



Officer Installation & Chapter Review

Wednesday, June 8, 2011

Doubletree Hotel
7450 Hazard Center
San Diego CA 92108

Complimentary Self-Parking

5:00 pm Networking

6:00 pm Dinner

7:00 pm Annual Meeting

Check Out Our Website!

Remember, when you “read” *Through the Bay Window* from our website (www.iaap-sandiego.com) you should also check for new leadership and communication tips, RTF Information, special event notifications, plus much more!

Also, if you have any ideas on other information you would like to see on our website, give your idea to someone on the Board. Remember, this is your “site” as well as your newsletter.



Message from the Board

By: Deborah Gunn, CPS/CAP, President

Our program for the June 8 chapter meeting, in part, will be reviewing our accomplishments for the 2010-2011 year, and recognizing those chapter members who have participated in various activities/events. However, each one of you is to be congratulated for acting on your professional goals by being a member of the San Diego Chapter of IAAP. I encourage you to review your professional goals for this next IAAP year. Perhaps it’s to gain a new skill, become certified, or take on the challenge of chairing a committee. One thing is certain, every step is a positive one for becoming a better you!

I hope that you will agree to become an active participant in the San Diego Chapter during this next year. I’d ideally like to see the “80/20” rule (20 percent of the members performing 80 percent of the work) expanded to include more members. I appreciate those who continually volunteer for various chapter efforts, but it takes each person’s effort to make the chapter great. There are many members on our membership list, but few have taken an active role. My question to you is – why did you join this organization if not to gain professional growth? The only way to gain that growth is to become involved and stretch yourself to do something you haven’t done before.

The second part of our program for the June chapter meeting is the installation of new board officers for 2011-2012. You elected this new board and so attendance at this meeting to support their installation is very important. And, they will need each of you to step up and help during next year to bring about the planned programs and events.

If you are interested in providing a chapter program, please contact Tessa Wright, before August 1, as she will be the program chair for next year. IAAP HQ has several prepared PowerPoint presentations readily available for this purpose. Providing a presentation will meet

Put These on Your Calendar!

- **June 3: OPT Graduation**
- **June 8: Chapter Awards, Recognition & Office Installation: Doubletree Hazard Center**
- **June 10-12: California Division Annual Meeting**
- **July 13: Open House: Barney & Barney**
- **July 24-28: International EFAM: Montreal, Canada**

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Welcome New Members

New Member:
Estela Delgadillo

Total Membership—76
 Professional Members - 63
 Professional Merited Members - 8
 Associate Members - 4
 Student Members - 1

JUNE & JULY BIRTHDAYS & IAAP ANNIVERSARIES

Birthdays

Anniversaries

JUNE

- Joann Basaldua (11)
- Amelia Garza (11)
- Linda Granata (23)
- Lori Poore, CAP (13)
- Maby Smith (2)

JUNE

- EvE' Bond , CPS
- Judy Dolan
- Jeff Koches, CAP
- Heather McGann
- Amie Schankel

JULY

- Julia Lichtenberger (1)
- May Mootry (14)
- Nancy Talbert (6)
- Susan Van Veen (25)
- Tessa Wright (12)

JULY

- Lou Dumlao-Atienza, CPS
- Terri Estiban
- Cindy Garofalo, CPS/CAP
- Amelia Garza
- Erika Lowery
- Angela Williams, CPS

Best wishes to everyone celebrating a birthday or an anniversary!

Update Your Profile!

Please make sure your contact information is **correct**. Go to: **www.iaap-hq.com**. Check in your profile that your contact information (address, phone numbers and e-mail address) is **correct**.

If you have any questions on this process, please contact: **Sue Gannon, CAP, 858-513-1316**.

Board from page 1

one of the criteria for Member of Excellence. Remember, this is a friendly environment with which you can spread your wings, and it will help you obtain public speaking experience.

Thanks again for your vote of confidence in electing me to serve as chapter president for this term. As I turn over the gavel to Marge Suess, CPS, I do so with confidence in her and her board members to bring an even better year ahead for all chapter members.

