

President's Message

Hello Harrisburg, PA Chapter Members;

It seems like just yesterday someone asked me to take on the role of Vice-President of the Harrisburg Chapter. And I still remember the lump in my stomach and my mind saying – “what...me..?” I knew I was being presented with a great opportunity and that I had a decision to make. The easy decision, and the one that would have provided comfort, was to just say “thanks, but....” or I knew I could go outside my box and see what things were like. After all, I didn't have to commit to moving up the IAAP ladder and next year I could always say “thanks, but...” So, here it is 2-years later and I find myself as President (or as the hubby prefers to say – head cheese). What an honor, but I must confess that I still keep thinking about how warm and cozy the inside of my box would be. Lucky for me, I've been able to watch and learn from some great leaders who have gone before me – Deb, Annette, Juanita, just to name a few. In addition, are all of you, a terrific group of cheerleaders.

I'm sure many of you may be wondering what the significance of the peace lily plant is that was given to all of the officers. While I would love to say it has this magical meaning behind it I can not. What I can tell you is this – The peace lily is a very special plant to me. On the one-year anniversary of my dad passing, my husband sent me a peace lily plant to work. It was to remind me about life. This May my dad has been gone 11-years. Yes, it's sad, but life does go on and my peace lily is still on my desk to prove it. Over the years that peace lily has grown. In fact, I've lost track of how many times I've had to transplant it. I've shared this plant of life with many along the way. And yes, at times I have even neglected this plant. It is quick to remind me though....allowing it's leaves to droop and look rather pathetic. Luckily, it responds well to love and water and quickly rejuvenates and bounces back.

As Juanita mentioned in the installation address – there's 3 P's needed when caring for plants – Pride, Persistence & Patience.

PRIDE – I'm proud of my involvement with IAAP. IAAP encourages new growth. My involvement has helped with leadership abilities and even helped me sprout initials behind my name.

PERSISTENCE – I'm sure at times when my “soil” is lacking, I'll want to give-up, but I won't. I'll keep pushing through.

PATIENCE – I'm sure it will be tested. But I'll wait and learn from the opportunities presented.



2011-2012 Officers

President

Jena Creter, CAP

President-Elect

Karen Folk, CAP

Vice President

Helen Wallace, CAP

Secretary

Stacy Shugar, CPS/CAP

Treasurer

Debra Leshak

I ask the same of all of you. Take PRIDE in your involvement of IAAP. Be PERSISTENT at attending meetings and being involved. Soak up all the information that is available to you. And be PATIENT. Patient with yourself at learning new things and, have patience with each other. We are all in different stages of growth. Our seasoned members, with established roots. And our newer members just starting to blossom, anxious to show and teach us new things.

If this Chapter can be dedicated to the three P's – PRIDE, PERSISTENCE & PATIENCE – the end result will be great; a viable, expanding and forward-moving organization.

Thank YOU for nurturing me and helping me grow. Let's make this next chapter year, a year of growth and opportunity for each of us individually and as a chapter.

Thank you.

Jena Creter, CAP
Harrisburg Chapter President



Inside This Issue

Important Dates	2
Anniversaries & Birthdays.....	2
International News	3
Northeast District News	4
Pennsylvania Division News	4
Harrisburg Chapter News	5
Harrisburg Chapter 2011-2012 Program Information	6
Executive Night Registration Form.....	8
Member Information	9
Editor Note & Techno Corner.....	10

Important Dates

October 2011

- 17 Harrisburg Chapter – Executive Night
- 9-12 Fall Conference – San Diego
- 22 Southcentral Council Meeting
- 29 Northeast Council Meeting

November 2011

- 14 Board Meeting
- 21 Harrisburg Chapter Membership Meeting

December 2011

- 19 Harrisburg Chapter Membership Meeting

Anniversaries & Birthdays

October Anniversaries	Anniversaries
	Carm Ulrich.....42 years
	Dawn Hall, CAP.....17 years
	Colette Walacavage, CPS/CAP.....16 years
	Jessie Grove, CPS/CAP.....16 years
	Sheryl Cyphert.....9 years
	Deb Feinberg, CAP.....7 years
	Candace White, CPS/CAP.....5 years
	Kelly Ferrara, CAP.....3 years

October Birthdays	Birthdays
	1.....Karen McAuliffe
	3.....Deb Feinberg, CAP
	3.....Debra Klock, CPS
	5.....Amy K. Lizza
	7.....Jessie Grove, CPS/CAP
	9.....Lou Ann Pelletier, CPS/CAP
	10.....Traci Fulton, CPS
	17.....Susan Speicher
	20.....Kelly Ferrara, CAP



INTERNATIONAL NEWS



Have you been Making the Leap to Remarkable? It's hard to believe we're already a month into our new IAAP year. Consider filling your year with education and training to make this a truly remarkable year.

