



Through the Bay Window

Volume IX, Issue 11

San Diego Chapter

June 2009

Networking, Volunteering, Leadership - What It Can Do for Your Future!

Wednesday, June 10, 2009
Courtyard by Marriott
at Liberty Station
2592 Laning Road
San Diego, CA 92106
Free Parking

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

Dates to Remember

June 17 – Board Meeting
July – No Dinner Meeting
July 22 – SD Chapter Open House
July 26-29 – International Education
Forum & Annual Meeting
August 5 – Dinner Meeting
at The Butcher Shop

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Message from the Board

By: Gloria Rossiter CAP, President

San Diego Reaches Chapter of Excellence! As my year as Chapter President ends, I sit thinking about our time and our journey to reach this goal. We began the year with a feeling of change and we have grown through many changes. The San Diego Chapter has:

- Learned Flexibility—with the resignations of some committee chairs while others stepped up to fill the vacant positions;
- Learned Planning—through Professional Development Seminars in September and March as well as the Annual Meeting;
- Learned Leadership Capabilities—in both the strength and the growth of the Chapter;
- Learned Teamwork—evidenced when two chapter members were nominated to the Division Board and one, Bea Endaya, graciously transferred her membership to DMAL so that I would not need to resign from the chapter to run for the position;
- Learned Mentoring—electing two newer members to next year’s Board of Directors; and
- Learned Strength—even in tough economical times.

Growth must take place for our membership to *continue* as a Chapter of Excellence—not only the Chapter, but also its members. If you are a career-minded administrative professional committed to maximizing the value of your IAAP membership, you can become a **Member of Excellence** through the pursuit of continuous personal and professional development, access to information networks, and leadership opportunities. I encourage all members to review the **Member of Excellence** criteria and submit your online application by June 30, 2009.

I also encourage all members to gain valuable leadership skills by taking advantage of leadership opportunities within the Chapter as a member or a chairperson of one of the various committees. And I encourage you to study for the CPS and/or CAP certification exams. I use my new and growing skills every day in both my professional and my personal life.

Thank you, San Diego Chapter, for your support and confidence this year. I look forward to next year, both as an active San Diego Chapter member and as a California Division Board member.

Finally, I encourage you to support the 2009-2010 Board of Directors and work with them as they continue the journey to retain **Chapter of Excellence**.



Welcome New Members

Dawn Matthews, City of Imperial Beach
Francine Anderson - Airport Authority
Kerry Bullard - Retirement Capital Group

Total Membership - 96
Professional Members - 82
Professional Merited Members - 9
Student Members - 3
Associate Members - 2

Brigit McKay - Brigit McKay has over 18 years experience as an Administrative Professional, primarily in the Marketing and Finance Areas. Originally from Los Angeles, she holds an AA degree in Merchandising from FIDM. She has worked as a graphic artist, office manager, web designer and executive assistant. From assistant to the President/CEO of a media agency, she went on to support the CFO of a hotel chain and has subsequently supported the VP of Media, then the VP of Store Environments at the corporate offices of the Circuit City chain in Richmond, VA. She and her husband returned to California last year after living in Virginia for 12 years. In addition to searching for a job as an executive assistant, she has added to her skills by learning shorthand and sitting for CAP test last week.



CHAPTER MEETING MINUTES - WEDNESDAY, MAY 6, 2009

The regular monthly business meeting of the San Diego Chapter was held at The Port Authority, 3165 Pacific Highway, San Diego, CA 92101-1128, the evening of Wednesday, May 6, 2009.

The following officers were present:

Gloria Rossiter CAP, President
Valerie Costantini, Recording Secretary
Nancy Talbert, Corresponding Secretary
Angela Williams CPS, Treasurer

Business Meeting: The meeting was called to order by President Rossiter 6:04 p.m. President Rossiter welcomed the following guests: Brigit Branson, Lacy Italiano, Chris Fox, and Tracy Barr. She also welcomed our vendors: Residence Inn, Organics to Go, Cookie Lee, and Mead Westvaco. Treasurer Angela Williams CPS presented the Thought for the Day and led the Pledge of Allegiance.

Recognition of New and Renewing members: Membership committee member Deborah Gunn CAP/CPS introduced Brigit McKay as a new member.

Approval of Minutes: The minutes of the April 2009 business meeting, as published in the May newsletter were approved by the members.

Approval of Treasurer's Report: The Treasurer's Report, dated April 30, 2009, has been sent to the members for review. The report was accepted and will be filed.