2010-2011 ANNUAL REPORTS

PRESIDENT

We held an Open House (new member/impact meeting) in July 2010, in a game show format entitled, "So You Want to be an IAAP Member?" We showed a presentation with general information about the chapter and IAAP. Game questions were taken from this presentation and from the mock certification exam. Our three "contestants" were chosen from the names of nonmember attendees. The goal of the contestants was to achieve the highest number of points by answering questions. However, each of the three nonmember contestants won a prize. The contestant with the highest number of points won a paid annual membership; the second placed winner won a gift basket; and the third contestant won a certificate to attend two dinner meetings. This was a fun and interactive event with positive feedback received from attendees, and we obtained a new member as a result. We've shared this "program" with a number of chapters through

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**SAN DIEGO CHAPTER
MEETING MINUTES
WEDNESDAY, May 4, 2011**

The Business and dinner meeting of the San Diego Chapter was held at the Doubletree Hotel, in San Diego, California, the evening of Wednesday, May 4, 2011. The following officers were present:

President Deborah Gunn, CPS/CAP
President-Elect Marge Suess, CPS
Vice President Sue Gannon, CPS/CAP
Recording Secretary Michelle Posada
Corresponding Secretary Tessa Wright
Treasurer Jackie Lewis, CPS

Business Meeting

President Deborah Gunn called the meeting to order at 6:16 p.m. Vendors from the Mini Expo called their door prize winners. The vendor door prize winners included Cindy Garofalo, CPS/CAP, Laura Stokes, Terri Esteban, EvE' Bond, CPS, Shirley King, CPS, Cam Schultz (vendor), Nancy Talbert, Heather McGann, Kim Madigan and Tessa Wright.

Approval of Minutes

President Gunn asked if there were any corrections to the April 6, 2011, business meeting minutes, which were previously distributed to the membership via e-mail and the chapter newsletter, *Through the Bay Window*. The minutes were approved with no corrections.

Acceptance of Treasurer's Report

President Gunn asked if there were any corrections to the Treasurer's report ending April 30, 2011, previously distributed to the membership via e-mail.

Treasurer's Report was accepted and will be filed.

The meeting was adjourned for dinner

Perfect Attendance

The Chapter presented Perfect Attendance awards (\$25 in cash) to the following members: EvE' Bond, CPS, Janie Dillard, CPS/CAP, Kim Docken, CPS, Terri Esteban, Sue Gannon, CAP, Jackie Lewis, CPS, and Nancy Talbert.

Program

Nancy Talbert, Nominations Committee Chair, presented the slate of nominees for the Chapter's 2011-2012 term, as follows: President Marge Suess, CPS; President-Elect Tessa Wright; Vice President Yolanda Sevilla, CPS/CAP; Recording Secretary, Michelle Posada; Corresponding Secretary, Janie Dillard, CPS/CAP; and Treasurer Jackie Lewis, CPS. There were no additional nominations from the floor. These members were elected upon a unanimous vote by the members.

Bylaws & Standing Rules Proposed Amendments

Lori Poore, CAP, Bylaws & Standing Rules Committee Chair, presented proposed amendments to the Chapter, California Division, International, and Retirement Trust Foundations Bylaws/ Standing Rules. Following discussion, all of the proposed amendments to the Chapter's Bylaws/ Standing Rules were passed. There was no discussion of the California Division Bylaws/ Standing Rules as the proposed amendments consisted primarily of clean-up/consistency language. There was considerable discussion of the International proposed Amendment #1 related to disbanding chapters with less than 15 members.

The Chapter voted to send its Delegate with instructions to oppose Amendment #1 as written and to send the Delegate informed but uninstructed on any amendments to Amendment #1 and on the remaining proposed amendments for International and the Retirement Trust Foundation.

Membership Renewals

Vice President/Membership Chair Sue Gannon, CPS/CAP, noted that the following members had renewed their membership: EvE' Bond, CPS, Sandi Prescott Csik, Elizabeth Dain, Velva Lee Hodge, CPS, Heather McGann, Marge Suess, CPS, Nancy Talbert and Suzanne Workman.