You can start by attending the final Fall Conference in beautiful San Diego. It's a must-attend conference: [Fall Forward: Hot Topics for Tomorrow's Workplace](#). This year we're offering a one-day technology seminar with Annette Marquis of Triad Consulting. She's training on integrating Microsoft Office and Google Docs to make office productivity better than ever.

Since we're at the beginning of a new year, we have new leadership at the chapter and division level. To help you in your new roles, we've got a lot of great information and resources in the web community. Does your chapter need newsletter help? We've got an eGroup for that. Does your treasurer need support and resources? We've got an eGroup for that. A couple of new eGroups have been launched for the secretary and vice president positions. Consider joining in on these discussions, whether this is your next leap in leadership succession or this is a future leap for you as an up and coming leader, you can benefit from the information and best practices shared. Find out all about eGroups and how they can benefit you and your chapter in the [eGroup section](#) of the IAAP Web Community User's Guide.

Check out the IAAP International Library for the new membership booklets. These will help you with recruitment, retention, publicity and much more. They're easy to find. Go to the [IAAP Web Community](#) and click the "Resources" tab. Under that you'll see IAAP International Library. Click that and you'll see a list of folders. Choose "Membership Atlas Series Booklets" to find everything you need for a successful year.

Also in the web community are all the [Action-Direction documents](#). Listed is Action-Direction from 2000 to 2011. Scroll down to the bottom and find the most current one.

With the new year comes the changes in our certification program and how we mark our

designations. I've had many questions about when we change and how we change and what it means—WHEW—a lot of questions. Here's what will happen. Sometime after the November exams, the staff at headquarters will inform all of you when to change your designation, what to change it to and send along instructions. I do know that we will not be automatically issuing new certificates and plaques but you can order one if you desire. So, sit tight. In a few months we'll have the nuts and bolts information, including information about ordering.

I want to personally challenge all of you to be a part of making IAAP remarkable. It's a process and it starts with you. Soon, we'll send out a call for nominations for international office and for the RTF Trustees. Is it time for you to take the step and serve? Think about it.

Below is a list of leadership action items and the dates these communications will be sent via email:

October 1: Call for Nominations for International Office and RTF

Trustees. Instructions on the nomination process as well as the application forms will be sent to all division and chapter Officers and affiliate presidents.

October 15: Procedures for Submitting Bylaws and Standing Rules Amendments.

Find instructions for submitting proposed amendments to the International Bylaws and Standing Rules to be considered at the Grapevine Annual Meeting in July, 2012.

November 1: Request for Committee

Volunteers for the 2011-2012 IAAP Year. These will include the necessary forms to apply for positions on the International Committee on Nominations and International Bylaws and Standing Rules Committee for IAAP and for the Retirement Trust Foundation Committee.

Detailed information on the above will be provided in future communications accompanying the individual forms.

Thanks for joining me on the journey to remarkable!

Tamra Goodall, CPS/CAP
2011-2102 International President

NORTHEAST DISTRICT NEWS

What's happening in other Divisions in the Northeast District?

Visit their websites by clicking the following links:

New Jersey Division: www.iaap-njd.org

New York Division: www.iaap-newyorkdivision.org

Greater New England Division: www.iaap-gned.org

PENNSYLVANIA DISTRICT NEWS

Your Division Connection

Greetings,

Welcome to the 2011-2012 IAAP year. I hope everyone enjoyed the summer. While some chapters took a break, others used the time for picnics and planning. There was very little down time this summer for the Division Board. We met in State College at the end of June for our Summer Board meeting; several of us attended EFAM in Montreal; we had two conference calls; we wrote meeting minutes, reports, and newsletter articles; and we sent emails – lots and lots of emails.

