

# 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

Harrisburg, PA

February 2011

## President's Message

Hello Harrisburg, PA Chapter Members!

Well, here we are in the proverbial dead of winter – February – the month to watch groundhogs, avoid or hope for a direct hit from cupid's arrow, pay homage and honor to our late Presidents (United States, not Chapter), learn about Black History, and pray for the snow to melt and spring to arrive. As I write this message, snow is falling outside my window – a common occurrence in the past few weeks – and I'm looking forward to spotting my first robin very soon. I know that we are all looking forward to longer days and more sunshine very soon.

As we get into the second half of our Chapter year, our committees are hard at work plotting and planning. The Education Committee is busy planning a fabulous full-day seminar to be held Tuesday, March 29, 2011 at the Holiday Inn Harrisburg-East and the APW/APD Committee is busy planning a spectacular evening of fun and entertainment all in YOUR honor to be held Wednesday, April 27, 2011 at the Hershey Lodge. These are two perfect opportunities to introduce an admin you know to IAAP and the Harrisburg, PA Chapter. In addition, the Program Committee has educational speakers planned for our February, March, and May membership meetings. Way to go, ladies. Your commitment to IAAP and your profession are apparent and appreciated.

I hope to see each and every one of you at an upcoming meeting or event. Be safe on the roads and think warm thoughts.

Best

Deb Feinberg, CAP  
President



## 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**

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*There is  
never any  
harm in  
asking an  
honest  
question.*

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## Important Dates

### *February 2011*

21 Harrisburg Chapter Membership Meeting

### *March 2011*

14 Board Meeting  
7-9 Spring Conference  
21 Harrisburg Chapter Membership Meeting

### *April 2011*

27 Administrative Professionals Day  
27 Harrisburg Chapter Membership Meeting

### *May 2011*

6-7 CPS/CAP Exams  
9 Board Meeting  
16 Harrisburg Chapter Membership Meeting  
20-22 2011 PA Division Annual Meeting

### *June 2011*

20 Harrisburg Chapter Membership Meeting

### *July 2011*

11 Organizational Board Meeting  
24-27 International Education Forum & Annual Meeting

### *September 2011*

12 Board Meeting  
19 Harrisburg Chapter Membership Meeting

### *October 2011*

10 Board Meeting  
17 Harrisburg Chapter Membership Meeting



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# Anniversaries & Birthdays

|                     |                              |          |
|---------------------|------------------------------|----------|
| March Anniversaries | <b>Anniversaries</b>         |          |
|                     | Dottie Ecklund.....          | 49 years |
|                     | Nadine Poorman, CPS/CAP..... | 28 years |
|                     | Gloria Gordon, CAP.....      | 13 years |
|                     | Annette Newcomb, CPS.....    | 10 years |
|                     | Judy Kitner.....             | 10 years |
|                     | Karen Folk, CAP.....         | 8 years  |
|                     | Sherry Hoover, CAP.....      | 7 years  |
|                     | Vicki Matteson, CPS.....     | 4 years  |
|                     | Adele Group.....             | 1 year   |

|                 |                  |                        |
|-----------------|------------------|------------------------|
| March Birthdays | <b>Birthdays</b> |                        |
|                 | 6.....           | Candace White, CPS/CAP |
|                 | 16.....          | Jodi Mattern, CPS      |
|                 | 18.....          | Arla Neitz             |
|                 | 24.....          | Sandra Moritz, CAP     |
|                 | 25.....          | Dawn Hall, CAP         |



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## INTERNATIONAL NEWS

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Mary Ramsay-Drow, CPS/CAP  
**Passion & Purpose**



February started off with an unusual event for me. Harley-Davidson, where I work, closed its doors on Feb. 2 due to the blizzard that hit Milwaukee. This is a rare occurrence but I welcomed not venturing out in the blowing snow for work. A blizzard hit Kansas City, too. IAAP

Headquarters also had to close a couple half days for the safety of the staff. There is so much snow on the ground! I was never happier when I heard that Punxsutawney Phil did not see his shadow on Groundhog's Day, thus predicting an early spring. Bring it on.

