

ExxonMobil North Chapter is 2011 Chapter of Excellence!

Our delegate and alternate returned from EFAM in Montreal, and what did they bring with them? **Sandra Scott, CPS/CAP**, and **Sherry Grantham** officially handed our Chapter of Excellence Certificate to **President Mona Elias, CPS/CAP**, during the chapter's board meeting on August 10.

The certification means a great deal to our chapter and to Mona who set that as one of our chapter's goals last year. The board greeted the presentation of the certificate with a round of applause. Special kudos go to Mona and to **Robbie Scott** who

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Save These Dates!

ExxonMobil North Chapter Meetings:

- **Wednesday, September 21, 2011: ExxonMobil North Chapter IAAP monthly meeting.** The meeting will begin at 11:00 AM in GP5-838/844. Please be prompt.
- **Tuesday, December 6, 2011: ExxonMobil North and South Chapters IAAP will join together for the December meeting.** Prepayment of only \$5.00 is required for attendance. Additionally, please plan to bring a toy or a gift card for children at the DePelchin Center for Children.

Upcoming Events:

- **September 29, 2011: Medical Center Chapter Seminar** is titled "Making Emotional Intelligence and Writing Work for You" on Thursday from 9 AM-4 PM at Reliant Center. Visit <http://medctr.iaap-hq.org/IAAPHQ/MedicalCenter> for more information.
- **October 9-11, 2011: The IAAP Fall Conference** is in San Diego. The theme for this year's conference is "Fall Forward: Hot Topics for Tomorrow's Workplace." Go to www.iaap-hq.com.
- **October 15, 2011: Inter-City Council of Houston – Area IAAP Hosts CPS/CAP Recognition Banquet** – Crowne Plaza River Oaks from 6:30 PM-10:00 PM.

Chapter Anniversaries – August

Congratulations to one and all!

| | |
|--------------------------|---------|
| Jeannie Curtis | 4 years |
| Diana Guardiola | 2 years |
| Sandra Guilbeau | 4 years |
| Susan Kleb | 4 years |
| Bianca Knighton, CPS/CAP | 3 years |
| Cathy Lindley | 3 years |
| Christine Martinez | 2 years |
| Mary Mead, CPS | 4 years |
| Catherine Mills | 4 years |
| Rebecca Moreno, CPS | 4 years |
| Sunday Pederson | 4 years |
| Linda Pope | 4 years |

Chapter Anniversaries - July

Congratulations everyone!

| | |
|----------------------|---------|
| Donna Begue | 2 years |
| Cynthia Harrell | 1 year |
| Patty Inzana, CPS | 4 years |
| Sharon Mautz | 4 years |
| Jill Neal | 2 years |
| Lisa Pierce, CPS/CAP | 3 years |
| Robbie Scott | 4 years |
| Kathryn Stoltz | 1 year |
| Lori Vaughan | 4 years |

Bianca Knighton Earns CAP



Modesty is a virtue that rarely lands you in the news. Nevertheless, *The Light* is happy and proud to announce that **Bianca Knighton, CPS/CAP,**

earned her latest certification in May 2011. Bianca kindly informed the editor a few days ago. Congratulations, Bianca!