Announcements

Vice President/Membership Chair Sue Gannon, CAP, announced the next Happy Hour event will be held on May 16 at Maria Maria.

Treasurer Jackie Lewis, CPS, announced the Board has decided to waive all future PayPal fees.

Recording Secretary Michelle Posada announced the May 7th San Diego Humane Society Volunteer Event.

Free June Dinner Meeting

The drawing for a free dinner meeting, next month, was won by Janie Dillard, CPS/CAP.

There being no further business, the meeting was adjourned by President Gunn at 8:00 p.m.

Submitted by Michelle Posada, Recording Secretary





the Chapter Presidents Community Web group. It's great to be able to share a fun and successful program. Mentors were assigned to each new chapter member to help with their orientation to the chapter and IAAP.

We showed our appreciation of renewing members with a \$5 gift card. We had a Perfect Attendance contest for members who had attended all of the chapter dinner meetings from August 2010 through April 2011; they each received a cash award of \$25: Eve' Bond, CPS; Janie Dillard, CPS/CAP, Kim Docken; CPS, Terri Esteban; Sue Gannon, CAP; Jackie Lewis, CPS; Nancy Talbert. We also provided an opportunity for a member to receive his/her next dinner meeting free. Members names were placed in a container and one name was selected. The only condition was that the member had to attend the next chapter meeting.

We have a Community Services Group which led the following community outreach efforts during the year: collecting yogurt lids for the Yoplait "Lids for Life" campaign (Yoplait donated 10 cents per yogurt lid to Susan G. Komen for the Cure), collected gently used business clothing for the Grossmont College Office Professionals Training Program (OPT), participated in the San Diego River Park Foundation efforts to clean up San Diego, provided nonperishables for the San Diego Food Bank, volunteered services at the South Bay Community Services, participated in walking dogs for the San Diego Humane Society, and donated books for Words Alive.

We had five chapter programs that provided recertification points during the year. Among them

were: "Public Speaking Made Easy," Jim Hutzelman, Port of San Diego; "Organization in the Workplace," Allison Tennebaum, Property Placed Organizing; "Working with Different Generations in the Workforce," Arlene Lieberman, Barney & Barney; "Financial Statement Overview for the Layman," Hal Dunning, Barney & Barney; and "15 Steps in Successful Special Event Planning," Leandra Almodovar, Culinary Concepts. We held a Silent Auction as part of our December holiday dinner meeting which raised \$343. We celebrated the chapter's 60th Anniversary with a special dinner in February 2011. We held a reverse bingo game fundraising event for the Retirement Trust Foundation at our March 2011 chapter meeting raising \$62.50 for the RTF.

We held a Professional Development Seminar in February 2011 in which we awarded three recertification points.

We budgeted for ten chapter members to attend the 57th Annual California Division Annual Meeting in June 2011 here in San Diego. Each applicant had to attend at least five chapter dinner meetings and indicate their active participation in the Chapter. Scholarship winners were: Eve' Bond, CPS, Janie Dillard, CAP, Kim Docken, CPS, Cindy Garofalo, CPS/CAP, Katherine Kipp, Jackie Lewis, CPS, Michelle Posada, Yolanda Sevilla, CAP, and Tessa Wright.

We held a lunch aboard Flagship Cruises and Events' yacht "California Spirit" for our APD event in April 2011 raising nearly \$7,000 in profit. We also held a Mini-Expo at our May 2011 Annual Meeting.

We had one member, Kim Docken, pass the CPS exam in November 2010—congratulations again, Kim!--and several were registered to take the exams in May 2011. We loan study materials and help to arrange study groups.

We included in this year's budget two \$500 scholarships for the Grossmont College OPT program for deserving students. These scholarships are awarded at each of the OPT January and June graduation ceremonies.

The following members who achieved the Member of Excellence designation to date in 2011: Deborah Gunn, CPS/CAP, Marge Suess, CPS, Jackie Lewis, CPS, Gloria Rossiter, CAP, and Tessa Wright.