We're a month into another year and one more month closer to the **Spring Conference** in Tampa. (<http://www.iaap-hq.org/events/conferences/spring>) There's still time to register for the conference slated March 6-9 in Tampa. Escape the cold and snow and get essential training. If you sign up for Gini Courter's optional Sunday workshop on Microsoft Office you also get a chance at winning an iPad. Register today!

December 2010 was the end of another financial quarter for IAAP. As stated in the last financial update, the 2010-2011 year is off to a better start as compared to the previous fiscal year. One promising area of rebound is our advertising revenue and sponsorship acquisition. Our sponsorship revenue by the end of the fiscal year is expected to increase about \$40,000 over last year. Read the latest **financial** update at ([http://www.iaap-hq.org/sites/default/files/pdf/mpdocs/Financial\\_Update2\\_2011.pdf](http://www.iaap-hq.org/sites/default/files/pdf/mpdocs/Financial_Update2_2011.pdf))

As we're closing in on the Spring Conference, we're gearing up for this year's Education Forum and Annual Meeting in Montreal. We're very close to securing two amazing keynoters for the conference. Trust me, you won't want to miss this one. Now is a good time to apply for your passport if you need one. We've also got this year's Trips and Tours up and, of course, you can register for your hotel. Just head to the **EFAM page** (<http://www.iaap-hq.org/events/conferences/efam>) on the IAAP website and get started planning your trip to the 2011 EFAM in Montreal July 24 – 27.

Stay warm!

Mary Ramsay-Drow, CPS/CAP  
2010-2011 IAAP International President

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# PENNSYLVANIA DIVISION NEWS

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## 2011 Pennsylvania Division Annual Meeting May 20-22, 2011

The 2011 PA Division Annual Meeting will be held at the Holiday Inn in Clarion, Pennsylvania.

### Division Newsletter

Have you read the latest edition of the Division Newsletter yet? Follow the below link.

<http://www.iaap-pennsylvania.org/IAAPHQ/PADivision/UploadedImages/November%202010%20Newsletter.pdf>

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## HARRISBURG CHAPTER NEWS

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### IAAP/AVERY BOX TOPS CHALLENGE PROGRAM



The Harrisburg Chapter is excited to be taking part in the IAAP/Avery "Box Tops Challenge" program as part of its community service. Even if the chapter does not win an award, we can all be proud of the help we will be providing to a local school. The school we have chosen is Melrose Elementary in the Harrisburg School District. Please start saving Boxtops for Education labels at work on all of your Avery products, and at home on many different products in your pantry. You can bring your boxtops to our monthly membership meetings, or you can mail them to Melissa Wandell, CAP, at 113 Balfour Drive, Mechanicsburg, PA 17050. Let's see how many boxtops we can accumulate this year as we begin this wonderful new opportunity to help in our community.

Melissa Wandell, CAP  
Coordinator, IAAP/Avery Box Tops Challenge

### Certification Update

As you are aware, changes to the IAAP certification and recertification programs were announced at EFAM in Boston. Information on these changes can be found in the December edition of Sketches or on our Website at: <http://www.iaap-harrisburg-pa.org/IAAPHQ/Harrisburg/Home/Default.aspx>. Changes to the certification program are effective with the November 2011 exams. Changes to the recertification program were effective July 2010.



### Paving Your Way to Excellence



At last month's membership meeting, I asked members in attendance to complete a short survey regarding the Chapter of Excellence and Member of Excellence programs instituted two years ago by International.

The questions were:

1. Do you participate in the Member of Excellence Program (yes/no) (if no, why not)?
2. Do you think it is beneficial/important for the Chapter to participate in the Chapter of Excellence Program (yes/no) (if no, why not)?