Visit the IAAP website at www.iaap-hq.org



2011 – 2012 ExxonMobil North Chapter IAAP Meeting and Board Schedule

| | |
|---------------------------|--|
| July 20, 2011 | Frances McAnear - Grace Under Pressure (1 Recert point confirmed), GP5-838/840 |
| August 17, 2011 | Gene Norman, Chief Meteorologist KHOU, Channel 11, GP5-838/840 |
| September 21, 2011 | Doug Hanson – Motivational Speaker (Recert point pending), GP5-838/840 |
| October 19, 2011 | Abbie Barbley, CPS/CAP - Expense Reporting Basics GP5-838/840 |
| November 16, 2011 | Sinead Lancaster – Magellan Health Healthier Holidays: Emotionally, Physically and Financially (Recert point pending), GP5-838/840 |
| December 6, 2011 | Holiday Celebration at the United Way Corporate Office |
| January 18, 2012 | Sinead Lancaster – Magellan Health Opting for Happiness: A Lifestyle Change (Recert point pending), GP5-838/840 |
| February 15, 2012 | Charlene Kesee, CPS/CAP – T-L Division Vice President (Recert point pending), GP5-838/840 |
| March 21, 2012 | Sinead Lancaster – Magellan Health Resolving Conflicts Creatively (Recert point pending), GP5-838/840 |
| April 18, 2012 | Sinead Lancaster – Magellan Health Task Management: The Art of Daily Planning (Recert point pending), GP5-838/840 |
| May 16, 2012 | Sinead Lancaster – Magellan Health Relaxation Techniques for Mind/Body Wellness (Recert point pending), GP5-838/840 |
| June 20, 2012 | Installation of Officers – GP5-838/840 |

❖ Topics are subject to change due to unforeseen circumstances. If a topic is cancelled and has recert points, we will replace it with a topic that has recert points.

Aldine Y.O.U.T.H. Business Luncheon a Hit!

On August 1, **President Mona Elias, CPS/CAP, Vice President Cathy Schauffler, Treasurer Debbie Bartelsmeyer, Directors Patty Inzana and Sue Pittel, CPS, Community Service Chairman Sandra Scott, CPS/CAP, Mentor Chairman Brenda Ard and Special Projects Chairman Lain Brown** attended the Aldine Y.O.U.T.H. Business Luncheon. The luncheon was held at a former Lutheran Church on the school district grounds, and it was quite an affair to remember.

Although the service was terrific and the food was presented well, the big highlight of the luncheon was the students themselves. They put together a great PowerPoint presentation describing their eight weeks this summer learning about banking, finance, cooking, drafting a business plan, writing a resume, interviewing for a job, and learning sign language. Yes. Signing. All of this was under the leadership of Mrs. Sylvia Bolling.

The students learned about public speaking, as well, because each of them described his or her expectations of the program (mixed) and the results (excellent). Mrs. Bolling is such a dynamic person that it would be difficult for anyone to observe different results.

About five years ago, Mrs. Bolling started the program out of the back of her car. Her concern for teenagers who lacked direction and ordinary life

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Aldine Y.O.U.T.H. Business Luncheon

(Continued)

experiences, such as how to open a bank account, were the impetus of Aldine Y.O.U.T.H. More importantly, Mrs. Bolling wanted to cut down on the number of students who dropped out of school due to pregnancy or drug use.

Field trips, practical experiences, and confidence-building interaction with business people were designed to keep the students on the track to success. None of them want to be a statistic. You could see the confidence in their eye-contact, their smiles, and their posture. Sandra Scott, CPS/CAP, our liaison with the group, accepted a certificate of appreciation that students presented to sponsor companies.

After the awe-inspiring testimonials from the students and from several of the sponsors who worked with them, the amazing Mrs. Bolling still had more to give. She and her Students donned red choir gowns and signed to Mariah Carey's *Hero*. It was stunning. The extra napkins placed in the middle of each table were obviously intended for the people who were so affected by the performance that they cried. Several people in our group, who will not be singled out, needed napkins.

Since I am writing this as a feature article, I will take the liberty to state in the first person that I was compelled to hug Mrs. Bolling and to congratulate her as we left. She is truly a hero herself!

Chapter Meeting on August 17: Our Norman Number Was 10!

Channel 11 News Chief Meteorologist Gene Norman spoke to our chapter on Hurricane Preparedness, the differences between a hurricane and a tropical storm, storm surge, and the location where you should expect tornadoes after a hurricane or tropical storm. That



Gene Norman
11 News Chief Meteorologist

would be to the northeast. Mr. Norman was an excellent speaker, as one might expect. He was extremely entertaining and an authority on his subject.

