



STAR CITY NEWS

NOVEMBER 2011



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ROANOKE CHAPTER IAAP
2011—2012

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From the Desk of Glenda Bramlet, CPS/CAP

Here it is November! Time to prepare for the holidays and the beginning of the new year; time to change our clocks; and, time to renew our commitment to excellence.

One of our chapter goals this year is to attain Chapter of Excellence. We are well on our way, as we've achieved four of the eight criteria. One of the criteria depends on you as a Member of Excellence. I know each of you have the potential to be a Member of Excellence, and I would encourage you to seek out one of the board members if you have any questions on attaining this designation.

Our Passports to Excellence are a convenient way to keep track of your progress. Please see Dee Dixon, CES or Cindy Mitchell, CPS if you haven't received a passport.

Each of you possess a wealth of knowledge. Our newsletter would be all the richer with articles from members who would share all this knowledge. You could also fulfill another of the criteria for Member of Excellence by submitting a 200-word article for the newsletter. Remember- this is your newsletter. We need your input.

We should keep in mind that this coming June, our Division Annual Meeting will be held in Lynchburg. Very convenient, because you don't want to miss it. Annual Meeting affords us the opportunity to view the full benefit of IAAP membership. There's been much talk already about a grand prize drawing at Annual Meeting. Members are given a ticket for this drawing each time they attend a Division function. The PDS on October 29 was a Division function, so those in attendance were given a ticket toward the drawing.

The PDS- Professional Development Seminar was another wonderful opportunity for education and development- both personally and professionally. Friday evening we had a wonderful opportunity to network, and lots of fun. You never know how developing a relationship with another admin in a different field can be a huge advantage later on at work. During the event we rode the "Wave of Change" that we experience in the workplace, and in the afternoon we brushed up on Microsoft 2007/2010 skills in Word and Excel.

I want to encourage our members to utilize your membership to its fullest. Please don't let it just sit on your resume. You belong to a professional organization that is willing and able to help you develop and enhance your career. Being an administrative professional is not the job it was twenty years ago. There is more to what we do than just get coffee, make copies and file. What we do is a profession, and it's important to remember we have a valuable role in the business world.

Speaking of the business world: Our Executive Tribute Luncheon on October 25, was an excellent opportunity to share with our executives what our membership in IAAP means to us, and the value it gives our employers. I was able to share some of the IAAP history, and mention our 60 years as a chapter to our group which included about 20 guests. I was overjoyed to present the plaque for "Executive of the Year" to my executive, Phil Schirmer. It came as a complete surprise to him, and a bit of one for me too, but I had the advantage of knowing I nominated him. Our speaker, Mary Ellen Goodlatte was remarkable as she spoke on the importance of the relationship between the Executive and the Administrative Professional.

Glenda Bramlet, CPS/CAP

Roanoke Chapter President

NOVEMBER 2011—MEETING INFORMATION

Date: Tuesday, November 22th - 6:00 pm

Location: Holiday Inn Tanglewood

Speaker: Randy Nicely, Valley Bank

Topic: "Customer Service"



COMMITTEE UPDATES AND CHAPTER/DIVISION NEWS



Program Committee

Linda Leedy CAP and Donna Minnix CPS/CAP

Mark your calendars to join us for the November dinner meeting at Holiday Inn Tanglewood – 6 pm on Tuesday November 22, 2011.

We have a great time planned starting with judging the Salvation Army dressed dolls' costumes. Judging is based on store bought and hand-made costumes. Who will have the best dressed doll????? Please bring your dolls and your filled stockings that night so we can get them to the Salvation Army in time for the annual Toys for Tots give a way.

Randy Nicely, Customer Service Team Coordinator for Valley Bank, will be our speaker. Randy will discuss ways we can provide great customer service, no matter what our company or field is. Randy has 5 years experience as the Coordinator, and he will share some of his tricks of the trade with us. (One Recert Point available) Be sure to join us for this exciting meeting to be held on November 22. Reservations due by Thursday, November 17th.

The Community Service Committee would like to thank each of you who took the Salvation Army dolls and stockings. Please return these at the November monthly meeting. Keeping with tradition, the judging of the dolls will be during the meeting also. The dolls are judged in the categories of best dressed handmade outfit and best dressed purchased outfit. The dressed dolls and filled stockings will be returned to the Salvation Army for their Christmas Store. Parents/Guardians whose families qualify for assistance can shop the Christmas store for their children.