Suspend Meeting for Dinner: President Rossiter suspended the meeting at 6:09 p.m.

Program: The May meeting is the Annual Meeting; there will be no program.

The Business meeting reconvened at 6:55 p.m.

Election of the 2009-2010 Board: Nominating Committee Chair Eunice Oliver presented the Board Nominees to the Chapter for election. The nominees are: President: Deborah Gunn CPS/CAP; President-Elect: OPEN; Vice President/Membership Chair: Marge Suess CPS; Recording Secretary: Shelly Steward; Corresponding Secretary: Tessa Wright; and Treasurer: Lori Poore CAP. All nominees were elected.

Proposed changes to Bylaws & Standing Rules: Deborah Gunn CPS/CAP presented the proposed Chapter, Division, and International Bylaws & Standing Rules changes to the members. There were 31 proposed changes to the Chapter Bylaws & Standing Rules. The significant changes to the Chapter Bylaws and Standing Rules are: changing all Board terms to start on July 1 instead of immediately following the June installation; countersigning of checks was deleted due to changes in the banking industry and having other counter-balancing measures already in place; housekeeping to move certain responsibilities to more appropriate sections of the Bylaws; changes to reflect current practices; clarification of the representation at the California Division Annual Meeting and the International Education Forum & Annual Meeting; and the deletion of unnecessary committees and tasks and the formation of a new committee to handle scholarships and student mentoring.

On the Division level, following a discussion of a proposed amendment to increase the annual dues by \$5, it was moved to send the delegate to the California Division Annual Meeting informed but uninstructed; except with the direction to vote in opposition to any proposed dues increase.

On the International level, there was a discussion on the proposed amendment to increase the annual dues \$25, as well as a proposed amendment to create a new membership level called "Institutional Group," submitted by a member of the Athens Chapter, Georgia Division. After the discussions it was moved that the delegate to the International Annual Meeting be informed but uninstructed with the exceptions of being instructed to oppose any dues increase, and to oppose the formation of an "institutional Group" unless the proposed amendment is further amended to more clearly define the intent and boundaries of the new group.

Committee Reports/Announcements/Upcoming Events: The Run to Riverside contest drawing was held. Congratulations to Ron Valles for winning registration fees and travel expenses, up to a total of \$600, to the 57th California Division Meeting – "Excellence in Action" to be held in Riverside, California June 5 – 7, 2009.

- Winners of the Perfect Attendance award were announced. Congratulations to EvE' Bond CPS, Cindy Garafalo CPS, Marion Phelps CAP, Lori Poore CAP, and Shelly Steward.
- President Rossiter updated the members on our Chapter of Excellence standing. We have achieved the standing of Chapter of Excellence. There are also several members that have or will be submitting their paperwork to be recognized as Members of Excellence.
- APD Recap: Ron Valles, chair of the APD committee gave a recap of the April event. Ron thanked all that worked on the event and presented all his committee members with a certificate of appreciation.

Drawings: The Board door prize of a \$25 gift card to the Yard House, donated by Treasurer Angela Williams CPS, was won by Luisa Gendron.

- Door prize winners: Bon Appétit Cookbook was won by Marion Phelps CAP; a Chocolate cookbook was won by Shelly Steward; Savannah Style was won by Yolanda Sevilla; and a Grilling cookbook was won by Cindy Garafalo CPS. Mead Westvaco also donated some door prizes. The winners are: Kim Madigan

won a gel mouse pad; Deborah Gunn CPS/CAP won a digital camera cleaner; Lu Anne Stalmer won an optical mouse pad; Janie Dillard CPS won a notepad; and Marion Phelps CAP won a deluxe laptop cleaner kit. Lastly, Shirley King CPS won a stay at the Residence Inn. Congratulations to all the evening's winners!

- The next Board meeting will be at Gloria Rossiter's home, on Wednesday, May 13, 2009, at 5:30 p.m. If anyone would like to attend, please contact Gloria Rossiter CAP (gloria.rossiter@vanir.com or 619-233-0161). The address and directions will be given upon request.
- The next Chapter meeting will be held at the Courtyard by Marriott in Liberty Station, 2592 Laning Road, San Diego, CA 92106, 619-221-1900, on Wednesday, June 10, 2009. We will be installing the new Board members.

There being no further business, the meeting was adjourned by President Rossiter at 8:23 p.m.

Submitted by: Valerie Costantini, Recording Secretary

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Annual Reports

2009 CHAPTER PRESIDENT'S ANNUAL REPORT

San Diego reaches Chapter of Excellence!