One of his big advantages is that his mother was an administrative assistant. He graduated from MIT, worked at NASA, earned an advanced degree, was offered a job reporting the weather at a Beaumont, TX, station on the weekends while still at NASA, and followed his true love of reporting full time at Channel 11 News. When Dr. Neil Frank retired, Gene Norman was ready to step into his shoes.

Special kudos go to **Vice President Cathy Schaufler** for enlisting Mr. Norman as a speaker and to **Chairman Irma Molsberry** for inviting **Bodegas Taco Shop** to cater the lunch. Thanks also go to **Robbie Scott**, for handling the **Membership Chairmanship** and to **Lain Brown**, **Special Projects Chairman** for hauling magic plants to meetings.

IAAP Fall Conference in October

Fall Forward: Hot topics for Tomorrow's Workplace

The workplace is changing at such a rapid pace it's hard to know what skills, programs and knowledge you need to attain to achieve success in tomorrow's workplace. We've done the work for you for the 2011 Fall Conference, Oct. 9-12, in San Diego. Join us for the final Fall Conference and walk away with training on what's hot.

You'll impress your boss and your co-workers when you improve your efficiency by using Microsoft on your desktop and Google on the cloud. Expand your communication skills by understanding social media and what's hot and what's not for yourself and your company. After the conference you'll have confidence in your skills to become the go-to person in the workplace.

Find your voice by learning how to effectively negotiate inside and outside the office. At our Hot Topics conference, educate yourself on harassment and violence in the workplace. You'll walk away with essential skills that will set you apart today... and tomorrow.



Chapter of Excellence

(Continued)

made certain that we met all of the deadlines. Further to her credit, Robbie did this unofficially. She wasn't the "Chairman of Excellence," but she did an excellent job of seeing that the chapter, with the president's guidance, made it over all of the hurdles to reach the finish line. Remarkable!

Thanks to Mona and to Robbie for their diligence and to Sherry and to Sandra who brought the good news to us in Houston!

Grammar Squirrel



The world is scattered with business letters that open with, "In regards to . . ." But did you know that "In regards to" is grammatically incorrect (and stuffy)? "In regard to . . ." - with no "s" on the word "regard" - is correct, but unnecessarily long. Try "Regarding" instead.

Example

"Regarding the memo you sent on 28 May, I need four tickets to the fundraiser."

Impact Breakfast Slated in October

Chapter Secretary Sherry Grantham is working with Division Vice President Charlene Kesse, CPS/CAP, on an impact meeting for our chapter in the Greenspoint Plaza Conference Center. The breakfast that we had last year was very well received, and the impact meeting in October should be, as well.

Sherry and Charlene have settled on the first week in October, either the 5th, 6th or 7th. Put this in your mental pending file. No mental pending file? Just jot it on your calendar. We should have a definite date by the time the next bulletin is issued. American Indians told time by the moon; I tell time by the bulletin. Yes. You thought so. I know.

Visit the IAAP website at www.iaap-hq.org



IAAP Celebrates its 70th Anniversary in 2011-2012. Congrats!



*The International Education Forum and Annual Meeting
Delegate's Report by Sherry Grantham*

Montreal, the largest city in Quebec and the second largest in Canada, is a place of romance, elegance, and life. I had a flashback when I stepped off the plane; I thought I was in Paris. Montreal has lots of skyscrapers, historical buildings, and restaurants. It also contains one of the largest underground complexes in the world. What a wonderful experience and place to see! Someday maybe I will get to visit again, but next time not for business. I would like to take a tour and learn all the history about Montreal.

Of the 1,018 Administrative Professionals and Affiliates gathered to attend the 65th International Education Forum and Annual Meeting in Montreal, Canada, July 23-28, 2011, at the Montreal Convention Centre, our chapter had four members present: Sherry Grantham (Delegate) and the author of this report, Sandra Scott, CPS/CAP (Alternate), Jeannie Raymond, CPS, and Andrea Johnson.

