

Sketches

AN AWARD-WINNING NEWSLETTER PUBLISHED BY THE HARRISBURG CHAPTER

www.iaap-harrisburg-pa.org



International Association of
Administrative Professionals®

Jessie Grove, CPS/CAP, Editor

EFAM Edition

President's Message

Hello Harrisburg Chapter Members,

I hope you are enjoying your summer – and staying cool the best way you know how.

The 2010 Education Forum & Annual Meeting (EFAM) was held July 18-22, 2010 in Boston, Massachusetts, and Chapter Alternate, Jessie Grove, CPS/CAP and I, as your Chapter Delegate, thought it might be a good idea to do a Special Edition of Sketches devoted solely to EFAM (as it so happens, Jessie is also the Editor of Sketches this chapter year).

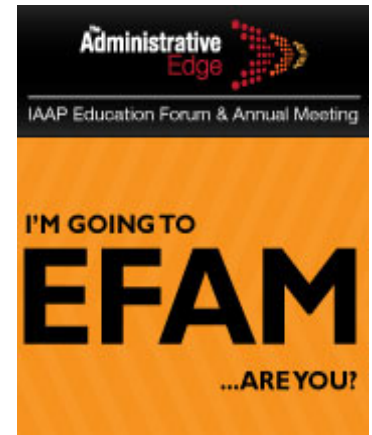
There were some important changes announced regarding the Certification Program and we wanted to highlight them in this issue instead of running the risk of them getting lost along with a lot of other information in a future edition. I hope you enjoy this Special Edition and are as excited as I am about the coming year.

See you in September.

Best,

Deb

Deb Feinberg, CAP
President



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2010-2011 Officers

President
Debra Feinberg, CAP

President-Elect
Jena Creter, CAP

Vice President
Vicki Gesford, CPS/CAP

Secretary
Stacy Shugar, CPS/CAP

Treasurer
Debra Leshak

Important Dates

September 13, 2010 – Board Meeting and September 20, 2010 – Harrisburg Chapter Membership Meeting

DELEGATE'S REPORT



2010 Education Forum & Annual Meeting Delegate's Report

The International Association of Administrative Professionals® held their 2010 Education Forum & Annual Meeting on July 18 – 22, 2010 in Boston, Massachusetts. I was honored to represent the Harrisburg Chapter as President and Chapter Delegate.

The weekend started on Sunday, July 18 bright and early at 8:00 a.m. with the Delegates Briefing and then the business session at 9:00 a.m. which began with the Parade of Nations – most notably was that the South Korean flag was carried by one of the three members attending EFAM from South Korea. It was inspiring to know that they traveled so far to be a part of the week. The National Anthem was sung by 2009-2010 New York Division President and 2010-2012 Northeast District Director Bianca Constance and what an amazing job she did – it brought tears to my eyes. President Shamali gave the welcome and reviewed the schedule for the week, including introducing 13 Past-International Presidents who were in attendance.

Attendance as of 8:30 a.m. on Sunday, July 18, 2010 was 1,221; 301 of those were first-timers and 12 were from the Harrisburg Chapter.

The nominations for the 2010-2011 International Board and the 2010-2011 Retirement Trust Foundation were announced with one nomination for Theresa Bennett, CPS for International Secretary being made from the floor. Candidates were each given the opportunity to speak for 2 minutes. While I was only eligible to vote for one of the candidates who spoke (the candidate for International Secretary – all others were running for directors of districts I could not vote for), I was moved and inspired by the passion in their words.

Next up was President Shamali who talked about some very interesting (and I'm sure very confusing) changes coming to the Certification Program in the Fall of 2011 – specifically to eliminate the CPS rating entirely to reflect the changing view of our profession. Full details and further explanation will be forthcoming but one change that will take effect immediately is that recertification will only require 60 points instead of the previous 90 points – good news for all of us. President Shamali talked about the recruitment and retention efforts at all levels of the association. She concluded by reminding us to “Believe that walking the talk matters, because it does. Believe that you can make a difference, because you can.”

The Retirement Trust Foundation report was given by Kathy Hampton, CPS/CAP, Chairman. Chairman Hampton talked about some of the changes that the RTF has made over the past year, including updating the mission statement and discontinuing ReVisions and ReVisions 2.0. RTF awards were given to the Michigan Division (under 600 members) and to the Illinois Division (over 600 members) for their contributions to the RTF.