Some of the answers you gave surprised me so I wanted to share some of them with you and explain more about the program:

- Member of Excellence:
  - o I did the first year but not the second because I saw no value
  - o I do not understand the program
  - o Lack of knowledge about the program
  - o Not familiar with the program
  - o Don't know about it
- Chapter of Excellence:
  - o What are the benefits? We need people to be active and not worry about requirements to meet for this
  - o Don't know what benefit it provides
  - o Unsure of how it will affect the members
  - o Don't know anything about it

The Pathways to Excellence program, which was developed by International Headquarters and began with the 2008-09 Chapter Year, is based on ten principles including certification, fiscal responsibility, leadership development, and strategic planning. There are three components – Member of Excellence, Chapter of Excellence, and Division of Excellence. Within each component, IAAP has established criteria and a minimum basis for qualification, i.e., to achieve Chapter of Excellence, a Chapter must meet 14 of 19 criteria. The first year a Chapter achieves Chapter of Excellence status we are awarded a podium banner (each subsequent year we are awarded a banner year patch), as well as either \$100 IAAP gift certificate or \$150 credit toward our subscription to the IAP Web Community. The Harrisburg, PA Chapter's current Web Community subscription is \$300, so achieving this status saves the Chapter \$150.

You, too, are being asked to commit to excellence as a member of the Harrisburg, PA Chapter. The Member of Excellence program is designed to enrich your life and enhance your career. Working toward this award will broaden your knowledge of the administrative assistant profession, encourage your participation in your local chapter, and increase your effectiveness, both personally and professionally. To achieve Member of Excellence status the member must achieve 8 of the 11 criteria. A Member of Excellence will receive a certificate for the first four years and then a Member of Excellence pin the fifth year.

Participating in this program at both the Member and Chapter levels helps the Division to meet its criteria and attain its status as Division of Excellence.

The first step along the pathway to becoming a Member of Excellence is to sign the on-line Commitment Agreement. You will find this form, the Member of Excellence criteria and more information on the program at: **Member of Excellence Information**.

(<http://pathways.iaap-hq.org/IAAPHQ/Pathways/Programs/MemberofExcellence/MemberofExcellenceinfo/Default.aspx>).

This first paving stone will set you on your personally rewarding Pathway to Excellence. Join us today in making the Harrisburg, PA Chapter the best it can be!

Respectfully submitted,

Debra S. Feinberg, CAP  
2010-2011 Harrisburg, PA Chapter President  
2008-09 & 2009-10 Member of Excellence

P.S. Writing, submitting, and publishing this article in Sketches completes Criteria #3 for my Member of Excellence status. Everyone is welcome and encouraged to submit a piece for Sketches. Editor Jessie Grove, CPS/CAP is always looking for information so don't be shy. If you have information that you think is worth sharing – share it. Even if only one other person thinks it is important, you've made a difference.

*Excellence can be obtained if you . . .*

*Care more than others think is wise.*

*Risk more than others think is safe.*

*Dream more than others think is  
practical.*

*Expect more than others think is  
possible.*

*--Vince Lombardi*

## COMMITTEE HAPPENINGS

### **Community Service Committee**

Our support of the Central PA Food Bank continues. See the attached flyer for more information.

**Annette Newcomb, CPS, Committee Chair**

### **Professional Development Committee**

We all know times are tight and many employers are cutting back and sometimes that means fewer funds for educational opportunities. IAAP may be able to help. Check out our web page to see if you qualify for Professional Development funds or contact Jena Creter, CAP for more information.

**Jena Creter, CAP, Committee Chair**

### **Seminar Committee**

The Seminar Committee has put together an awesome educational event that is so in tune with today's social technology – "Communication: Trends and Techniques." Read all about this educational event on the Agenda on page 13. Then complete and send the registration to hold your space.

**Jan Lang, CPS/CAP & Maggie Ruff CPS,  
Committee Co-Chairs**

### **RTF Committee**



March has been designated as Retirement Trust Foundation month, with emphasis on fundraising projects throughout the association. To that end, you are urged to participate in the Family of Givers program.

### **JOIN THE FOG, DON'T GET LOST IN IT!**

What is FOG – the Family of Givers? It gives members the opportunity to support the RTF through donations that are cumulative with a complementary recognition program. The Family of Givers will allow us to track your donations over time and recognize the whole of your generosity.

