership: Denise Buth CPS/CAP, Valerie Costantini, Donna Royston CPS/CAP, EvE' Bond CPS, Marge Suess CPS, Anita Tindall CPS, Darla Wilson CAP, Lorraine Visser CPS, Nancy Talbert, and Maria Mahon. Not in attendance but also receiving recognition were: Phyllis Pascual, Karen Buckingham, Darlene Dunn, Priscilla Snow CAP, Maudie Kavanaugh, Nancy Thomas CPS/CAP, Maby Smith, Suzanne Workman, Velva Lee Hodge CPS, Teresa Rodriguez, Helen Rose, Harvest Pepper, Jackie Shirley, and Mitzi Scott CPS. Each received a \$5 gift card.

**Education Committee:** Gloria Rossiter CAP reminded the members that we will have a New Member/Mentor Night on July 9, 2008. More information will be given as this is firmed up.

The Education Committee will be having two Educational Seminars in the 2008-2009 year, one in September 2008 and one in March 2009.

Please be aware the August meeting will be longer than usual as we will be having special speakers that will provide an hour-long educational presentation. This meeting will provide recertification points for those who need them.

### Announcements

- Annual Education Forum (Friday, June 20) and California Division Annual Meeting (Saturday – Sunday, June 21-22, 2008) in Sacramento, CA. please see the California Division website at [www.iaap-ca.org](http://www.iaap-ca.org) for details on this event.
- International Convention, July 27 – 30, 2008, in New Orleans, Louisiana. Information was in the April Office Pro magazine.
- The first Educational Seminar of the 2008-2009 year will be held in September.
- Save the Date – Boss's Day Lunch is scheduled for Tuesday, October 14, 2008, at the Harbor House in Seaport Village.

### New Business:

- Ron Valles gave passes to the new Adam Sandler movie for Thursday night at the AMC Mission Valley.
- Dr. Mary Leslie invited the Chapter members to the OPT graduation being held on Friday, June 6, 2008 at 6:30 pm at Grossmont College. President Gloria Rossiter CAP will be presenting the scholarship award at the ceremony. Dr. Leslie also informed the Chapter that they will be having a 5K walk to benefit the OPT program on June 14, 2008. For more information, please contact Dr. Leslie.

### Drawings

- The Board door prize of a gumball/candy machine, donated by Valerie Costantini, was won by Brianna Kebo, a guest from Culinary Concepts.
- The Raffle Prize of a \$25 gift card to Bath & Body Works, donated by Eunice Oliver, was won by Marge Suess CPS.
- The next Board meeting will be at the Port of San Diego, 3165 Pacific Highway, San Diego, CA 92101, on Wednesday, June 11, 2008, at 5:30 p.m. If anyone would like to attend, please contact Gloria Rossiter CAP ([Gloria.butterfield@vanir.com](mailto:Gloria.butterfield@vanir.com) or 619-233-0161).
- The next Chapter meeting will be held at the Handlery Hotel, 950 Hotel Circle North, San Diego, CA 92108, 619-398-8333 on Wednesday, August 13, 2008. Innergize! will be providing the presentation. As a reminder, this program will be for one hour so we can offer certification points.

There being no further business, the meeting was adjourned by newly elected President Gloria Rossiter at 8:11 p.m.

Submitted by: Valerie Costantini, Recording Secretary



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**2008 Certification Conference**  
*Don't miss this!*

Mark your calendars now for the 2008 Certification Conference, and watch the main IAAP website after late June for further details.

2008 Certification Conference will be held October 19-22, in Denver CO. Hotel reservations can be made now at the Denver Grand Hyatt; phone 800-233-1234. Identify yourself as an attendee of the IAAP Certification Conference to receive room rates of \$179 single/double or \$189 triple/quadruple (plus taxes). For a look at the hotel, [click here](#).



Complete Conference details are available on the main IAAP website [here](#). Registration opened June 1 for those who have an active CPS or CAP rating; early bird fees will be \$495 for active CPS and CAP holders who are members of IAAP, and \$575 for nonmembers. Starting August 1, space permitting, registration will open for those who are not certified; fees will be \$575 for IAAP members and \$680 for nonmembers.

The 2008 Certification Conference will provide top-notch educational sessions, valuable networking opportunities, and a time to relax and have some fun. Make plans now to attend and learn as we look at the environment in the workplace.

Active CPS and CAP holders who attend the entire Conference will receive 15 recertification points.

Don't miss the chance to take advantage of this excellent educational opportunity and great chance to network with other administrative professionals who face the same challenges. The annual Certification Conference is also great way for active CPS and CAP holders to earn some of those much needed recertification points.