The EFAM opened with the business session on Sunday, July 24, with the Parade of Nations, a report from the Credentials Committee, and 2011-2012 introductions of candidates for election to IAAP Board of Directors and RTF Board of Trustees. After that, the "Avery Great Results Chapter and Division Awards" were presented by Sharon Newhall,

Manager of Consumer Development, to the winning Chapters and Divisions. The first day continued with visiting the Office Expo, District and Affiliates Caucuses, and the Candidate Meet and Greet Session. Later that night many attended the Evening of Welcome, "An Evening in Montreal," which was sponsored by Avery Dennison. It was an evening of fun-filled line dancing and networking. A moose was even seen out on the dance floor shaking it up.

On Monday, July 25, it was an early start for the first ballot voting. Afterwards, we attended a Leadership Luncheon, "Lead, Follow, or Get out of the Canoe" by Bob Abrames. He was motivating, inspiring and hilarious. He spoke about an expedition of nine men and one woman who had to lead, follow and paddle a 750 pound birch-bark canoe. It brought out their best leadership qualities because everyone had to step up. Abrames noted that "every good team needs a leader, captain or coach to oversee the organization". Without this your team or organization will fail. After lunch, the EFAM business session reconvened. Proposed Bylaw amendments were presented, and after hearing the pros and cons for each amendment, things finally started wrapping up.



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EFAM Delegate's Report by Sherry Grantham

Out of 11 proposed Amendments, all but two were passed. President Mary Ramsay-Drow, CPS/CAP, then announced and installed the 2011-2012 International Officers and the RTF Trustees.

Tuesday, July 26, the Keynote Speaker was Clinton Kelly from TLC's "What Not to Wear." His topic on "Making a Great Impression" was informative and humorous. He answered the top ten questions that people frequently ask. From dressing like a slob, bra fitting, butt issues, finding the perfect jeans, heels vs. flats, panty hose, dressing well with less money, covering your muffin top, and age appropriate clothing. He said when shopping for clothes always think of the word BASE. How does this fit my **B** = *Body*, is it **A** = *Age Appropriate*, **S** = *Situations*: when I can wear the garment, and **E** = *Expense*: is this something I can really afford?

He also suggested that you clean out your closet at least twice a year. If it does not fit, get rid of it because if you do not have fit you do not have style. He also stated that you should never dress for a man; always dress for yourself. Kelly then took a couple of ladies from the audience and showed us the dos and don'ts on style. My only wish is that he could have spoken longer. He was fascinating.

After the fun-filled event with Clinton Kelly, I thought that the evening had reached its apex. I was delighted to find that I was quite wrong about that.

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Motivational speaker, Sam Glenn the "Attitude Guy," came out and painted a beautiful mural of a lighthouse near the sea using chalk accompanied by great music. Sam was once homeless and angry at the world. He then decided he needed to change, so he got a kick in the attitude and turned his life around. He provided tips on how to energize your work and life, and how to get people positively charged for taking action and achieving positive results.

He said people need to lighten up, collect humor and share it. Humor refreshes the attitude and cleanses the soul. We should learn to laugh at ourselves before we can laugh at others. Sam had us laughing so hard that tears were rolling down our faces. He is energetic, hilarious, and artistic. Sam definitely kicked our attitude.



Left: Motivational Speaker Sam Glenn



**Recharge
Your Attitude.**

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EFAM Delegate's Report by Sherry Grantham

Well, not many more days left of an exciting adventure in Montreal. Wednesday, July 27 was a day of Educational Workshops. The "Avery Software Solutions", this workshop provided tips on new products that are available to help in getting us organized and to make our daily tasks easier at the workplace. "Getting the Most out of Office 2010" gave us a heads up on all the features that the latest new version has to offer and provided some useful tips and tricks. SharePoint Workshop provided instructions on creating your space and some tips on working within the site. The iPhone vs. Android workshop demonstrated applications to use if your have an iPhone or Android. These workshops are just a few of the many topics that were offered. All the workshops challenged us with fresh ideas, opened our eyes to new growth opportunities and provided us with the skills to become remarkable Professionals.