Avery Awards were given as follows: **Chapter of Distinction** - Big D Chapter in Dallas, Texas (under 40 members); Nashville Chapter, Nashville, Tennessee (over 40 members); Hawthorn Chapter, Springfield, Missouri (under 40 members – Honorable Mention); Oak Ridge Chapter, Oak Ridge, Tennessee (over 40 members – Honorable Mention): **Division Prestige** – Missouri Division: **Chapter Prestige** – Sunny Isles, Nassau, Bahamas. Avery also announced the Avery Box Tops Challenge with prizes of \$2,000 (first place) and \$500 (second place) so stay tuned for more information on this challenge.

Sunday evening found us all “At the Ball Game” for our Evening of Welcome. The Host Committee went all out with ball caps, peanuts, popcorn and mid-way games to keep us entertained and we were encouraged to come in our favorite sports team attire. There were many rival teams in attendance but everyone was good natured and there were no drunken brawls. We also boogied with a DJ and many of us had sore legs the next morning. A good time was had by all.

Monday morning was a busy time with the Office Expo and voting for International Board. The Office Expo was really great with lots of goodies and many of us came away with a lot of good stuff. I was really glad I did not fly to EFAM because I would have had to buy an extra piece of luggage to get everything home. Voting was, for me, very serious and very exciting. Even though I was sent uninstructed, I felt the weight of the entire chapter as I cast my vote. Thank you for entrusting me with this responsibility.

Monday noon was the Leadership Lunch “Put Your Whole Self in! Life & Leadership the Hokey Pokey Way” with speaker Kelly Tyler. Kelly touched on five points to being a good leader:

- Give all – focus on the task at hand – be all-in in whatever you are doing.
- See beyond – what is the impact you make? The greatest gift a leader can give those around her is the gift of purpose.
- Notice others – pay attention to what is going on with other people other than what they just said.
- Move forward – don’t stay stuck. Be the person looking for solutions – not excuses.
- Enjoy now – identify something to celebrate, appreciate and honor every day.

Kelly suggested we all take the Mirror Test – every morning look in the mirror and decide – how all-in are you going to be today. Make a commitment every day. At the end of each day, look in the mirror again – how’d you do?

We ended the lunch by actually doing the hokey pokey – we all put ourselves all-in – at least for a minute. Hopefully we can translate that to a long term commitment.

Monday afternoon we went back into our business session to vote on by-law changes and find out the results of the election.

Following are the results of the IAAP Bylaws & Standing Rules Proposed Amendments:

Proposed Amendment 1 - Article VIII – International Officers, Qualifications, Nomination and Election, Terms and Duties, Section 2. para A - **PASSED**

Proposed Amendment 2 - Article VIII – International Officers, Qualifications, Nomination and Election, Terms and Duties, Section 2, para B – **PASSED**

Proposed Amendment 3 - Article VIII – International Officers, Qualifications, Nomination and Election, Terms and Duties, Section 2, para C - **PASSED**

Proposed Amendment 4 - Article VIII – International Officers, Qualifications, Nomination and Election, Terms and Duties, Section 2 para D - **PASSED**

Proposed Amendment 5 - Article XII – Standing Committees, Section 3, para A, subpara 5 - **PASSED**

Proposed Amendment 6 - Article XIII – Meetings, Section 1, para A - **PASSED**

Proposed Amendment 7 - Article XIII – Meetings, Section 3 - **PASSED**

Following are the results of the Retirement Trust Foundation Bylaws & Standing Rules Proposed Amendments:

Proposed Amendment 1 - Title - Amend Title International Association of Administrative Professionals Bylaws of Retirement Trust Foundation - **PASSED**

Proposed Amendment 2 - Article II – Purposes, page 1 - **PASSED**

Proposed Amendment 3 - Article III – Board of Trustees, page 1 – **PASSED**

Proposed Amendment 4 - Article III – Board of Trustees, Section 1 – **AMENDMENT TO LEAVE IN THE SENTENCE –** The number of trustees to constitute the Board of Trustees shall be six (6). **PASSED AS AMENDED**

Proposed Amendment 5 - Article III – Board of Trustees, Section 2 – **AMENDMENT TO STRIKE** “IAAP INTERNATIONAL DEPARTMENT OR” from Section 2. Qualifications. **PASSED AS AMENDED**