Highlights of the year include:

- A "New Member/Mentor Night" in July kicked off our year. This is an IMPACT meeting for new members and non-members. Since we are "dark" in July, it is a good time to hold this event. The feedback from attendees was positive and we obtained new members as a result.
- Vice President and Membership Chair, Marge Suess CPS continued to use the packet of materials developed last year to give new members at their induction to the Chapter. This covers two purposes: if we don't get the IAAP HQ new member packet in time, we have something to give the new member at their welcome; and it provides Chapter-specific information to the new member. Also, renewing members received a \$5 gift card as a "thank you." In November, our Chapter reached the milestone of 101 members! Unfortunately, that number has slipped to 94 members as of May 2009. Our biggest challenge is retaining current members and, to that end, we assigned mentors to all new members who encouraged their "mentees" to attend Chapter meetings/events, sat with them during dinner meetings, and were available to answer their questions about the Chapter and IAAP.
- Because we had such a profitable 2008 APD event with a record 202 attendees, we were able to offer a scholarship award, through an essay application process. Member, Marion Phelps CPS/CAP won and attended the 2008 International Convention in New Orleans. Three other Chapter members also attended the 2008 International Convention. We are also sending a member to the 2009 International Annual Meeting in Minneapolis, MN.
- We conducted a contest to send a Chapter member to the 57th Annual California Division Meeting in June 2009. After several draws, we announced the winner, Mr. Ron Valles, at the Chapter's Annual meeting in May. The only condition to winning is that the member must be willing and able to attend the meeting.
- We continued the tradition of a "perfect attendance" award (\$25 to each member who attends all the Chapter meetings from August 2009 through May 2009). This year's winners are: EvE' Bond CPS, Cindy Garofalo CPS, Marion Phelps CPS/CAP, Lori Poore CAP, and Shelly Steward.

- Members Janie Dillard and Angela Williams passed their CPS exam, and Marion Phelps CPS passed her CAP exam in November. We are holding strong at 24 certified members in our chapter (approximately 25 percent of our membership). We continually encourage members to become certified by loaning them study materials and helping to arrange study groups. We keep members aware of all certification information and the certification conferences in our monthly newsletter and on our website.
- We provided a total of \$1,000 in scholarship awards to students in the Grossmont College Office Professional Training (OPT) program at graduation ceremonies in January and June. Several Chapter members are serving as mentors for OPT students. These scholarships are funded by the proceeds of our annual APD events.
- Several Chapter members attended the Southern California Multi-Chapter Symposium in October 2008. We held a Bosses Day Luncheon in October where IAAP International Treasurer, Karlana Rannals CPS/CAP, spoke to the attendees on the benefits of certification. We held a food drive for Mama's Kitchen in November and collected donations for the Marines' Toys for Tots program in December (the program broke the regional record this year).
- We met a personal goal of mine by conducting two Professional Development Seminars this year: one in September, at the newly developed Liberty Station; and one in March, in the Viejas' DreamCatcher Room. We attributed lower attendance at this event to the national economy.
- Some special meetings included having the Innergized! team speak at our August meeting, which provided a recertification point for all certified attendees; a Member Appreciation Meeting in January; a Chapter anniversary and Past Presidents recognition meeting in February; and a Leadership meeting held in April, conducted by California Division Treasurer, Angie LaCarte.
- We raised \$187 for the Retirement Trust Foundation so far this year through a "reverse bingo" game and a 50/50 drawing. In an effort to meet our goal of \$300 in donations, we will have one more fundraiser for the RTF at our June meeting.
- We raised more than \$7,000 through our Ways & Means efforts including a Silent Auction in December, opportunity drawings at each meeting, and a very successful APD luncheon in April. Many thanks to the committee and its Chairman, Ron Luis Valles.

In addition to the Chapter attaining the Chapter of Excellence, we continue to encourage members to attain their Member of Excellence status. We currently have approximately 10 members who meet the criteria for Member of Excellence. We are a Chapter of **Excellence in Action!**

Thank you for the opportunity to learn and grow as a leader. I look forward to my continued leadership growth both as a Chapter member and a future Division officer.

Respectfully submitted,
Gloria B. Rossiter CAP
President

2009 VICE PRESIDENT/MEMBERSHIP CHAIR'S ANNUAL REPORT

As Vice President, my primary responsibility was to chair the Membership Committee. Membership numbers fluctuated between 93 and 101, reaching 100 members or more, three times. As of May 18, our membership stands at 96. During the year, 24 new members joined - but 24 left the chapter; 21 did not renew; two transferred out of the chapter; and one, Mitzi Scott CPS, passed away. Three guests, who attended our New Member Mentor Night in July, joined the chapter. Renewing members received a \$5.00 Starbucks gift card with their new membership cards.