We also had a contest for the chapter's Outstanding Admin. The member who obtained the most points from involvement in various chapter activities won \$150.

The Chapter achieved the Chapter of Excellence for 2010-2011. Congratulations to all who contributed toward this achievement! Thanks so much for the opportunity to serve the chapter as your president!

Deborah Gunn, CPS/CAP, President

PRESIDENT-ELECT

As president-elect, my primary responsibilities have been to arrange for the dinner meeting sites and provide the speakers at 11 dinner meetings. Most dinner meetings were held at the Butcher Shop Steakhouse in Kearny Mesa. The only exceptions have been the Mission Valley Marriott

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and the Doubletree Hotel Mission Valley. Program speakers' topics have included:

- Public speaking
- Workplace organization
- Working with different generations
- Overview of financial statements
- IAAP certification program
- Event planning
- Finding and keeping a job

Five of these programs provided recertification points.

Special dinner meetings included the holiday party and silent auction at the Butcher Shop in December, and the chapter's 60th Anniversary celebration at the Mission Valley Marriott in February. Additionally, in May, we had a very successful mini-expo in conjunction with our dinner meeting, thanks to coordinator Leandra Almodovar from Culinary Concepts.

Further, as president-elect, I represented the Chapter as delegate to the 2010 Education Forum & Annual Meeting in Boston. I have also been the chapter's liaison to the San Diego Chamber of Commerce.

Marge Suess, CPS

VICE PRESIDENT

As Vice President of the San Diego Chapter I was also Membership Chair for the 2010-2011 year. The Chapter began August with 91 members. Unfortunately we are ending the year with 77 members. As of May 15th, we had 13 new members with two former members reinstating

their membership. To date, we had 28 members who did not renew – there were two major reasons for non-renewal: employer is no longer paying for membership and changing jobs/focus is changing.

In July, we held our annual Open House, once again at the San Diego Airport's Commuter Terminal. More than 40 members and guests attended resulting in two new members.

We continued our program of awarding a \$5 gift card to members who renew. This year, along with *Starbucks* gift cards, we also gave *Target* gift cards. Four members recruited new members and received \$10 off their next dinner meeting. We also continued the Mentor Program with several people volunteering to mentor more than one person. I would like to thank the following people for volunteering to be a mentor: Janie Dillard, Christina Ray, Cindy Garofalo, Lori Poore, Gloria Rossiter, Marge Suess and Tessa Wright.

We continued holding Chapter Happy Hours every other month. The locations for the Happy Hours were: *Jimmy's American Tavern* in Point Loma; *Cozymel's* in the Golden Triangle/UTC area; *Residence Inn San Diego*, Downtown; *Humphrey's* on Shelter Island and *Maria Maria* in Fashion Valley. Attendance has been steadily growing over the year.

Susan Gannon, CAP

RECORDING SECRETARY

As Recording Secretary for the IAAP San Diego Chapter Board of Directors for Fiscal Year 2010-11, my duties and responsibilities included:

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Members of Excellence

Do you want to join our 2010 *Members of Excellence* (MOE) in 2011? Go to *Member of Excellence* on our website for the criteria. If you have questions, ask any of our 2010 MOEs:

Eve' Bond, CPS

Janie Dillard, CPS/CAP

Sue Gannon, CAP

Cindy Garofalo, CPS/CAP

Deborah Gunn, CPS/CAP

Gloria Rossiter, CAP

Marge Suess, CPS

Ron Valles

Angela Williams, CPS

Tessa Wright

Members who have already been confirmed as a 2011 Member of Excellence:

Deborah Gunn, CPS/CAP

Jackie Lewis, CPS

Gloria Rossiter, CAP

Marge Suess, CPS

Angela Williams, CPS

Tessa Wright

Have you submitted your online *Member of Excellence* application for 2011? If so, please

let your Chapter Board know!



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- Attending Chapter and Board Meetings.
- Composing Meeting Minutes.
- Providing Board Meeting Minutes to Board members for review.
- Sending Chapter Meeting Minutes to the Newsletter Editor for inclusion in the Chapter Newsletter so the minutes could be acted on in a timely manner.
- Being involved in decision-making at the Board Level.