Lesha VanBuren, CPS

DEAR ADMIN— ADVICE TO THE ADMINISTRATIVE MINDED

Dear Admin,

Help! Is there a quick and easy solution for keeping up with all the National Holidays? I just don't have time to input each one on my Outlook Calendar.

Signed Miss Holly Days

Dear Holly,

It's easy to keep up with all the National Holidays in Outlook. Just go to your calendar toolbar and click on **Tools, Options**. In the second area titled **Calendar** where you can customize the appearance of your calendar there is a button, **Calendar Options**. Once it opens another screen you will see Calendar options in the middle section. Select **Add Holidays, Apply**, and then select **OK**.



ROANOKE CHAPTER'S 60TH ANNIVERSARY

The Roanoke Chapter of IAAP (International Association of Administrative Professionals) will celebrate its 60th birthday on December 13, 2011. That's quite an accomplishment! For a local chapter of an organization to have survived and is still thriving today- 60 years later proves its value to a professional work force.

During World War II, the U.S. government issued frantic calls for secretaries, clerks, and others who could assist in the war effort. Secretaries "manned" the offices as many women entered factories, war plants, and various jobs formerly held by men. In 1942, to provide a network for secretarial staff, the National Secretaries Association (NSA) was established.

On a Wednesday evening, December 12, 1951, the Roanoke Chapter was chartered and 103 members of the Roanoke Chapter of National Secretaries Association NSA were installed. Our chapter was the 2nd in Virginia.

Members voted by mail referendum to change the name of the association in February 1981 to Professional Secretaries International (PSI), clarifying the identity of the membership in a new decade for the professional secretary.

In August 1998, PSI member delegates at the 54th annual convention and education forum in Atlanta, Georgia, voted to change PSI's name to the International Association of Administrative Professionals (IAAP), to reflect more of the job titles being used today.

IAAP continues to provide education and training and set standards of excellence recognized by the business community on a global perspective. Our present and future vision is "To inspire and equip all administrative professionals to attain excellence."

As we embrace our core values of: Integrity, Respect, Adaptability, Communication and Commitment; we continue with our mission of: Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

My Special Memories as a Member of the Roanoke Chapter

Deborah Charles, CPS/CAP

In early April 1996 I noticed an advertisement in the *Roanoke Times* promoting an educational seminar sponsored by Roanoke Chapter Professional Secretaries International (PSI). I was unfamiliar with PSI and wanted to know more about this organization. I completed the registration form and was delighted when the Roanoke Valley Resource Authority approved my payment request.

I will never forget the night I entered the packed room at the Marriott Hotel. My apprehension was immediately calmed when several chapter members greeted me and asked me to join them at their table. As soon as the Roanoke Chapter President started the meeting, I knew this PSI organization was something special. I listened and watched as the calm and collected Chapter President welcomed all the attendees and introduced distinguished guests at the head table located on a stage and other distinguished guests not seated at the head table, such as past Virginia Division Presidents and past Roanoke Chapter Presidents. The professionalism, protocol, speakers, members, and atmosphere of the seminar had such a profound effect on me that I knew I wanted to become a member of PSI and I joined in May 1996.

Shortly after I became a member, the 1997 seminar chair asked me to be a member of the door prize committee. I was so timid and had so many misgivings about asking a business for a door prize I immediately wanted to say "no" but I learned very quickly that Melinda would not accept no for an answer. Serving on this committee started my "climb up the ladder" of the chapter offices.

The more I attended the monthly meetings of PSI, the more I became involved. I became aware that there was a Certified Professional Secretary (CPS) exam that was given in May and November each year. I enrolled in the City of Roanoke Schools evening classes that covered the subjects on the CPS exam and I passed the exam in May 1997 on my first attempt. I was on top of the world.

PSI will always have a special place in my heart because it was a new beginning for me. I was not overly excited when PSI was changed to the International Association of Administrative Professionals (IAAP), in July 1998 but quickly understood the need to include all administrative professionals. When IAAP introduced the Certified Administrative Professional (CAP), I knew I wanted the CAP certification but there were limited study materials available. In 2003 when I sat down and opened the exam I immediately knew that I was not prepared and, as tears welled in my eyes, I wanted to get up and leave. I made up my mind that I would stay and try to make mental notes of what I needed to review. In 2004 I took the CAP exam and passed.