The planning is well underway, especially for Council meetings. All four Council meetings will be held in October: Southeast Council meeting on October 1 in King of Prussia, hosted by Pfizer Collegeville Chapter; Western Council meeting on October 15 in Erie, hosted by Presque Isle Chapter; Southcentral Council meeting on October 22 in York, hosted by White Rose Chapter; and Northeast Council meeting on October 29 in Wilkes-Barre, hosted by Wyoming Valley Chapter. Many of you weren't able to attend EFAM this year, so your Council meeting will give you the opportunity to attend two workshops, earn recertification points, hear Division and International updates, ask questions, network, and maybe even have some fun! Remember, Council meetings aren't just for Chapter officers – they're for everyone. A "Making the Leap to Remarkable" pin will be given away at each council meeting. An order form for pins is available on the IAAP web community and can also be found in this newsletter.

The Pathways to Excellence program is underway, and all Chapters and the Division have met Criterion #7 by sending either a delegate or proxy to EFAM. Not sure why that is #7 and not #1 since it happens first, but that's just my logical mind at work. Criterion #1 is due soon: *Chapter submits annual meeting calendar with education and/or training topics to the members with a copy to the division by October 1.* I hope all chapters will strive for Chapter of Excellence this year. There is no longer a 15 member minimum requirement. Full information on the 2011-2012 Pathways to Excellence program can be found at **Pathways to Excellence** or by logging into the IAAP web community under Member Resources, Pathways to Excellence, 2011-2012 Pathways Info.

Speaking of minimum requirements, everyone has probably heard by now that Amendment #1 to the Bylaws failed. So currently there is no minimum member requirement for chapters; however, the main goal of the Division this year is to increase membership. Division Membership Chair Kathie Hook, CPS/CAP has one member from each council area on her committee and has started an eGroup to network and share ideas for growing chapters and the division. Likewise, the plan of Northeast District Director Bianca Constance is to have all four membership chairs in the Northeast District work together with her sharing best practices for member recruitment, member retention and member engagement. In addition, IAAP headquarters has announced the 2011-2012 Growth Programs which include Member Recruitment

Rewards Program, October Membership Drive, 2012 Administrative Professionals week Membership Drive, and Build a Chapter Program. Full details on these programs can be found in this newsletter.

As you can see, we are leaping right into the new year. I hope that everyone takes advantage of all that IAAP has to offer – from chapter meetings to council meetings, from eGroups to EFAM, and everything in between. We have been forward moving; we have confirmed our commitment to excellence; we have proven our passion and purpose. This year, by becoming truly engaged in our chapters, our councils, and the division, we will grow and together we will be **Making the Leap to Remarkable**.

With regards,
Carol Lundgren, CPS/CAP

Save the Date - 2012 Pennsylvania Division Annual Meeting; June 22-24, 2012

The 2012 PA Division Annual Meeting will be held in Breingsville, PA (Allentown). Watch *Sketches* for more information.

Division Newsletter

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

http://higherlogicdownload.s3.amazonaws.com/IAAPHQ/a523f8eb-8b04-4860-9382-792996121f33/UploadedImages/YDC_September_2011_3.pdf

HARRISBURG CHAPTER NEWS

Certification Class

Invest in Your Future - Take the Certification Class and earn your Certified Administrative Professional® (CAP®) and Organizational Management Speciality® (OM®). Classes begin, Wednesday, September 21, 2011 through Wednesday, April 18, 2012. Review sessions are being held at Presbyterian Senior Living, Learning Center, Dillsburg PA. [Information and registration](#) are attached. Contact [Nancy Deibler, CAP](#) with questions.

CERTIFICATION UPDATE

November 2011 exams

New Candidates: The new CAP exam and Organizational Management specialty exam will be administered for the first time in November. Both exams will be given on Saturday, Nov. 5. The new CAP exam will be given in the morning, and will be a 4 ½ hour exam. The new Organizational Management specialty exam will be given in the afternoon, and will be a 3 ½ hour exam. To apply for the new Organizational Management specialty exam, you need to already have the CAP rating, or be applying for the CAP rating at the same time as the specialty exam. New candidates will find the Exam Guides for both exams, and the exam Application on the main web site under "Certification".

Approved Retake Candidates: Existing candidates who have passed two parts of the current CPS or CAP exams, will have November as their final opportunity to retake and pass their final parts. Approved retake candidates will receive a personalized Registration Form in July. For approved retake candidates, Parts 1-3 of the current CPS and CAP exams will be given on Friday, Nov. 4; Part 4 of the current CAP exam will be given on Saturday afternoon, Nov. 5. Existing candidates who have not passed two parts of the current CPS or CAP exams, will not be eligible to retest under the current exam structure in November.