Membership Committee Member, Deborah Gunn CPS/CAP, and I contacted members as their memberships came up for renewal. We also sent follow-up e-mails to non-member guests who had attended our dinner meetings, educational seminars, and APD Luncheon.

A Mentoring Program was established at the beginning of the year. Deborah contacted seasoned, active members asking them to mentor new members as they joined. This, we believe, has been helpful in getting the new members acclimated into the chapter.

A \$25 Amazon gift card from IAAP International was awarded for my having recruited seven new members, this year.

Marge Suess CPS

2009 CORRESPONDING SECRETARY/EMPLOYMENT CHAIR'S ANNUAL REPORT

Below is a list of the responsibilities performed during the past year.

- Attended all monthly dinner meetings
- Attended all but one Board meeting
- Contributed \$25 Board drawing prizes (twice annually)
- Composed and sent invitations to Chapter past presidents to attend February meeting
- Updated and distributed Chapter Membership roster to members three times during the year
- Wrote two "From the Board" articles for the newsletter
- E-mail cascaded dinner meeting and other meeting notices/invitations to the membership
- Sent news releases/announcements to the media

As Employment Committee Chair, I e-mail cascaded employment opportunities to the membership.

It has been a privilege to serve as Corresponding Secretary this year and I was happy to serve the Chapter in this capacity.

Respectfully submitted,
Nancy Talbert
Corresponding Secretary, San Diego Chapter

2009 RECORDING SECRETARY ANNUAL REPORT

As Recording Secretary, I have, for the 2008 -2009 year, performed the following:

- Taken meeting minutes for the monthly Chapter meetings and distributed them to the Board members and the Newsletter Chair for publication in the monthly newsletter.
- Taken the meeting minutes for the monthly Board meetings and distributed them to the Board members.
- Retained the attendance records for the monthly meetings.
- Tracked attendance for awarding the Perfect Attendance awards.
- Planned for the drawing of a special Board contest, Run to Riverside, awarding one Chapter member attendance at the California Division Annual Meeting, and presented the award to the winner at the May monthly Chapter meeting.

It has been a pleasure to serve the San Diego Chapter members, the Board, and the Chapter President.

Respectfully submitted,
Valerie Costantini

2009 TREASURER'S ANNUAL REPORT

As my year of Treasurer draws to an end, I am pleased to say that the San Diego Chapter has had another successful year. The 2009 APD Luncheon was a huge success, raising more than \$13,000. After necessary expenses, we saw a profit of more than \$6,000 a portion of which will be used in the Chapter's Scholarship Fund to the OPT Program at Grossmont College. Another success was bringing the Chapter in line with acceptable banking practices, i.e., moving from a two signature requirement to one, which will enable future Treasurers to handle Chapter financial business more efficiently. My goal as Chair of the RTF was to raise \$300, for the foundation, this year. To date, we have raised \$187 and we anticipate that the balance will be raised at our June Chapter Meeting. Another success – for the RTF!

On a personal note, 2008-2009 was successful for me in that I studied, sat for and passed the CPS examination.

I believe that if we continue to work together, set higher goals each year, speak and act as one voice, we will continue to enjoy success year after year.

Angela R. Williams CPS, Treasurer
San Diego Chapter

2009 ADMINISTRATIVE PROFESSIONALS DAY (APD) COMMITTEE ANNUAL REPORT

Although times are tough, you wouldn't know it by the success of our Administrative Professionals Day luncheon on April 22, 2009 at the Admiral Kidd club at the Naval Base Point Loma. It was inspiring to witness this strong support and generosity of contributors and attendees that resulted in a fun and financially successful event where close to 200 guests attended.

I would like to acknowledge the hard work of our "Green Team" Committee, who handled a variety of tasks: from minutia to major responsibilities. Special thanks go to Diane Berg, Amelia Garza, Shelly Steward, Cynthia Day, Tracie Barr, Jo Ann Basaldua-Warden, Janie Dillard, Cindy Garofalo, Phyllis Minong-Pascual, Darla Wilson and Tessa Ann Wright.