Proposed Amendment 6 - Article III – Board of Trustees, Section 3 – **AMENDMENT TO STRIKE** “IN ARTICLE XIII” from Section 3. Nomination and Election. para B. **PASSED AS AMENDED**

Proposed Amendment 7 - Article III – Purposes, Section 6 - **PASSED**

Proposed Amendment 8 - Article IV – Officers, Section 1 – **AMENDMENT TO STRIKE** “The IAAP International President and Treasurer shall serve as trustees by virtue of their international office.” **PASSED AS AMENDED**

Proposed Amendment 9 - Article V – Duties of Officers, Section 3 – **PASSED**

Proposed Amendment 10 - Article VIII – Amendment, page 4 – **PASSED**

The process of voting on and amending the bylaws and standing rules for IAAP and The Trust is tedious and time-consuming and at the same time fascinating and exhilarating. Maybe it has to do with my years of working for lobbying firms but to see the democratic process in action this way just thrilled me and I was happy to be a part of it. Again, thank you for entrusting me with this responsibility.

The next order of business was the announcement of the election of officers. Following are the results of the election for the 2010-2011 International Board:

President – Mary Ramsay-Drow, CPS/CAP
President-Elect – Tamra L. Goodall, CPS/CAP
Vice President – Karlana Rannals, CPS/CAP
Secretary – Antoinette Smith, CPS/CAP
Treasurer – Judith A. Yannarelli, CPS/CAP
Northeast District Director – Bianca M. Constance
Northwest District Director – Kristi Rotvold, CPS/CAP
Southwest District Director – Dortha W. Gray, CPS/CAP
Affiliate Representative – Leanne M. Fisher, GradCert Bus/JP
Trustees, Retirement Trust Foundation – Carolyn L. Prather, CPS and Kelly A. Reggio, CAP

Future EFAM sites were announced as follows: July 24-27, 2011 – Montreal, Quebec; July 24-27, 2012 – Grapevine, Texas; July 28-31, 2013 – Anaheim, California; July 27-30, 2014 – Milwaukee, Wisconsin; July 26-29, 2015 – Louisville, Kentucky.

Monday evening found me at the Northeast District dinner, hosted by Northeast District Director Judy Yannarelli, CPS/CAP. In years past, each Division hosted a dinner during EFAM, however, this year they decided to do something a little different. There were 128 members of the Northeast District were in attendance at the dinner which provided a nice opportunity for networking.

Tuesday was book-ended by two fabulous keynote speakers – we started our day with Vernice Armour, our country's first African American female combat pilot and the first black woman to wear the gold wings of a Marine Corps aviator. Vernice was inspiring and entertaining. She encouraged us to acknowledge the obstacles we face – don't give them power. She stressed that a breakthrough mentality creates a breakthrough life. She told us that dynamic, successful people don't make excuses and that there are only two ways to success – the first time or again.

Our second keynote speaker was Erin Brockovich – yes, that Erin Brockovich. She was funny and irreverent and honest – all of the things I expected her to be. She did not hold anything back and stressed the importance of persistence, of being yourself – no matter what.

The rest of Tuesday and Wednesday were filled with education sessions; however, I did not attend any of them this year because I chose to be an EFAM volunteer instead. Because I was a delegate none of my volunteer hours could be during the business sessions or voting, so I worked all day Tuesday and Wednesday during the education sessions as a seminar monitor. By volunteering I met more people than I would have, I got a better understanding of the inner workings of EFAM and I helped out the Chapter by saving half of the registration fee. It was a great experience and I plan to volunteer next year in Montreal.

Wednesday evening found us all dressed in our finest for the closing night Banquet. We feasted on filet and chocolate mousse. It was announced that the final registration number was 1,456 and then the Adecco Mentor Award was presented to Marlene Wilson. The IAAP Award for Excellence was given to Oak Ridge Associate Universities (less than 1,000 employees) and to Pfizer, Inc. (more than 1,000 employees). Judy Yannarelli, CPS/CAP and Karlana Rannals, CPS/CAP introduced incoming President Mary Ramsay-Drow and she introduced her theme "Passion & Purpose." She stressed that change is good, although sometimes difficult. She pointed out that either we manage change or change manages us and that we should stop doing the things we've always done if it doesn't add value to what we do. The business session of the 2010 Education Forum and Annual Meeting adjourned at 9:30 p.m. on Wednesday, July 21, 2010.