### **HOW WILL MY DONATION BE USED?**

All funds contributed will be used to support the Trust's overall programs consistent with the mission and strategic plan as outlined by the Board of Trustees. These funds will be used to:

- Provide housing assistance grants to administrative professionals in need
- Maintain Vista Grande and provide for an affordable and comfortable environment for all residents
- Maintain the Trust's web site (the Trust must pay the same annual fee as chapters and divisions for space on the International website )

### **HOW CAN I JOIN?**

You can donate online with a credit card at [www.iaap-rtf.org](http://www.iaap-rtf.org)

OR

You can mail a completed donation form (available on the website) with your donation to: IAAP  
Sue Tuff, Comptroller  
P O Box 20404  
Kansas City MO 64195-0404

Where does the Pennsylvania Division stand in contributions to the RTF this year? Check out the 2nd quarter contribution report below.

|                           | Chapters and Divisions | Family of Givers | Totals   |
|---------------------------|------------------------|------------------|----------|
| <b>Northeast District</b> |                        |                  |          |
| GNE Division              | 475.00                 | 316.00           | 791.00   |
| NJ Division               | 550.00                 | 50.00            | 600.00   |
| NY Division               | 387.00                 | 455.75           | 842.75   |
| PA Division               | 142.00                 | 1,444.34         | 1,586.34 |
|                           | 1,554.00               | 2,266.09         | 3,820.09 |

*Kathie Hook, CPS/CAP, Committee Chair*

## MEMBER INFORMATION

Are you a new member? Do you have questions concerning your membership? If you missed the opportunity to participate in the "New Member Orientation Webinar," please contact [membership@iaap-hq.org](mailto:membership@iaap-hq.org) for information on the next scheduled Webinar.

### Name Badges



#### NEED A NAME BADGE?

New or updated?

You can now order one by visiting the Recognition Specialties website at:

[http://nicebadge.com/cart/gi-iaap-harrisburg-chapter-c-2\\_234\\_1955.html](http://nicebadge.com/cart/gi-iaap-harrisburg-chapter-c-2_234_1955.html)

You can order and pay on-line, and the badge will be shipped directly to you.

### Roster Updates

If any of the following information has changed for you within the past year, then you need to complete a **Roster Update Form**.

- Name
- Home or Work Address
- Home or Work Phone
- Home or Work Email
- Fax
- Employer
- Position Title
- Executive
- Home or Work Preference for Phone, Email
- Committee Participation (Chapter/Div./Int.)

If you are a new or newer member and have not completed a **Roster Update Form**, please complete one so that we can ensure that we have accurate information. Please contact [lfarina@dauphinc.org](mailto:lfarina@dauphinc.org) for this form.

### Harrisburg Chapter Contacts

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**President**

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Camp Hill, PA 17011

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**Jena Creter, CAP,**

**President-Elect**

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Lebanon, PA 17406

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w: 717 534-3190

h: jcreter@hersheypa.com

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## TECHNO CORNER

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Whoever thought of using the computer to organize your closet. I bet this would also work with shoes!

Even those who don't care much for fashion can benefit from this. Or if you have a massive array of clothing, or shoes, to catalog and you don't know where to start when it comes to how to organize your clothes, there are some wardrobe managers that can help.

HomyFads Wardrobe Manager (<http://www.homeyfads.com/>)

This beautifully simple wardrobe management software is a free download and does not require any online registration. Once you've installed HomyFads, you can create a wardrobe, which appears in a three-column layout. The left column contains the categories of clothing you've created, the middle category contains thumbnail photographs of your clothing, and the right column lets you view and add details about the clothing you own. You will need to take photos of your clothing in order to add them, or you could fudge it by using placeholder photos, if you feel this won't cause confusion). There is no apparent limit on the number of items you can add, and because this program is entirely local, you can browse through your wardrobe quickly even if you've taken high-resolution photos.

There is no social media or online functionality built into HomyFads, so you'll have to look elsewhere if you want to share your wardrobe or browse stores for new clothing. This drawback has its advantages however, as HomyFads is by far the easiest and quickest wardrobe manager listed here.

Shmutter (<http://www.shmutter.com/>)

The clearly female-centric Shmutter is a busy online wardrobe management tool that puts an emphasis on social media. It can, if you'd like, be used as a basic utility for storing photos of your clothing and arranging them to keep them organized.

However, Shmutter puts a heavy focus on outfits. You can drag any items – either those you own or those available from the site's partners – into the outfit feature, mixing and matching as you please. Once you've put together something you like you can share it with friends using Twitter or Facebook. Outfits are also shared automatically over the Shmutter network, which means that everyone will be able to see an outfit that you put together and rate it. Top-rated outfits are automatically shown on the front page, presumably so you can borrow from them if you'd like.