After the busy day of workshops it was time to fluff the hair, get out the sparkles and shine. Dressed in our elegant attire, we attended the Final Night Banquet, which consisted of introductions of the 2011-2012 Incoming International Officers, Presentation of the Award for Excellence, and 2011-2012 Incoming President Address by Tamra L. Goodall, CPS/CAP, who presented this year's theme, *Making the Leap to Remarkable*. The Milwaukee Wisconsin Chapter presented to the

Outgoing President Mary Ramsey-Drow, CPS/CAP, a check in the amount of \$2,350 made out to the Research and Education Scholarship Fund. The R&E fund also raised \$2184 at the Expo booth and the fabulous chalk painting that Sam Glenn created during his talk was auctioned off for \$4000 at the banquet. Wow, what an exciting event! After the banquet commenced the evening was still young. Many attended the International Board of Directors Reception which was still going strong way after midnight.

After a long week of walking many miles in the streets of Montreal from the Delta to the convention center daily, I can officially say I am exhausted. I had a wonderful time, loved the city, made a lot of new friends and enjoyed the weather. Heck, we even came home with the **Chapter of Excellence Award**. Not a bad year. Hope to see ya'll in Grapevine Texas for the 66th International Education Forum and Annual Meeting at the Gaylord on July 22-25, 2012. Let's show them how Texas does it BIG.

Love from Montreal,
Sherry Grantham
2010-2011 ExxonMobil North Chapter Delegate



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EFAM Bylaws Amendment Voting Results

Following are results of delegate voting during the 2011 EFAM on proposed amendments to the IAAP and RTF bylaws:

IAAP Bylaws & Standing Rules

Amendment 1 - Failed - Regarding the minimum chapter size.

Amendment 2 - Adopted - Regarding simplifying the dues structure.

Amendment 3 - Adopted - Regarding discounting dues for a period of time for promotion.

Amendment 4 - Adopted - Regarding waiving processing fees for returning members.

Amendment 5 - Adopted - Regarding clarifying the board term.

Amendment 6 - Adopted - Regarding striking the word "international" and adding "Retirement Trust Foundation" trustee.

Amendment 7 - Adopted as amended - Regarding the number of division candidates that can be nominated for international office (amended to allow no more than one candidate rather than the two as proposed).

Amendment 8 - Failed - Regarding providing a list of delegates who failed to vote.

IAAP Bylaws

Amendment 9 - Adopted - Regarding striking words from the IAAP bylaws that are now shown in the RTF bylaws.

Amendment 10 - Adopted as amended - Regarding adding the words "and Retirement Trust Foundation Bylaws" that allow the IBSR Committee to review the RTF bylaws.

Amendment 11 - Adopted - Regarding wording that was moved to the RTF bylaws.

Amendment 12 - Adopted - Regarding adding the task of reviewing the RTF bylaws to the IBSR Committee.

RTF Bylaws

Amendments 1 through 5 - All adopted as written and presented.

The updated IAAP Bylaws & Standing Rules and the RTF Bylaws will be on the IAAP website in the very near future.



“The only thing that separates us from the animals is the ability to accessorize.”