Thursday morning I was privileged to be able to attend the education workshop which had two presentations. The first presentation was given by Tamra Goodall, CPS/CAP entitled "Conflict Resolution." Tamra stressed the importance that in times of conflict we should all remember the golden rule "do unto others as you would have done unto you" and to try to find common ground. We should be genuinely empathetic and try to walk in their shoes. She emphasized that conflict can destroy a chapter. She stated that conflict resolution should always be done face to face and that everyone should be allowed to have their say – respectfully and calmly. We should always try to be adults and should also remember that some problems can't be solved.

The second presentation was "Embrace Your Lazy Leader for Outrageous Results" given by Cynthia D'Amour, MBA. Cynthia stressed that we should act as a leader – not as someone who does all the work and that we should embrace that the results are because of us. She stressed that we should not be judgmental and we should come to meetings UP! She pointed out ways in which we can turn "I don't have time" into "I can't wait to volunteer" by painting a vivid picture of what is expected, selling the opportunity and being an inviter. She stressed that we should celebrate with our teams and find ways to help our members have fun at our meetings. She pointed out that people will support what they help to create. I hope I can translate some of what I learned into everyday practice.

Well, that ends my official 2010 EFAM Delegates Report. I want to again thank you all for giving me the opportunity to represent you and the Harrisburg Chapter and for entrusting me with the responsibility of being your Delegate at the 2010 Education Forum & Annual Meeting in Boston, Massachusetts. I had a ball.

Respectfully submitted,

Deb

Debra S. Feinberg, CAP
2010-2011 Chapter President

ALTERNATE'S REPORT

2010 Education Forum & Annual Meeting Alternate's Report



Boston is like a city in reflection with the past being surrounded by the future. There was so much to do and so little time to do it in. Twelve members of the Harrisburg Chapter traveled to Boston by various means arriving Thursday, Friday, and Saturday. The Hynes Convention Center was impressive with lots of security keeping us safe. Dawn Hall CAP served as the Volunteers Chair for this year's EFAM. She did a great job keeping all events fully staffed. I know she was glad to see Thursday arrive.

Business sessions began on Saturday morning. The Parade of Nations is always an impressive site. This year there was a delegation from South Korea who were all first timers and one of their members carried the South Korean flag dressed in her country's attire. The Star Spangled Banner was sung by Bianca M.

Constance, the 2009-2010 New York Division President.

At 9:10 am, the gavel came down and the 2010 EFAM was called to order by International President Susan Shamali, CPS/CAP. The Past International Presidents (PIP) in attendance were introduced. During their introductions, a picture of what they looked like when they were president was shown on the large screens. The nominations for the 2010-2011 International Candidates were presented to the members.

President Shamali gave an overview of the "happenings" of the past year. The association is resilient and strong; the Project Plan has identified areas of focus; and an Executive Oversight Committee has been assigned to oversee the Process Mapping Procedure. Probably what will be most remembered, and discussed, were the changes coming to the Certification Program to bring our association more in line with other professional organizations. Effective immediately, the number of points required for recertification will be reduced to 60. In the fall of 2011, there will be only one rating system. All current CPS holders will become CAP; all current CPS/CAP holders will become CAP-OM (Organizational Management). The current CPS holders will have the opportunity to obtain their CAP through November 2011. After November 2011, there will no longer be two parts to the exam. An article on this new rating is included as part of this special publication. Also, as more information is provided, we will pass it along to the Harrisburg Chapter.

Kathryn Hampton, CPS/CAP, Retirement Trust Foundation Chair, provided an update. The Trust has made changes in the way they will do business and housing assistance will be offered to members 55+ who are in need of assistance. The business session was adjourned at 11:20 am.

At the Northeast District Caucus, Jean Meckley, Lehigh Valley Chapter, was recognized for attending her 60th International convention. Sixty years ago, Jean attended her very first International convention, which happened to be held in Boston, Massachusetts.

Office Expo was a great opportunity for the vendors to showcase their newest line products. Some of the new products coming out were really nice.

Everyone was provided the opportunity to meet with the candidates this year at a "Candidates Forum." As Chapter Delegate, Deb took advantage of the opportunity so she could make an informed decision during voting the next morning.

"Take Me Out To The Ball Game" was the theme for the Evening of Welcome. Everyone was encouraged to wear their favorite team's jersey. It looked as if the major leagues were well represented.

It was time for business again on Monday morning when all the delegates cast their votes for International Officers. While most districts required only one vote, the Southwest District was recalled for a second vote.