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## PROPER USE OF CPS AND CAP

As a Chapter, we have had several new members receive their certifications this past year. Here is some basic information on the use of your CPS or CAP designations.

Active CPS and CAP holders have earned the right to use the professional designation after their name. Similar to a CPA or PhD, active CPS and CAP holders may use the designation on business correspondence, business cards, listings in membership rosters and programs of a professional or business organization, newspaper articles and interviews concerning professional activities, and other appropriate professional and business areas.

IAAP preference is to have no comma between the last name and the designation; example, Chris Sample CPS or Pat Masters CAP. Those with both ratings should use a backslash between the ratings; example, Chris Sample CPS/CAP. It is not proper to use CPS/2 or CAP/4 to show the number of times an individual has recertified. Only the initials CPS and/or CAP should be used. **Those who do not keep current through the IAAP recertification process may no longer use the CPS or CAP designation after their name.**

You may ask why CPS and CAP holders receive some mail from International with a comma between the designation and last name. Unfortunately, the membership software used by IAAP has a comma hard-coded after the last name. It is not the IAAP preference, but it is something we are not currently at liberty to change.

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## PERFECT ATTENDANCE CONTEST

Just a reminder to everyone! Every time you attend a monthly Chapter meeting, you are one month closer to winning a Perfect Attendance Award. It is that easy!! Attend every Chapter meeting between August 2008 and April 2009 and you are all set to win an award!!! Awards will be announced at the May 2009 Chapter meeting.

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## “RUN TO RIVERSIDE”

**Reminder:** Earn your way to the 57<sup>th</sup> California Division Meeting!! You can win the opportunity for the Chapter to pay your registration fee and travel expenses, up to a total of \$600\*, to the 57<sup>th</sup> California Division Meeting – "Excellence in Action" to be held in Riverside, California June 4 – 7, 2009. Registration includes the Exhibitor Expo, Welcome Reception, Keynote Speakers and most meals on Saturday and Sunday.

### ALL YOU NEED TO DO TO QUALIFY:

- Attend as many Chapter dinner meetings as you can from now (starting in August 2008) through May 2009—**that's it!**
- Your name is put into a container each time you attend. The more meetings you attend, the better your chances of winning **registration fee and travel expenses** (up to \$600) to the June 2009 **California Division Meeting** in Riverside.
- At the Chapter's dinner meeting in **May 2009**, the name of **ONE member** will be drawn from the container and they will be awarded the registration fee and travel expenses (up to \$600). **Winner must be present at the drawing and be planning to attend the California Division meeting.** *Board members are not eligible for this contest.*

\*The winner will be reimbursed for up to \$600 for expenses including the registration fee, mileage, hotel (double occupancy) and meals to attend the 2009 57<sup>th</sup> California Division Meeting.

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## OPT Graduation



Amid tears and cheers, the Grossmont Community College Office Professional Training (OPT) program graduated its 2,000<sup>th</sup> student! This group of graduates had over \$8,000 in scholarships awarded on June 6, 2008, including the San Diego Chapter’s \$375 scholarship awarded to Ms. Cherry Jones.

Ms. Kathy Hansen started the OPT program in 1985. IAAP member, Dr. Mary Leslie, started with the OPT program as an instructor in 1986. Dr. Leslie soon became the program’s Lead Instructor and has been doing a wonderful job of teaching and fundraising ever since. Please join the Chapter’s Board of Directors in congratulating this wonderful group of graduates and Dr. Leslie in her outstanding leadership.

*San Diego Chapter President, Gloria Rossiter CAP, presents the chapter’s scholarship award to OPT graduating student, Cherry Jones.*



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## DATES TO REMEMBER!