I was overwhelmed by the participation and an honored to herald some of the highlights:

- Financially, we broke records and raised over \$6,500, part of which will be used as scholarships for students in the Office Professional Training Program at Grossmont College. Some of the proceeds will support the San Diego Chapter's quality educational, networking, and professional development programs for its members.
- Governor Arnold Schwarzenegger commended the San Diego Chapter with a special commemorative letter that was read at the luncheon. The Governor wrote: "I applaud your exceptional work on behalf of San Diego's administrative professionals. My gratitude also goes to your organization for providing important opportunities for education and growth."
- We were honored that San Diego City Councilmember Marti Emerald, 7th District was our Guest Speaker at our event, which not only honored Administrative Professionals, also had a "Go Green" theme in celebration of Earth Day.
- The committee tried to "Go Green" wherever possible. We provided the invitations electronically, selected environmentally-friendly centerpieces, decorated in green, and even our guest speaker, pardon the pun, was "Green" – Marti EMERALD!
- Numerous guests, in a spirit of cooperation and seeking to limit the carbon footprint, carpooled to the event. Special commendation goes to the management and employees from the San Diego County Regional Airport Authority, who arranged their schedules and arrived in two buses.

- Sempra provided wonderful tote bags for our guests.
- We had very impressive and unique items for our Opportunity Drawing and Silent Auction, including wonderful resort accommodations, theatre, event and concert tickets, and beautiful gift baskets.
- We featured a “Freebies and Goodies” table, where we “recycled” previously donated items, IAAP surplus items, and unique Earth-themed items for our guests. A collection of beautiful flower note cards and some special Disney’s Earth posters, were especially well received by our participants.
- Monica Zech, Public Information Officer for the City of El



Ron Valles, Monica Zech, Marti Emerald and Dianne Berg

Cajon, served as the Mistress of Ceremonies at the luncheon, with Waste Management supporting the event as an Emerald Corporate Sponsor.

- Councilmember Emerald proclaimed April 22, 2009 as “Administrative Professionals Day” in the 7th Council District of the City of San Diego.
- In completed surveys after the luncheon, about 95% of the guests extremely enjoyed the event, and would like to attend next year.
- The hard-working committee members enjoyed helping with this year’s event and have already volunteered to be a part of the event on April 21, 2010. I would be honored to assist with Sponsorships; Amelia Garza will handle the Opportunity Drawing; Cynthia Day has offered to assist with the Silent Auction; Shelly Steward will be in charge of invitations and the printed program.

Ron Luis Valles
Chairman

2009 BYLAWS AND STANDING RULES COMMITTEE ANNUAL REPORT

This year’s committee, consisting of Chair Deborah Gunn CPS/CAP, President Gloria Rossiter CAP, Vice President Marge Suess CPS, EvE’ Bond CPS, Sue Gannon CAP, and Cindy Garofalo CPS, conducted a very thorough examination of the Chapter’s Bylaws & Standing Rules evidenced by the proposed 28 Bylaws amendments and 2 Standing Rules amendments. Most of the proposed amendments were housekeeping in nature, reflect current practice, and will provide a better structure for the future. I extend my thanks to the committee members for their time and energy in reviewing the Bylaws and Standing Rules, and for developing the proposed amendments. At the Chapter’s Annual Meeting on May 6, the Chapter unanimously approved all proposed amendments.

A copy of the Chapter’s Bylaws & Standing Rules, incorporating the approved changes, will be distributed to the membership.

The Committee Chair also presented proposed amendments to the California Division and International Bylaws and Standing Rules. Important proposed changes were proposals to increase dues at both the California Division (\$5) and International (\$25) levels. The Chapter moved to send their delegate to the California Division Annual Meeting informed but uninstructed, with the exception to oppose any proposal to increase the amount of annual dues. The Chapter moved to send their delegate to the International Education Forum & Annual Meeting as informed but uninstructed, with the exception to oppose any proposed annual dues increase and to oppose the proposed amendment to add an “institutional group” membership level unless amended to clarify the intent and boundaries of this new membership level.

It's been my pleasure to serve the Chapter in this capacity.

Deborah Gunn CPS/CAP
Chair, Bylaws & Standing Rules Committee

2009 EDUCATION COMMITTEE ANNUAL REPORT

2008-2009 was my first year as Education Chairperson. Two Chapter members achieved their CPS certification in November; one other member passed the CAP exam, also in November.

We held our first Professional Development Seminar at the new Liberty Station on September 20, 2008. We had 28 members and guests attend the three-hour workshop, several from the Los Angeles area. Our first speaker was Cheri Pierre, President of Pierre and Associates. Her subject was "Healthy Conflict." The second half of the morning was spent with Cindy Lewis, Training and Organizational Development Manager at the San Diego County Regional Airport Authority. Cindy shared her knowledge of "Essential Business Etiquette."