Robert Harley, Steel Magnolias

Bylaws

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International News

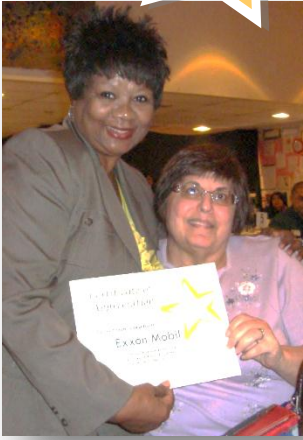
Chapter of Excellence FY 2011-2012 Deadlines

- 7** **July 2011:** Chapter sent a delegate (credentials form) or submitted a proxy to the International Education Forum and Annual Meeting in Montreal, Quebec, Canada. (COE Requirement 7)
- 1** **October 1, 2011:** Deadline for chapters to submit annual calendar with education and/or training topics to members with a copy to the division vice president, Charlene Kesee, CPS/CAP, cdkese@mdanderson.org <mailto:cdkese@mdanderson.org>. (COE requirement #1)
- 2** **December 31, 2011:** Deadline for chapters to submit budget annual financial review (audit report) to members with a copy to the division treasurer, Emily Garner, CPS/CAP, mastersonmbmt@sbcglobal.net <mailto:mastersonmbmt@sbcglobal.net> (COE requirement 2)
- 5** **April 30, 2012:** Deadline to submit business plan to members with a copy to Tina Wiggins, CPS/CAP, division president-elect tinaswiggins@yahoo.com . This plan ideally should be for the 2012-2013 year. (COE requirement 5)
- 6** **May 2012:** Chapter sends a delegate or submits a proxy to the 2012 Division Annual Meeting. Bonnie House, CPS/CAP, division secretary and the 2012 AM Credentials Committee will track this action item. (COE requirement 6)
- 3** **June 1, 2012:** Deadline to submit Membership Drive Evaluation Form to Carla Flowers, CPS/CAP, division president cflowers@denco.org or cflowerscapom@gmail.com Chapter must hold at least one membership drive between July 1 and May 31 of the current IAAP fiscal year. (COE requirement 3)
- 4** **June 25, 2012:** Deadline to hold at least one new member orientation and submit form to Carla Flowers, CPS/CAP, division president cflowers@denco.org or cflowerscapom@gmail.com . New members in attendance must have joined IAAP within the current IAAP fiscal year. (COE requirement 4)
- 8** **June 30, 2012 – At least 7% of the chapter members (minimum of 2 members) qualify for Member of Excellence. (COE requirement 8) FY2012-2013**





Aldine Y.O.U.T.H. Photos



Sandra Scott, CPS/CAP and Mona Elias, CPS/CAP, (above) with certificate.



(Above) Aldine Y.O.U.T.H. students.



(Above) Mrs. Sylvia Bolling leading her students in signing.



(Left) Sandra Scott, CPS/CAP, Mona Elias, CPS/CAP, Patty Inzana, CPS, Cathy Schaufliker, Debbie Bartelsmeyer, Sue Pittel, CPS, and Brenda Ard before the luncheon.



(Right) Mrs. Sylvia Bolling leading her students at the end of the luncheon.

EFAM Photos

Montreal, Canada
July 24-27, 2011



Sandra Scott, CPS/CAP, our alternate delegate attends the leadership luncheon.



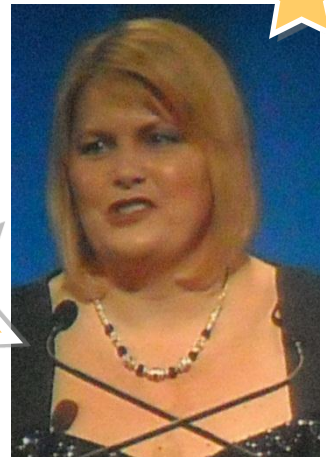
Sherry Grantham, our delegate, and Cyndy Reagan, CPS/CAP, of the ExxonMobil South Chapter, pause at a fountain.



The International Board arrives at the Evening of Welcome.



Outgoing International President Mary Ramsey-Drow, CPS/CAP, addresses the assembled delegates and alternates at EFAM.



Incoming International President Tamara Goodall, CPS/CAP, outlines her goals for the new IAAP year.