During the Fiscal Year 2010-11 I also served as a committee member on the Community Service Committee. My responsibilities as a committee member included:

- Providing input and involvement in decision-making for community service events.
- Attending Board Meetings as a committee member and providing reports and status updates to Board Members.
- Working with local organizations and coordinating community service events for members to participate in.
- Creating flyers and newsletter information to spread the word on upcoming community service events.

Attending the community service events as lead coordinator and volunteer for the event.

Michelle Posada

CORRESPONDING SECRETARY

Some of the responsibilities performed during the past year were to:

- attend the monthly Chapter meetings and the monthly Board meetings;
- attend Chapter Happy Hours;
- attend the Education Seminar;
- write articles for publication in the newsletter, *Through the Bay Window*;
- prepare and send email notifications to members on various Chapter dinner meetings, events, information, job openings, and other important information;
- prepare and send email notifications to interested parties on various Chapter meetings and events;
- create and lead networking activities for the chapter at the monthly dinner meetings;
- assisted the Board with the Chapter new member night in July; performed the role of emcee;
- create Photo Albums from the various dinner meetings and events to publish on the web site
- attend and assist in Administrative Professionals' Day event
- maintain Chapter rosters for email and contact information; and
- met Member of Excellence requirements

It has been a special privilege to serve the Chapter President, members of the Board and the San Diego Chapter Membership. I look forward to serving again next year at the pleasure of the membership.

Tessa Wright

TREASURER

Fundraising Efforts

- We raised \$536 during our monthly dinner raffle fundraisers, and another \$343 from the Silent Auction held at our December meeting, for a total of \$879.
- We held a Retirement Trust Foundation (RTF) fundraiser at the March meeting. We played reverse bingo and raised \$125, with half going to the RTF, and the other half split between two winners.
- We had a very successful Administrative Professional's Day again this year aboard the San Diego Harbor Excursion's yacht, "California Spirit," and the weather was just outstanding! The event was well attended and we raised over \$6,900. A portion of the proceeds from the event will supplement the Chapter's Scholarship Fund.

EFAM Discounts

We were able to save \$400 for our President and President-Elect to attend the EFAM conference by registering early for the conference and reserving rooms at the conference hotel.

Jackie Lewis, CPS



How to Convince your Boss to send you to EFAM

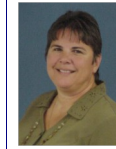
In a telephone interview between Dr. Susan Fenner (IAAP) and author Meryl Runion, there were several tips provided on how to ask your manager to send you to EFAM. See below:

Executives haven't considered the value of training and need to see the return on investment (ROI). Make it a no-brainer for him/her to send you by:

- Prior to the event, lay the groundwork by emphasizing your professionalism and the value of maintaining your professional development. Show that you are using the organizations resources to help you do your job.
- Talk about how the profession is changing and how you need to stay on top of what's happening.
- Make your efforts visible. Instead of just saying you completed a task, talk about the steps you took to accomplish it (this shows your resourcefulness and your networking within/without the office). Or, show why you need training to help you be even better at a new software, etc.
- Talk about how networking at this kind of event can benefit you/your company. Cite examples of how knowing something helped you to resolve a problem or got your manager an appointment with someone when they couldn't do it themselves. Emphasize your networking results. When you make contacts with other admins., you also make contacts with other managers in your industry.

- Mention that you'll meet others in your industry (sometimes others who work for the same company but in another location), even competitors – get an edge!
- Problem-solving resources. Figure out what kinds of problems you are having in the office and then review the conference sessions that might solve that problem. Ask your manager what sessions he/she would like you to attend. Show how this training can help you do a better job, or become more knowledgeable about a particular software or equipment (e.g., new media such as iPad, etc.).
- Offer to come back and train others in your office.
- Where is your office going? What skills will you need? Say, "Here's the next big trend I see coming, and I can get an advantage or jump start on that from attending the conference."
- Start with your own excitement about attending a conference and then explain to your manager how your attendance would benefit your manager and your company.
- Talk about the Office Expo and how you can connect with vendors to help solve problems with the use of products and talk with others who make it happen.