Questions on the application process? Contact certification@iaap-hq.org.

Preparing for the certification exams

The Exam Guides include general information on the CAP rating and Organizational Management specialty exam, outlines for each exam, bibliography of college texts used to write the exams, tips on how to prepare for the exams, materials that may be used for broad overview, and suggestions on how to start a study group.

Prentice Hall will not have review materials for the new exams, and their current materials do not relate to the new CAP exam outline.

Metcalf Educational Services **does** have review materials for the new exams. Additional information on contacting Metcalf can be found in the Exam Guides. Please remember that review materials are not used to write the exams and should be used in conjunction with the college texts listed in the Exam Guides.

Programs Committee:

Dear Harrisburg Chapter IAAP Members:

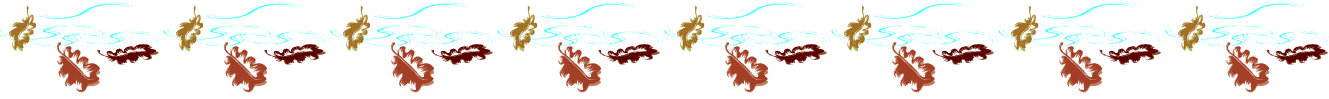
I am attaching the list of programs that I have identified for the upcoming 2011-12 Harrisburg Chapter Membership Meetings. I hope your schedule will permit your attendance at some of these upcoming events. You will receive registration forms for each event prior to the meetings.

This information is being provided so that we can work on keeping our Chapter of Excellence status with headquarters.

Thanks. I look forward to a great year.
Helen Wallace, CAP

Date	Topic/Presenter
October 17, 2011	Executive Night
November 21, 2011	Presentation by Ann Marie Knorr on Meeting and Event Planning and RTF report by Kathie Hook CPS/CAP
December 19, 2011	Christmas Presentation by Central Pennsylvania's Womyn's Chorus
January 16, 2012	Presentation by Robert Wallace SPHR and William Irwin, SPHR on Harassment
February 20, 2012	Presentation by Leslie Pioro, CPS, our Board Mentor and PA Division Treasurer
March 19, 2012	Presentation by Patricia Robinson on Effective Communication
April 25, 2012	APD/APW
May 21, 2012	Presentation by Patrick Early, APR, Vice President Public Relations & Marketing, HACC, on Dealing with the Media
June 18, 2012	New Member Welcome and Installation of Officers

Ways & Means Committee



The committee will be selling Daily Number Lottery tickets for the month of February, 2012. Each ticket costs \$5.00 and each ticket contains two numbers. We encourage members to take a pack of ten tickets to sell, but if you don't feel you can't sell that many, please buy a ticket from one of the members who are selling them. This project is a good fundraiser for the chapter.



November's raffle basket is going to be a baking basket. We are asking members to donate anything non-perishable that can be used in baking cookies and/or holiday treats. Please bring these items to either the September or October board and/or membership meetings. Some suggestions? Flour, sugar, sprinkles and toppings, shortening sticks, spices (cinnamon, nutmeg, etc.), boxed/bagged cookie mix, cookie cutters. You get the idea. We have a large container we would like to fill. Thank you ALL for your generosity to the Ways & Means Committee.

Jan Lang, and Maggie Ruff, co-chairs

We are a





*62nd Annual Executive Night
Monday, October 17, 2011
Picard Grand Pavilion
Hershey Country Club
1000 East Derry Road, Hershey/*



Schedule of Events

6:00 p.m. Registration and Reception
6:30 p.m. President's Remarks, Dinner
and Entertainment

Menu

- Appetizers -

Assortment of International Cheeses and Crackers
Heirloom Tomato, Buffalo Mozzarella, and Basil Canapé
Potato Crusted Halibut and Horseradish Crème

- Salad -

Grilled Pear and Roasted Butternut Squash atop Organic
Mixed Field Greens, Candied Pecans, Dried Cherries,
Maytag Blue Cheese and Shallot Vinaigrette

- Entrée -

Chicken Roulade Stuffed with Spinach, Sundried Tomato
and Goat Cheese Paired with Herb Seared Diver Scallops,
Lemon Beurre Blanc, Cauliflower Puree and
Crisp Fried Sweet Potatoes