The Chapter's second Professional Development Seminar took place on March 14, 2009. Again, Viejas hosted our group which, probably due to the state of the economy, numbered only 39. Dr. Mary Leslie of Grossmont College's Department of Occupational Professional Training recruited our speakers. Illyana McManus of Grossmont Community College presented "PowerPoint Skills" and Paige Cohen of Aerotek schooled the group in "Resume Writing & Interview Skills."

The Chapter anticipates hosting two professional development seminars over the next year—one in September 2009 and another in March 2010.

Marion Phelps CPS/CAP
Chairperson

2009 PUBLICATIONS COMMITTEE ANNUAL REPORT

As in past years, the primary goal of the Publications Committee has been to publish the monthly newsletter for the San Diego Chapter of IAAP and maintain the chapter website. The monthly newsletter continued to feature the following items:

- Message from the Board
- Anniversaries
- Minutes of previous month's meeting
- Education Corner
- Dates to Remember

The newsletter continues to be posted to the website with only 5 copies mailed to members. The only expense for this Committee is the website charge. Printing and mailing costs are donated by the members' companies.

Thank you to Billie Simmons for chairing the Publications Committee until extenuating circumstances prevented her continuation as chairman. The current members of the Committee are EvE' Bond CPS, Denise Booth CPS/CAP and with additional input from Gloria Rossiter CAP and Marge Sues CPS. I would like to thank the members of the Committee for their contributions and editing expertise. A special thank you goes to EvE' Bond CPS for continuing to provide her help and advice - it was greatly appreciated.

Susan Gannon CAP, Chair, Publications Committee

2009 WAYS AND MEANS COMMITTEE ANNUAL REPORT

This is a short and sweet report. Through opportunity drawings at our monthly dinners, we raised a total of \$999 and it is my pleasure to donate a dollar to make it an even \$1,000.

I would like to thank all the contributors of items throughout the year, including all the wonderful books from Baker & Taylor publishers. I especially thank you for buying the Opportunity Drawing tickets and helping our association provide its wonderful programs and events.

Also, it was our pleasure to coordinate special advance movie screenings for our members. Many have shared that they enjoy doing something fun with their family, co-workers and other IAAP members. Special thanks to Allied Advertising and their movie studios for the promotional movie passes.

Ron Luis Valles
Chairman



May Meeting Attendees enjoyed the various displays in the mini expo.



The Cookie Lee display was a favorite of the meeting attendees.

Deborah Gunn CPS/CAP welcomed new member Brigit McKay



California Division Annual Report 2008-2009

CHAPTER: San Diego

WRITTEN BY: Gloria B. Rossiter CAP, Chapter President

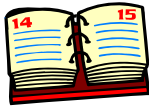
San Diego reaches Chapter of Excellence!

Other highlights of the year include:

- ☑ A "New Member/Mentor Night" in July kicked off our year. This is an IMPACT meeting for new members and non-members. Since we are "dark" in July, it is a good time to hold this event. The feedback from attendees was positive and we obtained new members as a result.
- ☑ Vice President and Membership Chair, Marge Sues CPS continued to use the packet of materials developed last year to give new members at their induction to the Chapter. This covers two purposes: if we don't get the IAAP HQ new member packet in time, we have something to give the new member at their welcome; and it provides Chapter-specific information to the new member. Also, renewing members received a \$5 gift card as a "thank you." In November, our Chapter reached the milestone of 101 members! Unfortunately, that number has slipped to 94 members as of May 2009. Our biggest challenge is retaining current members and, to that end, we assigned mentors to all new members who encouraged their "mentees" to attend Chapter meetings/events, sat with them during dinner meetings, and were available to answer their questions about the Chapter and IAAP.
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- ☑ Some special meetings included having the Innergized! team speak at our August meeting, which provided a recertification point for all certified attendees; a Member Appreciation Meeting in January; a Chapter anniversary and Past Presidents recognition meeting in February; and a Leadership meeting held in April, conducted by California Division Treasurer, Angie LaCarte.
- ☑ We raised \$187 for the Retirement Trust Foundation so far this year through a "reverse bingo" game and a 50/50 drawing. We will have one more fundraiser for the RTF before the end of June.
- ☑ We raised more than \$6,500 through our Ways & Means efforts including a Silent Auction in December, opportunity drawings at each meeting, and a very successful APD luncheon in April 2009. Many thanks to the committee and its Chairman, Ron Luis Valles.