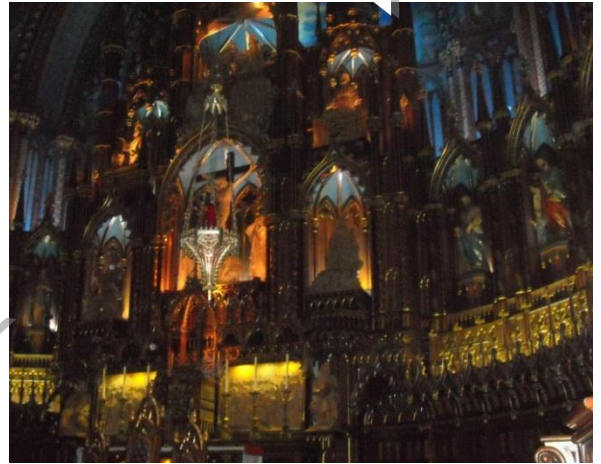
EFAM Photos

Montreal, Canada

July 24-27, 2011



Basilique de Notre Dame



Interior of Notre Dame Basilica.



Palais de Congrès Convention Center



Montreal's China Town

Chapter Meeting Photos

All photos are from the August Chapter Meeting with guest speaker Gene Norman, Chief Meteorologist for Channel 11 News.



What are 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.

Learn, Grow, Network

Members and non-members who attend IAAP events are energized when they go back to their offices. Besides learning from the industry's best teachers, authors and speakers, our members network with each other, learning from the triumphs and trials of other office professionals. If you haven't attended IAAP's International Education Forum and Annual Meeting or one of our conferences, put that on your list of things to do.

The three key phrases of IAAP's mission statement are **education, community building, and leadership development**. IAAP has a long history of meeting these goals at the following events – the spring Professional Education Conference, the International Education Forum & Annual Meeting, and the fall Certification Conference.

If you've been thinking about joining IAAP, we invite you to join our chapter. Once you join, be sure to participate. Involvement is the way to make the most of your membership. In fact, most ExxonMobil managers allow administrative professionals to charge membership dues to their PCards, since we are a corporate chapter. Our chapter meetings are held once a month during lunchtime, and we have great programs planned. Visit a meeting, talk to your manager, and join IAAP today!



**2011-2012
ExxonMobil North Chapter
IAAP Officers**

President

Mona Elias, CPS/CAP

Vice President

Cathy Schauffler

Secretary

Sherry Grantham

Treasurer

Debbie Bartelsmeyer

Directors

Patty Inzana, CPS

Sue Pittel, CPS

Visit the IAAP website at www.iaap-hq.org

The Light is a monthly
publication of the ExxonMobil North
Chapter IAAP

***The Light* Committee:**

Debbie Bartelsmeyer, Treasurer /
Board Contact
Sue Pittel, CPS, Director / Editor

Please send comments or
suggestions to Sue Pittel at
sue.c.pittel@exxonmobil.com.

**2011-2012 IAAP
Texas-Louisiana Division Officers**

President

Carla Flowers, CPS/CAP

President-Elect

Tina Wiggins, CPS/CAP

Vice President

Charlene Kesee, CPS/CAP

Secretary

Bonnie House, CPS/CAP

Treasurer

Emily Garner, CPS/CAP

**2011-2012 IAAP
International Officers**

President

Tamara Goodall, CPS/CAP

President Elect

Karlena Rannals, CPS/CAP

Vice President

Judith Yannarelli, CPS/CAP

Secretary

Antoinette Smith, CPS/CAP

Treasurer

Wendy Melby, CPS/CAP

SW District Director

Dortha W. Gray, CPS/CAP

International RTF Trustees

Kelly A. Reggio, CAP

Carolyn Prather, CPS

Jean Bohniski, CPS/CAP

Patricia Row, CPS/CAP

Wendy Melby, CPS/CAP

Judith Yannarelli, CPS/CAP