I have served every office on the Board of Directors with the exception of Parliamentary Advisor, and have been chair, co-chair, or a member of the various committees. My fondest memory was when I served as the 2004-2005 Roanoke Chapter President and we won the Virginia Division Chapter Achievement Award and also the Virginia Division Student Chapter Achievement Award.

I know that I have grown, and will continue to grow, professionally as a member of IAAP. The IAAP core values: integrity, respect, adaptability, communication and commitment are very important to me, but I cannot place a value on the friendships that I have made through IAAP and the pride that I have in being a member of IAAP.

Happy 60th Anniversary, Roanoke Chapter! I hope that you continue to grow during the next 60 years.

ROSTER OF ROANOKE CHAPTER PRESIDENTS

Name	Year of Presidency
Ruth Layman	1951-52 & 1952-53
Mildred McChesney	1953-54
Dot Maxey Copenhaver	1954-55
Juanita Jennings, CPS	1955-56
June L. Cheelsman, CPS	1956-57
Helen E. Kirkwood, CPS	1957-58
Anne E. Mack, CPS	1958-59
Guyda H. Hedrick	1959-60
Margaret Tollison	1960-61
Martha Faery	1961-62
Gladys Bradley, CPS	1962-63
Frances Shelton	1963-64
Betty Clements	1964-65
Coriene Dooley, CPS	1965-66
Anne Craft Scott, CPS	1966-67
Jewel E. Woolridge	1967-68
Lois Yopp	1968-69
Dottie P. Denison, CPS	1969-70
Connie W. Brown	1970-71
Ruth Thomas-Withers	1971-72
Clasie P. Archer	1972-73
Nellie P. Bergman	1973-74
Anita Wood CPS	1974-75
Ann Tuck Huffman, CPS	1975-76
Dorothy M. Smith, CPS	1976-77
Faye Becker, CPS	1977-78
Linda M. Delong Moody	1978-79
Ann Carroll, CPS	1979-80
Ruby M. Robbins, CPS	1980-81
E. Dianne Simmons, CPS	1981-82
Patsy F. Marshall, CPS	1982-83
Linda Murray	1983-84
Nancy S. Goodfellow	1984-85
Sophia B. Moticha, CPS	1985-86
Cynthia Kinney, CPS	1986-87
Mary Ann Conrad	1987-88
Pamela Powell (Martin)	1988-89

Evelyn Powers, CPS (Barger)	1989-90
Cindy Lee, CPS (Ramsuer)	1990-91
Marian Rogers, CPS	1991-92
Susie Owen Shelton, CPS	1992-93
Gerri Richards, CPS/CAP	1993-94
Priscilla Stewart	1994-95
Dee Dixon, CES	1995-96
Becky Gilliam, CPS	1996-97
Doris P. England, CPS/CAP	1997-98
Becky Gilliam, CPS	1998-99
Judy Hough, CPS/CAP	1999-00
Melinda Rector, CPS	2000-01
Joyce Coward, CPS/CAP	2001-02
Vicki Grant, CPS/CAP	2002-03
Dee Dixon, CES	2003-2004
Deborah Charles, CPS/CAP	2004-2005
Donna Lynch, CPS/CAP	2005-2006
Gerri Richards, CPS/CAP	2006-2007
Linda Leedy, CAP	2007-2008
Donna Minnix, CPS/CAP	2008-2009
Jean Thurman/Helene Ferguson	2009-2010
Helene Ferguson, CPS	2010-2011
Glenda Bramlet, CPS/CAP	2011-2012



SAVE THE DATE: Tuesday, December 13

Roanoke Chapter Holiday Social and 60th Birthday Celebration

How to Give Thanks

When was the last time you thanked someone? Maybe you received outstanding service at the bank. Perhaps a colleague went out of his or her way to get you the information you needed to move forward in a project. It could be a family member who helped you out with a personal challenge so you could focus your limited energy on getting your career back on track. You likely have things, both large and small, for which you could give thanks. We all do. The question is -- do we? Saying thank you sounds so basic. It is. It's a little thing that makes a BIG difference. Saying thank you is the foundation upon which your relationships are built. As human beings, however, we sometimes find it easier to say nothing. We sometimes forget or don't think about it. Or worse yet, instead of saying thanks, we find something to complain about. Oh yes, we love complaining. Here's a thought: stop complaining, start creating instead. When you replace complaining with a sense of thanks, you replace negative energy with positive vibes. You create a healthy workplace and happy life. It all begins with coming from a place of awareness and with assuming an attitude of gratitude.