The Shmutter website is a bit of a mess compared to something like HomyFads, the perfect picture of user-friendly simplicity. Still, it does its job and will probably appeal to the fashion-conscious more readily than HomyFads.

ClosetBank (<http://www.closetbank.com/>)

ClosetBank is another online wardrobe management tool, and it has many similarities and differences when compared to Shmutter. When it comes to basic wardrobe management, ClosetBank is the better of the two, as it has a more robust wardrobe overview and lets you add more information about your clothing. The interface of the website is a bit better overall, as well, although still far from the brilliance of HomyFads.

On the other hand, the outfit creation part of ClosetBank (called "dress up") is clearly inferior to Shmutter. The menu-based method of adding clothing is obtuse and the execution proved buggy in Google Chrome. And while ClosetBank does link to a number of websites on its front page, it doesn't let you automatically add clothing sold by its partners into your outfits. You must find an image of the clothing you want to add online, download it to your computer, and then upload it to the site.

Closet Coulture (<http://www.closetcoulture.com/>)

With ClosetCoulture you can try your outfits on virtual models. There is also a team of specialists who can improve your outfits. You can even try experiment with clothes you don't have yet.

This article can be found at [www.MakeUseOf.com](http://www.MakeUseOf.com), "3 Ways To Organize Your Clothes Using Your PC," by Matt Smith on Jan. 14, 2011.

## CHECK THIS OUT

*Slide Share* – <http://www.slideshare.net> – Slideshare allows you to upload and share your PowerPoint & Keynote presentations, word & PDF documents and then add audio to make a webinar. You can share your slideshows with your team or with the world.

And – it's free!

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## EDITOR'S COMMENTS

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I hope you have enjoyed this edition of Sketches, which is prepared for you - the member. Sketches is a great tool for communication and to share hints that may make your work easier. If you have any ideas or would like to share any technical tips, please contact me at [jgrove@verizon.net](mailto:jgrove@verizon.net) or Melanie Conrad, CPS at [mconrad@auditorgen.state.pa.us](mailto:mconrad@auditorgen.state.pa.us). We would love to hear from you.

### **Valentine to an Administrative Professional** by Todd Hunt

She's first one in and last to leave,  
her mark is everywhere.  
But like a watchful angel,  
we seldom know she's there.

She guards the gate, protects the boss,  
efficient through and through.  
Those binders for this afternoon?  
All set in Boardroom 2.

Mind-reading is among her skills,  
and putting fires out.  
She juggles tasks and jumps through hoops,  
yet never one to pout.

Three hands, you see, she does possess  
and intellect well-bred.  
Plus humor, tact, diplomacy  
and eyes behind her head.

Computer tech and referee,  
yes, party planner too.  
Committee head, Excel sheet queen -  
there's nothing she can't do.

We've used the female pronoun, true,  
throughout this love decree,  
but sometimes (though it's rather rare),  
that admin pro's a he!

Business humorist Todd Hunt speaks for IAAP and other groups that want to add fun to their events and send members back to work smiling -- with tips to improve communication and success. His world's shortest email newsletter (30 seconds twice a month) is available free at [www.ToddHuntSpeaker.com](http://www.ToddHuntSpeaker.com)

## Harrisburg Chapter 2010-2011 Roster Update

|                  |  |             |           |
|------------------|--|-------------|-----------|
| Name:            |  | Join Date:  | Birthday: |
| Street Address:  |  | Home Phone: |           |
| City, State, Zip |  | Home Email: |           |
| Employer:        |  | Work Phone: |           |
| Title:           |  | Work Fax:   |           |
| Executive:       |  | Work Email: |           |
| Work Address:    |  |             |           |
|                  |  |             |           |

Preferred Phone Contact:       Home    Work

Preferred Email Contact:       Home    Work

Preferred Address Contact:     Home    Work

**Please send this information to:w1**  
 Lynn Farina, CPS/CAP  
 300 Luther Road  
 Harrisburg, PA 17111  
 717-564-1077  
[lfarina@dauphinc.org](mailto:lfarina@dauphinc.org)