The Leadership Luncheon was held on Monday. While I was able to enjoy the food, I had to depart for volunteer duty. I made it back as everyone was doing the "Hokey Pokey." Deb was really good at that.

The gavel came down again at 3:00 pm as the meeting was called to order by President Shamali. Dortha W. Gray, CPS/CAP, the Bylaws and Standing Rules Chair, made the motions to accept the proposed changes to the standing rules one-by-one. As each amendment was presented, the wording was displayed on the two large screens for all to read. All seven amendments passed. The Retirement Trust Foundation Bylaws amendments were next. All ten amendments were also passed, some with additional amendments. Two standing votes were called for. Once these were done, the remaining amendments went quickly.

Now it was time for the declaration of the elections for the 2010-2011 International Board of Directors.

President – Mary Ramsay-Drow, CPS/CAP
President-Elect – Tamra L. Goodall, CPS/CAP
Vice President – Karlana Rannals, CPS/CAP
Secretary – Antoinette Smith, CPS/CAP
Treasurer – Judith A. Yannarelli, CPS/CAP
Northeast District Director – Bianca M. Constance
Northwest District Director – Kristi Rotvold, CPS/CAP
Southwest District Director – Dortha W. Gray, CPS/CAP
Affiliate Representative – Leanne M. Fisher, GradCert Bus/JP
Trustees, Retirement Trust Foundation – Carolyn L. Prather, CPS and Kelly A. Reggio, CAP

Upon election, the International Officers for the 2010-2011 Year were installed.

Executive Director Don Bretthauer, CAE, spoke briefly about the association and the economy. He was cautiously optimistic about the economic recovery. Due to the low turnout at the 2009 EFAM in addition to all major revenues being down, changes were made and the headquarters staff learned to do more with less. Through it all, Executive Director Bretthauer felt the association as a whole has grown together in its ability to lead.

Future EFAM sites were announced and an invitation to the 2011 EFAM in Montreal, Canada, was given. Business session was adjourned at 5:35 pm.

Tuesday afternoon and Wednesday were filled with education seminars. The ones I attended were enlightening and helpful in my career.

Tuesday morning we were enchanted and mobilized with Vernice Armour “FlyGirl.” Her presentation was motivating, personal, thought provoking, and exciting all at the same time. Her incorporation of her personal life into her life as the first African-American woman Marine combat fighter pilot was inspiring. She proved that there are only two ways to success – the first and the second time and to never give up. Vernice told us that a breakthrough mentality creates a breakthrough life. Life is not possible, it’s real.

Erin Brockovich delighted us in the afternoon. Erin showed us she truly is the person behind the image created on the big screen. Don’t ever quit but believe in yourself. Erin’s journey in life was much like everyone else. She learned to take one problem at a time and break it down into achievable steps. She also learned that “stick-to-itiveness” really is a word.

Wednesday evening’s banquet was, as always, a beautifully choreographed formal affair. Judith Yarnelli, CPS/CAP, and Karlana Rannals, CPS/CAP, introduced the incoming President, Mary Ramsay-Drow, CPS/CAP who introduced her theme “Passion & Purpose.”

**PASSION &
PURPOSE**

On Thursday afternoon Deb, Juanita, Colette, and I were headed for home. Our car was packed and we were ready to go.

Thank you Deb for asking me to be your alternate and thank you Harrisburg Chapter members for approving her choice and giving me the opportunity to represent you.

Respectfully submitted,

Jessie

Jessie J. Grove, CPS/CAP
2010 EFAM Alternate

INTERNATIONAL NEWS

Excerpts from the June posting on the International site from Past International President Susan Shamali, CPS/CAP:

"...I'd also like to let everyone who's used to seeing IAAP's annual report around the same time as EFAM about a change we've made. Beginning this year, IAAP's annual report will be available in October. Why the change? It's because we know how much our leaders and members value accurate information, especially in these challenging economic times. Putting our annual report out in October will allow us to publicize our audited figures, which means that there are no adjustments we will need to make between the publication of the annual report and then the audited financials, which is what we've done in the past.

Have you checked out the free podcasts on the IAAP web community yet? Our education department has been busy interviewing our EFAM speakers for short, bite-size talks packed with real information and education you can use. And you don't need an iPod to listen... you can hear it right on your computer.