In addition to the Chapter attaining the Chapter of Excellence, we continue to encourage members to attain their Member of Excellence status. We are a **Chapter of Excellence in Action!**





DATES TO REMEMBER!

June 5-7 2009	California Division Annual Education Forum & 57th Annual Meeting – Marriott Riverside Hotel ♦ (http://www.iaap-ca.org/aef-cdm-register.shtml)
June 10, 2009	June Dinner Meeting at Courtyard by Marriott, Liberty Station ♦ Installation of 2009-2010 Officers
June 17, 2009	Board Meeting—Location: President Rossiter’s Home
July, 2009	Chapter is dark.
July 22, 2009	SD Chapter Open House, Commuter Bldg. Airport (see flyer attached)
July 26-29, 2009	International Convention & Education Forum & Office Expo ♦ Minneapolis, Minn.
September 2, 2009	Chapter Meeting – The Butcher Shop in Kearny Mesa
October 7, 2009	Chapter Meeting – The Butcher Shop in Kearny Mesa
Oct. 18-21, 2009	Certification Conference, Marriott Waterfront, Portland, Ore.
November 4, 2009	Chapter Meeting – The Butcher Shop in Kearny Mesa
Nov. 6 & 7, 2009	CPS/CAP exam
December 2, 2009	Chapter Meeting – Location to be Determined
2010	
January 6, 2010	Chapter Meeting – Location to be Determined
February 3, 2010	Chapter Meeting – Location to be Determined
March 3, 2010	Chapter Meeting – Location to be Determined
March 8-10, 2010	Spring Professional Education Conference, Grand Sierra Resort, Reno, Nevada
March 2010	Professional Development Seminar – Location to be Determined
April 7, 2010	Chapter Meeting – Location to be Determined
April 21, 2010	APD Luncheon – Location to be Determined
May 5, 2010	Chapter Meeting – Location to be Determined ♦ Annual Meeting
June 4-6, 2010	California Division Annual Education Forum & 58th Annual Meeting – Location in Northern California TBD
June 9, 2010	Chapter Meeting – Location to be Determined ♦ Installation of 2010-2011 Officers
October 3, 2010	Multi-Chapter Symposium (see flyer attached)
Oct. 17-20, 2010	Certification Conference, Hilton Seelbach Hotel, Louisville, KY

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IAAP’s New Mission Statement: To enhance the success of career-minded administrative professionals by providing opportunities for growth through education, community building, and leadership development. IAAP sets standards of excellence recognized by the business community on a global perspective and provides professional guidance in education and training.

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Networking, Volunteering, Leadership—

What it can do for Your Future!

Dan Nagle, Principal @ Barney & Barney

Officer Installation

Auction & Opportunity Drawings
Benefitting IAAP Retirement Trust Foundation

Dinner Meeting Notice

June 10, 2009

5:00 p.m. Networking

6:00 p.m. Dinner

7:00 p.m. Program

Courtyard by Marriott Liberty Station

2592 Laning Road

San Diego CA 92106

619/358-1352

FREE parking

Dinner Menu

Spring Greens Garden Salad

Choice of:

Broiled Halibut or Chipotle Chicken

Vegetarian:

Pasta Primavera

Dessert:

Angel Food Cake w/Berries

FOR RESERVATIONS, PLEASE RSVP TO: Janie Dillard, Dinner Chair

Via E-mail:

dillard.janiemelia@scrippshealth.org. All reservations will be confirmed! If you do not receive a confirmed reservation via e-mail, please telephone Janie at: 858-626-7899.

Via Phone:

(858) 626-7899. Members may make reservations by phone. Please leave your name and phone number.

Via Mail:

8815 Keremeos Way, San Diego CA 92126

Guest Dinner Reservations MUST Be Paid By Friday, June 5, 2009

Make Checks Payable to: SAN DIEGO CHAPTER-IAAP & mail with information below

MEMBER DINNER RESERVATIONS ONLY may be paid at the door.

ALL NO-SHOWS TO DINNER WILL BE BILLED!



(Please supply all information so that we may put your name on our mailing list.)

My check is enclosed for: _____ reservations(s) at \$35 each for a total of \$ _____
Name: _____
Home Address: _____
Phone: _____ E-mail Address: _____
<input type="checkbox"/> Vegetarian

Visit our website: www.iaap-sandiego.com



Announcing our Coming Attraction!