|                    |                                                                                                                               |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------|
| August 13, 2008    | August Dinner Meeting—Handlery Hotel & Resort ♦ <a href="#">“Using Coaching Skills to Improve Relationships”</a>              |
| September 10, 2008 | September Dinner Meeting—Handlery Hotel & Resort ♦ <a href="#">“Chapter of Excellence Program”</a> Roundtable                 |
| September 20, 2008 | Professional Development Seminar—Courtyard Liberty Station                                                                    |
| October 1, 2008    | October Dinner Meeting—Handlery Hotel & Resort ♦ <a href="#">“Prop Talk”</a>                                                  |
| November 5, 2008   | November Dinner Meeting—Handlery Hotel & Resort ♦ <a href="#">“Sustainability &amp; You;”</a> Chapter Food Drive              |
| November 7-8, 2008 | CPS/CAP Exam Dates                                                                                                            |
| December 3, 2008   | December Dinner Meeting—Marriott Mission Valley ♦ <a href="#">“Holiday Entertainment;”</a> Chapter Silent Auction & Toy Drive |
| January 7, 2009    | January Dinner Meeting—Handlery Hotel & Resort ♦ Member Appreciation Month                                                    |
| February 4, 2009   | February Dinner Meeting—The Butcher Shop ♦ Past President’s Appreciation Month                                                |
| March (TBD)        | Professional Development Seminar—Viejas DreamCatcher Room                                                                     |
| March 4, 2009      | March Dinner Meeting—Handlery Hotel & Resort ♦ <a href="#">“Avery Presentation”</a>                                           |
| April 1, 2009      | April Dinner Meeting—Handlery Hotel & Resort ♦ <a href="#">“Business Etiquette”</a>                                           |
| April 22, 2009     | Administrative Professionals Day Luncheon—Location TBD                                                                        |
| May 6, 2009        | May Dinner Meeting—Handlery Hotel & Resort ♦ <a href="#">“Mini Expo;”</a> Chapter Annual Meeting                              |
| June 3, 2009       | June Dinner Meeting—Location TBD ♦ Officer Installation                                                                       |

## IAAP

**MISSION STATEMENT:** To be the acknowledged, recognized leader of administrative professionals and to enhance their individual and collective value, image, competence and influence.

**VISION STATEMENT:** To inspire and equip all administrative professionals to attain excellence.

### NEW MEMBER BIOS:

**CYNTHIA DAY** graduated from Grossmont College in June with an accounting certificate and administrative office support certificate. She also has an Associate of Liberal Arts degree from Tarrant County College in Fort Worth, TX. She is currently a BeautiControl consultant, but is looking for a position as Office Manager with responsibilities in accounting. She has past experience doing accounts payable for REMAX Realty. Cynthia lives in Santee with her husband Todd and their two dogs, Daphne and Dobe.

**WENDY MCCALLUM** is originally from Guadalajara, Mexico and became a U.S. citizen in 2004. She has been married for 14 years and has 4 beautiful kids ages 14, 10, 20 months and 8 months. She has worked at the Barona Casino for 14 years, starting as a time clock attendant, security guard, hotel sales coordinator and now working in the Food & Beverage department as an administrator. Her goals are to become a manager and to prepare her children with a bright and good educational future.

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### *A Minute Taking Made Easy* Workshop For Admins

Finally, a workshop that will take away the pressure, confusion and fear that taking minutes creates. You will learn: what minutes should contain—and what they shouldn't; your role as a minute taker, including legal responsibilities; the importance of accurate minutes; how to avoid writing "Bob said, Mary said" over and over; how to get rid of extraneous details and conversation to record only what really will matter after the meeting; and much more. IAAP members receive three free issues of *The Office Professional* newsletter when they register. This one-day event is hosted by *The Office Professional*. The special member registration price is \$312.55. The workshop will be held in San Diego, CA on Friday, October 3, 2008.

To register or for more information: <http://www.theofficeprofessional.com/workshops/IAAPD08>.

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## Possible Recycling Solutions for Your Office

1. Reduce your paper use by up to 50% in one simple step: use the 'print two pages to a sheet' function on your printer. You can also reduce your page margin settings by 1 to 1.5 centimeters to fit more information on the page and use less paper.
2. Ask yourself 'Do I really need that hard copy?' If you do, print double sided and print two pages to a page.
3. Save time, energy and resources by emailing. Save in file for future reference rather than printing off hard copies of e-mails.
4. Set your office printers and photocopiers to use the double-sided function wherever possible.
5. Where possible, send faxes through your computer rather than printing off to send.
6. Use the 'Think before you ink' motto! Reduce wasteful printing by proofreading your documents carefully on screen before printing them.
7. Reduce your default font size by one point. The difference will be barely noticeable, but over time will save paper and printer toner.
8. Reduce the volume of paper you use by training yourself and colleagues to send electronic versions of documents rather than hard printed copies. This will save everyone time, energy and resources!
9. Reuse discarded paper for scribble pads, meeting notes and phone messages.
10. Use PowerPoint for presentations and reports instead of printing notes. If people want a copy, email it to them after the meeting.
11. Check your computer's default page settings to make sure it is set for A4 paper (some computers use 'letter' as the default).





## **SAVE THE DATE**

The San Diego Chapter of IAAP  
is sponsoring a

### **BOSSSES' DAY LUNCH**

Tuesday, October 14, 2008  
11:30 a.m. – 1 p.m.  
Harbor House Restaurant  
Seaport Village

Certification....  
Excellence in Action!

By Karlena Rannals CAP, Treasurer  
IAAP International Board of Directors