STEP #1: Figure out who you want to say thanks to

This month is an opportunity to change how you behave, to remember the forgotten people in your life who would appreciate being thanked for what they do. The occasion of Thanksgiving is a wonderful opportunity for you to step back and actively think about, "who do I want to thank?". Think of someone right now. A name may pop into your head immediately, or maybe you want to give it some thought. Whatever your method, turn your thoughts to at least one person who has done something that helped you personally or professionally. This person might not even know the impact he or she had on your life -- but you do.

STEP #2: Define specifically what he or she did AND the impact it had on you

Once you have the name of someone you'd like to thank, ask yourself "why?". What was it that he or she did or didn't do and (here's the important part), how did that action positively affect your life? Be specific. Relate his or her action to your outcome. With the passage of time, you might notice impact that at first you didn't. This person's action may have started a ripple effect that led to something wonderful, or pushed your life in a direction you hadn't before considered. Find words to enunciate how this person positively impacted you, helped you grow, contributed to forming the person you are today with all your wonderful traits and character.

STEP #3: Let him or her know -- communicate your thanks!

Now comes the fun part -- communicate. Let the person know how grateful you are and why. The question is, "how" to express your gratitude. There are many ways to say "thanks". The most effective one will be the way that means the most to the person you're thanking.

Some people like to hear the words. Others like to see a note or card. Still others enjoy receiving a gift or token of your gratitude. Perhaps an act of service is something your person would most enjoy.

Here's some ways you could say thank you to others. This list might reflect some of the things you've already done. It will certainly get your ideas flowing:

- a hand-written thank you note
- a gift basket brimming with their favorite treats
- a favorite bottle of wine (or let them try one of yours)
- a certain product or item you know they've been looking for or they mentioned they'd like to try
- do them a favor ... with no strings attached
- run an errand for them when you know they don't have time
- give them useful information about their industry
- provide insights or products based on your area of expertise
- pamper them with an activity that makes them feel pampered and you know they like (e.g. spa, golf, restaurant)
- gift certificate for a coffee place
- send a book they mentioned
- give a subscription to their favorite magazine

What else? This list is just the start.

QUESTION: What's the BEST thank you gift you've ever given or received?

There is someone in your life who needs to be thanked. Think about it and you can make a difference in your workplace, your family, and your community. This thanksgiving weekend is your chance to reach out and connect. Try it and my guess is, you'll be thanked ... on many levels.

Happy thanksgiving everyone!

Communication specialist, author, professional speaker Marion Grobb Finkelstein teaches individuals and organizations across Canada and beyond, how to improve morale, confidence and productivity by changing how they communicate. Chat with her at www.facebook.com/MarionSpeaks and sign up for her FREE weekly "Marion's Communication Tips" at www.MarionSpeaks.com



Suggested Reading

“How We Decide”
by Jonah Lehrer



We forget our passwords. We pay too much to go to the gym. We think we'd be happier if we lived in California (we wouldn't), and we think we should stick with our first answer on tests (we shouldn't). Why do we make mistakes? And could we do a little better?

We human beings have design flaws. Our eyes play tricks on us, our stories change in the retelling, and most of us are fairly sure we're way above average. In *Why We Make Mistakes*, journalist Joseph T. Hallinan sets out to explore the captivating science of human error—how we think, see, remember, and forget, and how this sets us up for wholly irresistible mistakes.

NOVEMBER
MEMBERSHIP ANNIVERSARIES

Leshia VanBuren—2008



International Association of
Administrative Professionals®

PUZZLE TIME

Submit your answer at the November meeting for a chance to **win a prize!** A PUZZLE TIME Ballot Box will be located at the Registration Table as you enter the Holiday Inn Tanglewood meeting room. (A random drawing will be held from the entries with the correct answer.)

According to OfficePRO (October 2011 issue), “Worker loyalty has become a victim of the recession, according to a recent study by MetLife. Yet, many employers don’t seem to be aware of this change.”