Speaking of our web community, are you one of the few members who hasn't been using this resource because you think it might be too intimidating? Worry no more... our HQ staff is offering a free webinar on how to network with other admins, find information and get in on the ground floor of what's becoming one of our most highly rated member benefits. There's still time to sign up for this June 23 webinar. Just visit <https://www1.gotomeeting.com/register/963409256> to sign up!

On a more personal (but still IAAP) note, I want to thank all the divisions and chapters I have had the privilege to visit not only during annual meeting season this year, but throughout the IAAP year. You've all welcomed me with open arms, and it's been one of the best experiences of my term as International President this year. I've enjoyed getting to meet so many members and leaders in IAAP, and I'm consistently amazed by the level of professionalism and warmth out there in our association. I'd be remiss, too, if I didn't say thank you specifically to all the 2009-10 Division Presidents. Your Power of Commitment has shone this year, and I'm thrilled to have been a part of it...."

CERTIFICATION NEWS

Past President Susan Shamali, CPS/CAP announced changes to the Certification Program during her address to the members. As with any change, there are pros and cons to the idea. There are also many questions. Following is a publication provided by International to answer those questions. As more information is received, we will forward it to you. You can also keep up with the changes on the International site.

UPCOMING CHANGES TO THE IAAP CERTIFICATION PROGRAM Effective November 2011

IAAP's Certification Program will be changing effective November 2011. In an attempt to answer as many questions as possible, we've developed this question & answer sheet. We're excited about the upcoming changes, and we hope that you will be too. Our goal, as always, is to maintain a vibrant program that's marketable to the professional community. These changes will help us achieve a much simpler system of expansion with an understandable and easier to explain certification program. If you still have questions after reviewing this sheet, email certification@iap-hq.org.

What ratings will now be available from IAAP? IAAP is moving from a two rating system to a one rating system, with areas of specialty. The base rating will be Certified Administrative Professional, the CAP rating. We will also offer a specialty in Organizational Management, the CAP-OM.

When is this change effective? November 2011.

How will this change affect me if I am currently certified? Effective November 2011, all active CPS ratings will be changed to CAP, and all active CAP ratings will be changed to CAP-OM. Will the exam format change? Yes, the CAP exam will become a one-part exam, testing similar material to our current three-part exam. The CAP-OM exam will also be a one-part exam, testing similar material to the current Part 4 of the CAP exam. Will additional specialty areas also be offered? Yes, in the future, there could be a specialty in technology and software, or in medical administration, and more. At least one year's advance notice will be given prior to each specialty designation being available.

When will the Certification Review Guide be updated? The preliminary exam outlines are available now; we anticipate new sample questions and an updated bibliography by November 2010.

Will review materials be available to study for the new November 2011 exams? We will provide both Pearson/Prentice Hall and Metcalf Education with the revised examination outlines by November 2010. Once they give us a revision schedule, we will share that information. Please keep in mind, the IAAP certification exams are not written from the review materials. The exams are written from the college texts listed in the Certification Review Guide. The review materials are intended as an aid to review something you already know, and are not intended to teach everything that is on the exams.

Who will be eligible to take the new CAP exam? Applicants with no college degree will need four years of verified administrative experience; applicants with an associate degree will need three years of verified administrative experience; and, applicants with a bachelor's degree will need two years of verified experience. All experience must be within the past fifteen years, and must include twelve months continuous with one employer within the past five years. All experience requirements must be met prior to applying for approval to take the CAP exam. Will students be able to take the CAP or CAP-OM exam? Students will be eligible only if their experience requirements have been met at the time they apply.

If I am a new candidate, how do I attain the CAP rating and the specialty designation? You can first apply to take the one-part CAP exam, and then after attaining the CAP rating, come back and apply to take the one-part Organizational Management specialty exam. OR You can apply initially as a candidate for the CAP-OM, and take both the one-part CAP exam and the specialty Organizational Management exam at the same time. Will the exams still be multiple choice? Yes. There is no change in the testing format. How many questions will be included in the exams? The one-part CAP exam will be 300-350 questions. The one-part Organizational Management exam will be 150-170 questions.

FOR CURRENT CANDIDATES

How will these changes affect current CPS and CAP candidates? Current candidates, and those applying for the November 2010 and May 2011 exams, will have through May 2011 to complete all parts of the existing exams. After the May 2011 exams, any CPS or CAP candidate who has passed only one part will automatically be moved to the new CAP exam; any candidate who has passed two parts will be given through November 2011 to complete their final parts.