- Dessert -

House Made Dagoba Chocolate Smore with Graham
Cracker Crust, Chocolate Custard and Homemade
Marshmallow

You and your executive(s) are cordially invited to join us for an evening of socializing, networking and entertainment. The Alonso/Mendez Duo will provide guitar entertainment following dinner. Gifted multi-instrumentalists with diverse stylistic palettes, Andy Alonso & Daniel Mendez bring tangible energy & uncompromising excellence to every performance. Successful performers and bandleaders in the New York City music scene and now living in Central PA, Andy & Daniel have both cultivated sterling reputations as two of the region's most respected musicians. The Alonso/Mendez Duo will share their musical gifts of Jazz, Blues, Rock, Country & Old-School R&B with Harrisburg Chapter members and our Executives.



Reservation Information

Cost: \$35.00 per person

Reservation Deadline: October 10, 2011

Cancellations: Cancellations are accepted until October 12, 2011

Payment: Make checks payable to: Harrisburg Chapter IAAP
and mail to Marsha Young
22 Johns Drive, Enola, PA 17025

Name: _____ CPS CAP CPS&CAP

Executive's Name: _____

Title & Employer: _____

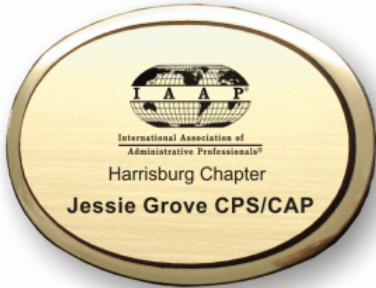
Special Dietary Needs _____

Receipt needed

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 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/qi-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 with any questions.

Harrisburg Chapter Contacts

Jena Creter , CAP, President

3002 Tunnel Hill Road

Lebanon, PA 17406

Camp Hill, PA 17011

h: 717.274.3989

c: 717.534.3190

h: jcreter@hersheypa.com

Karen Folk, CAP,

President-Elect

717 Hamilton Circle

Harrisburg, PA 17111

h: 717.561.1910

w: 717.255.1046

h: karenfolk@harristown.net

TECHNO CORNER

kindle fire

Web, movies, apps,
games, reading and more



▶ Quick Tour

Amazon introduces Kindle Fire

Is your Holiday wish list a little bland? Think about adding this new piece of technology to the mix. For all those who would love an IPAD2 but can't afford the high markup, Amazon is putting a new tablet on the market. Featuring books, movies, tv shows, applications, and of course internet Wi-Fi capability. Marketed at \$199, it is sure to be a hit for the Holiday season!

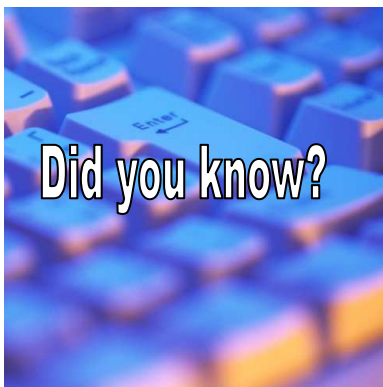
1. 18 million movies, TV shows, songs, magazines, and books.
2. Amazon Appstore – thousands of popular apps and games.
3. Ultra-fast web browsing – Amazon Silk
4. Free cloud storage for all your Amazon content.
5. Fast, powerful dual-core processor.
6. Amazon Prime members enjoy unlimited, instant streaming of over 10,000 popular movies and TV shows.

EDITOR'S COMMENTS

My sincere apologies to the Harrisburg Chapter, IAAP members in the tardiness in getting this newsletter out. When I took on the task of "Sketches" it was with joy and eagerness. However, many different obstacles approached me that kept the newsletter from being published by the original target date.

Please continue to email me any communication you would like added to future editions at [wsnavely1974@gmail.com](mailto:wsnavelly1974@gmail.com). Please send me any information you would like to see added to the October Sketches Edition by October 17, 2011.

Sincerely
Wendy Snavelly, CAP



Stewardesses is the longest word typed with only the left hand.
And lollipop is the longest word typed with your right hand.

The sentence:
The quick brown fox jumps over the lazy dog, uses every letter of the alphabet (but we all knew that!)

Typewriter is the longest word that can be made using the letters only on one row of the keyboard.

Rubber bands last longer when refrigerated.

The average person's left hand does 56% of the typing.