In 2008, 59% of employees felt “very strong loyalty” to their employer”.

What was the percentage in 2011?

PICTURE PERFECT



Executive Luncheon Speaker

Mary Ellen Goodlatte

Executive of the Year

Phil Schirmer, City Engineer

City of Roanoke



Contact us—We're on the Web! Visit us at: www.iaap-roanoke.org

Got Photos? Please email by the 1st of the month to: Martha.McMahon@Anthem.com

BOOK REVIEW: Administrative Excellence: Revolutionizing Our Value in the Workplace

By Erin O'Hara Meyer, PHR

Reviewed by Julie Perrine, CPS/CAP, MBTI Certified

Administrative Excellence starts with a memo from the author to admins:

"I write this book for you, administrative professionals who strive for excellence and seek greater appreciation for your work." She continues, "Your role as an administrative professional is crucial to the success of your organization. You are a vital contributor to your team, department, or manager. You are continually challenged to learn and expand your knowledge, to stay in control of chaotic office environments, and to keep abreast of the latest technology. Your ability to perform your job effectively takes skill, competence, and expertise."

"So why then, with such demanding expectations, do many workplaces still marginalize the role of the administrative professional (AP)? I happen to know that the very people you support often overlook your value. Lack of communication, limited feedback, and little recognition are commonplace for many Aps. Many managers only distantly see the connection between your contributions and their specific success. I am also aware that some devalue your own contributions by diminishing yourself, your responsibilities, and your importance to the organization. These are destructive thoughts that directly devalue the profession and sabotage your personal success as an AP."

I've observed this trend with a lot of administrative professionals also. I continually hear admins saying they want to be recognized for their contributions, but they are self-sabotaging their very pursuits to be recognized by the destructive thoughts they have inside their head and the words they speak to those they support. As I work with admins, Administrative Excellence is one of the first books I recommend they add to their personal library. You will refer back to this book many times throughout your career. Erin O'Hara Meyer has a very conversational writing style that makes her book easy to read and her concepts simple to understand. But more importantly her "Model of Administrative Excellence" works.

Here is a quick overview of the "Five Ps" of Administrative Excellence that create the "Model of Administrative Excellence":

1. Perception – self-awareness of behaviors and skills that maximize strengths and minimize weaknesses.
2. Purpose – understanding the importance of job responsibilities and identifying with the overall objectives of the team, department, and organization
3. Progress – ability to think progressively for continuous personal and professional improvement.
4. Partnership – willingness and ability to foster good relationships and teamwork with co-workers, managers, and customers.
5. Professionalism – high standards of appearance, personal conduct, work product, and expertise.

I wholeheartedly agree with the author when she says, "Practicing and exhibiting them will strengthen your performance, earn you respect, and formulate a Model of Administrative Excellence." Each chapter of the book then dives deeper into each of the "Five Ps".

There are exercises and questions throughout each chapter with room for you to write your own responses down as you assess where you're at and what you need to consider in your own development as an administrative professional. This book lends itself nicely to being incorporated into monthly one on ones with your executive or administrative team training as well.

The second part of the book then takes these foundational components and applies it to "Revolutionizing Our Value In the Workplace: Leadership, Empowerment, Growth". Erin O'Hara Meyer gives you ideas and strategies for partnering with your executive and showing your leadership qualities.

She'll also show you what you may be doing to undermine your credibility without even realizing it. And finally, she reviews what you need to consider as you develop your own professional development plan toward becoming a valued and recognized administrative professional.

The paperback version of this book is 143 pages, and it's some of the best advice for career-minded administrative professionals available. No matter where you're at in your administrative career path, Administrative Excellence will give you the roadmap to guide your career to the next level with the recognition and respect you deserve.



Research & Educational Foundation



About the R&E Scholarship Program

From its earliest days during World War II, IAAP has been dedicated to helping admins reach and remain on the professional cutting edge by increasing their skills with the best techniques and technology. That mission is even more important today.

During this uncertain economy, jobs have been slashed and companies are spending less to train employees. At the same time, administrative professionals are taking on more work and having to learn an ever evolving array of new office tools and techniques. Professional development is essential if admins are going to stay viable in the workplace.