Complete details will be provided individually to all eligible retake candidates before both the May 2011 and November 2011 exams.

UPCOMING CHANGES TO THE IAAP RECERTIFICATION PROGRAM

How will the recertification requirements change? Here is a list of the largest changes to IAAP's recertification program:

- - The number of points required for recertification will be reduced from 90 to 60.
 - The Experience category will be renamed "Other Certifications." 5 points will be awarded for each certification, up to a maximum of 20.
 - The Leadership category will award points for officer or chair positions for committees active for at least 7 of the 12 months in the IAAP year. 5 points will be awarded for each position held, up to a maximum of 20.
 - The Education category will be renamed Continuing Education and will tightly follow the exam outline; credit will only be given for education in these areas. 30 points will be a minimum requirement in this area.
 - The Workplace Projects category will be eliminated.
 - The Elective category will be eliminated.

When will these changes become effective? These changes are effective immediately. However, the Certification Department will accept applications under either the new guidelines or the old guidelines until April 1, 2011. What topics are covered in the exam outline? While it's impossible to be exhaustive in a document such as this, the general categories are:

- Computer hardware, systems & configuration
- Document layout, design & reproduction
- Software
- Managing Physical Resources
- Records Management
- Communication
- Human Resources
- Accounting Procedures & Analysis

- Time Management
- Organizational Planning
- Advanced Administration
- Team Skills
- Advanced Communication

How does this change affect programs that chapters and divisions submit for recertification credit? With the elimination of the Elective category, chapters and divisions should adhere closely to the exam outline when submitting programs for recertification approval. Look for new application documents soon from the Certification Department.

What IAAP committees “count” in the Leadership category? With a very few exceptions, the committees recognized and tracked by the Membership Department will count as fulfilling the requirement. Please consult the “Officers & Committee Chairmen” listing, Document #531 in the Web Community Resource Library, for a list. As a general rule, the committee must be a standing one (active for at least 7 of 12 months) and its work must be far-reaching; not limited to a singular, time-based project or event.

Why is IAAP changing the requirements for recertification? There are many reasons for the changes. First, to bring our program more in line with generally accepted standards for recertification across the board; most programs require 60 hours per recertification period. Over the years, we have also noticed the frustration applicants have had with the nebulous quality of some of our recertification categories. This change attempts to combine these two changes to make for a more tightly defined program that adheres more closely to accepted principles.

Here is a table showing the current system and the changes

Previous Recertification Categories & Points		Revised Recertification Categories & Points	
Point Required	90	Points Required	60
Category Title	Max Points Allowed	Category Title	Max Points Allowed
Education	90 Points (Minimum 30)	Continuing Education	60 Points (Minimum 30)
Experience	30	Other Certifications	20
Leadership	30	Leadership	20
Elective	30		

Pathways to Excellence

Were you a Member of Excellence last year? Prior to the start of the sessions, the names of the Members of Excellence, Chapters of Excellence, and Divisions of Excellence were scrolling down the big screen. Did we see your name? Will we see your name in Montreal?

NORTHEAST DISTRICT NEWS

Bianca Constance, the 2009-2010 New York Division President, was elected as the 2010-2011 Northeast District Director. We look forward to receiving communications from her.

PENNSYLVANIA DIVISION NEWS

The Pennsylvania Division was well represented by Division President Catherine S. Hoke, CPS/CAP at the 2010 EFAM in Boston. The Pennsylvania Division was once again recognized as a Division of Excellence.

HARRISBURG CHAPTER NEWS

Reminder – the monthly meetings of the Harrisburg Chapter have been moved to the Holiday Inn® Harrisburg - East, 4751 Lindle Road, Harrisburg, PA. The Holiday Inn has been newly renovated and we hope to see you all there.

2011 EFAM

July 24-27, 2011 – Montreal, Quebec

What are you going to be doing in 2011? Volunteering to work during EFAM is a great way to meet individuals from other states, other districts, other divisions, and even other countries. It is also a great way to defray the cost of registration. By working for a minimum of 12 hours, you can save half of your registration. The 2011 EFAM Volunteer Chair is Beth Turner. You may contact her via e-mail at beth.turner@iwafibp.ca.

If you are thinking about attending the 2011 EFAM, you will need a Passport, because you will be traveling to Montreal, Quebec.

Watch for more information in future Sketches.