SAN DIEGO CHAPTER OPEN HOUSE

“So You Want to be an IAAP Member”

Learn about IAAP and its Benefits through a
“Millionaire”-type format

Members are encouraged to attend
(This event is **FREE** – however, **reservations are required**)

July 22, 2009
5:30 p.m. – 7:30 p.m.
Heavy hors d’oeuvres will be served and parking will be validated

San Diego County Regional Airport Authority
Commuter Terminal, 3rd Floor
3225 North Harbor Drive
San Diego, CA 92101
619/400-2400 (front desk) until 5:30
619/654-0806 after 5:30

Via E-mail: gloria.rossiter@vanir.com. All reservations will be confirmed! **If you do not receive a confirmed reservation via e-mail**, please call Gloria at 619-233-0161

Via Phone: (619) 233-0161

RESERVATIONS must be made by Wednesday, July 15

Visit our website: www.iaap-sandiego.com

Save the Date!

Saturday, October 3, 2009

**Watch for the flyer and
check out the website
<http://www.iaapmcs.com>
for details**

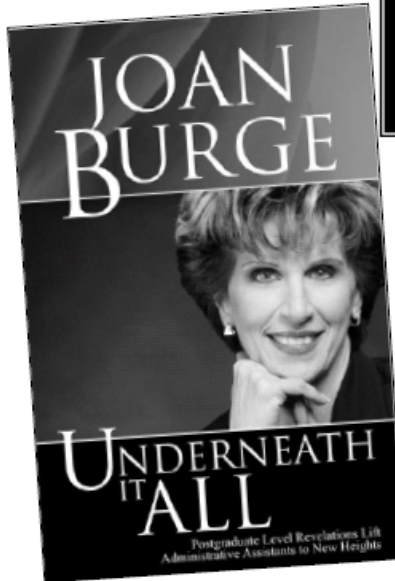
**33rd Annual Multi-Chapter Symposium
Pacific Palms Resort
Industry Hills, CA**

Brought to you by:
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Orange Empire Chapter, www.iaap-oec.org
Stellar Chapter, www.stellar-iaap-org
Valencia-Orange County Chapter, <http://iaap-voc.tripod.com>



Chapter Fundraiser

Deadline: June 30, 2009



ORDER YOUR COPY TODAY!

10% of all proceeds will be donated to Pancreatic Cancer Action Network

Joan Burge, a renowned author and administrative expert, has been a visionary for administrative training and development since 1990. One of the first to venture into the administrative training industry, she has become an international administrative expert, trainer,

UNDERNEATH IT ALL is a book whose time has come.

Today's executives have much higher expectations of assistants than in the past. Many executives want their assistants to learn, understand, and especially "know" the business. Administrative/executive assistants will need an entirely new set of skills such as a commitment to quality performance, cognitive thinking, and management of organizational goals.

UNDERNEATH IT ALL will show you how to become a master of your career and earn a seat at the executive table. You'll read why it's essential to maintain your competitive advantage and how *continual improvement* makes it possible. You will explore key points with Joan that lead to success and you're likely to wonder *who switched on the lights?* Once you "see" what is UNDERNEATH IT ALL, you will become a more effective person—in your business life as well as in your personal life.

author, and consultant. Joan's never-ending quest for providing top-notch educational programs has earned the respect of premier clients like Cisco, Boeing, Humana, Sunoco, Procter & Gamble, and Nationwide Insurance.

UNDERNEATH IT ALL presents new ideas and ambitious ways to approach the challenge of rising to the top in a field that is exciting and rewarding. **This book is a valuable investment in your future.**

- ★ Create synergy with your executive
- ★ Dramatically increase your value in the workplace
- ★ Deliver outstanding results through flawless execution
- ★ Wield influence because people believe in you

With more than 36 years of experience, Joan Burge equips administrative assistants, secretaries and office support professionals to move beyond task work to higher-level functions that meet the ever-changing demands of today's workplace. Joan often coaches executives to ensure they are fully utilizing the talents of their assistants, providing insight on ways they can improve their overall working relationships for greater effectiveness and productivity.

"I have met many 'experts' who think they have a good view of the administrative world and what it takes to be successful, however, none have actually been in the role to know the true nature of this profession. Joan Burge truly speaks from experience when she shares her philosophies and her stories and because she has been an Executive Assistant herself, an instructor and the CEO of her own company. She brings a wealth of knowledge from both sides of the desk."

Debbie Gross, Chief Executive Assistant to John Chambers, Chairman & CEO, Cisco Inc.

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*Copies will be autographed by Joan Burge.

Special Offer: San Diego Chapter IAAP