IAAP wants to ensure that every admin has the opportunity to get the professional training they need. That's why the Research and Educational Foundation has established a new scholarship program to help new or unemployed administrative professionals attend the association's Education Forum and Annual Meeting.

If you've never attended EFAM, this is a great chance to jump start your career and take advantage of all that IAAP has to offer over the course of several days during the association's premier annual event.

If you've suffered a job loss, this scholarship will ensure that you stay sharp as an admin and could make a real difference as you search for a new position.

Please take the time to learn more and apply for an EFAM scholarship. It'll pay off in the long run.

You can find more information on International's website: www.iaap-hq.org and click on Education & Events.

EFAM Scholarship Calendar:

Oct. 1, 2011 — Begin taking applications

Jan. 31, 2012 — **Application deadline**

March 31, 2012 — Scholarship award recipients chosen

July 22-25, 2012 — 2012 EFAM, Grapevine, Tex.

CELL PHONE COLLECTION UPDATE

Judy Hough CPS/CAP

The Roanoke Chapter recently returned 124 cell phones & extra batteries to Shelter Alliance (<http://www.shelteralliance.net/about.cfm>). The organization issued Turning Point Shelter of the Salvation Army, a shelter for abused women and their children right here in the Roanoke Valley, a check for \$165. The total to date received by Turning Point since we began the project in June 2004 is over \$2,200. Wow, this is super! Keep those phones rolling in! If you have purchased a new wireless or cellular phone and have an old discarded one, rather than throwing it away, why not donate it and receive a tax donation.

Don't forget to tell your family, friends, and co-workers about this project and ask for their discarded cell phones. Phones may be dropped off at any Valley Bank branch, at the City of Salem Utility Collections Department located in Salem City Hall, at the Salem Public Library, or you may turn phones in to me at a Membership meeting. As this is an ongoing project for the Chapter, everyone's assistance is always appreciated to make this project a success.

If you would like a flyer to post at your office, church, etc., please let me know (jhough@salemva.gov) & I'll be glad to send it to you. Also, I'll be glad to deliver a collection box to any place of business that can assist the Chapter in this project. Donations are tax deductible, and donation forms are available.



Gift of Membership

Do you have a special co-worker or friend who is also an administrative professional? If you'd like to do something special for him or her we have the perfect idea: The **Gift of Membership**. It's a great way to introduce your friends and co-workers to IAAP. Maybe it's a way to help that admin that just got laid off, or as a special gift for your son or daughter who is now a part of the profession.

It's easy to give the **Gift of Membership**. You can either mail/fax in the **Gift of Membership** form or call Headquarters with your information, including payment, and the name and contact information of the recipient. After the membership department gets the information, they will send out an e-mail informing the recipient of his or her **Gift of Membership**. It only takes a few minutes but gives a gift that lasts an entire year.

Don't let another day go by. Give the perfect gift, the **Gift of Membership or Renewal Membership**. Please see attached form for details.

Why wait? Do something for yourself and your career today.

Exams are administered the first Saturday in May and November. Certified Administrative Professional Exam, which is a 4 ½ hr. exam, is administered on a Saturday morning. Organizational Management Exam is administered Saturday afternoon. It is a 3 ½ hr. exam.

Deadlines to apply:

February 15 for May 5, 2012 exam

August 15 for November 3, 2012 exam.

Questions regarding the application process can be found at certification@iaap-hq.org.

What information will be included on the CAP exam?

18% Communication
16% Organization and Planning
14% Information Distribution
14% Records Management
13% Physical and Information Resources
13% Document Production
8% Financial Functions
4% Human Resources
300-350 questions

What information will be included on the Organizational Management Specialty Exam?

36 % Organizational Planning
27% Advanced Communication
23% Advanced Administration
14% Team Skills
150-170 questions

Need Study Help?

Virginia Tech is offering a new Online CAP & OM Review Courses that are anytime-anywhere, designed to fit with your schedule instead of meeting each week. The courses are being taught by full-time university staff members. The On-line CAP Review course starts on November 7, 2011 in preparation of the CAP exam on May 5, 2012. Go to their website www.cpscapp.iddl.vt.edu to learn more. (See flyer included with this email.)

Anyone interested in a local study group that will meet weekly, contact Janice Taylor 985-8208 (w).

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.

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 point 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.

All changes effective immediately.

Submitted by: Janice Taylor, CPS/CAP, Certification Chair