Editor's Place



I am taking this space to say good-bye to everyone in the Chapter. I have enjoyed my time here in San Diego. I have grown tremendously over the years – starting with my first leadership opportunity as the Education Committee Chair through my tenure on the Board and onto my Division role. I appreciate all you have taught me and the friendships we have developed.

Special thanks to my fellow board members (past and present), committee members and mentors. I am sure I will see y'all over the years to come.

**GOOD-BYE SAN DIEGO CHAPTER,
I WILL MISS YOU!**

Gloria B. Rossiter, CAP



DATES TO REMEMBER!

2011

June 3	OPT Graduation—Grossmont College Main Quad (6:30PM)
June 8	Chapter Meeting— <i>Officer Installation & Chapter Achievements</i> , Doubletree Hotel Hazard Center
June 10-12	California Division Annual Meeting, Mission Valley Hilton, San Diego
July 13	Chapter Open House—Barney & Barney
July 24-27	International Education Forum & Annual Meeting, Montreal, Quebec, Canada
August 3	Chapter Meeting— <i>Topic TBD</i> , The Butcher Shop
August 15	Certification Exam Application Submission Deadline (<i>Upcoming Changes in effect as of this submission</i>)
September 14	Chapter Meeting—Topic and location TBD
October 5	Chapter Meeting—Topic and location TBD
October 9-12	Fall Conference, Sheraton Hotel & Marina, San Diego, CA
November 2	Chapter Meeting—Topic and location TBD
November 4-5	Certification Exam
December 7	Chapter Meeting—Holiday Party and Silent Auction, location TBD





**CHAPTER AWARDS, RECOGNITION, AND
OFFICER INSTALLATION**

**Highlights: Recognition of Chapter/Member
Achievements; Install 2011-12 Board**



**DINNER MEETING NOTICE
JUNE 8, 2011**

**Doubletree Hotel – Mission Valley
7450 Hazard Center
San Diego, CA 92108
Phone (619) 297-5466**

Complimentary Self-Parking

5:00 p.m. – Networking
6:00 p.m. – Dinner
7:00 p.m. – Program

DINNER MENU:

Doubletree Green Salad
Grilled Chicken Primavera

Vegetarian Selection:
Vegetarian Primavera

Dessert:
White Cannoli Cake
Coffee – Decaf - Tea

For a reservation, contact Dinner Chair, Kim Docken at:

Kim.docken@sbcglobal.net or 858-731-3503

Reservations by members may also be mailed to: Kim Docken, 12222 Rios Rd., San Diego, CA 92128

Cost: \$35.00

Deadline for reservations is **5:00 p.m. on Friday, June 3, 2011**

****A \$5.00 late charge will be incurred for reservations made after 5:00 p.m. on June 3, 2011****

*Members may pay at the door or use PayPal.

Guests **must** pay in advance – payment must be received prior to the RSVP deadline or your attendance will not be confirmed. Guests may also use PayPal for registration

If you would like to pay for the dinner meeting with a credit card, log into our PayPal account. If you don't have a PayPal account, it is easy to sign up at: www.paypal.com. To process your payment, select Send Money, enter the following email address in the To section: treasurersd@gmail.com and the amount (\$35), select the Personal tab and Payment Owed (service fees will be waived). A note can be added to the next screen with the meeting date and the meal selection. If you don't have a PayPal account, you can be invoiced by sending an email to: treasurersd@gmail.com. This information will then be forwarded to the Dinner Chair by the Treasurer.

[ALL RESERVATIONS CANCELLED AFTER THE RSVP DEADLINE](#)

[AND NO-SHOWS FOR DINNER WILL BE BILLED](#)

PREPAID RESERVATIONS CANCELLED AFTER THE RSVP DEADLINE ARE NONREFUNDABLE

Visit the San Diego Chapter website: www.iaap-sandiego.com

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.

IAAP's Mission...

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