



# THE CAPITAL STANDARD



Capital Chapter was established May 25, 1974 and is one of over 600 chapters worldwide and the ONLY chapter in the Austin area.

The chapters' membership is a mix of local industry: high-tech, state government, non-profit, financial and educational institutions such as Dell, the University of Texas, IKON Office Solutions, the Lower Colorado River Authority, IE Discovery and the Texas Hospital Association.

Capital Chapter strives to provide quality training to professionally educate and develop its members.



## Inside this issue:

President's Update	1-2
Annual Seminar Recap	<a href="#">3</a>
TL Division 2010 Annual Meeting Report	<a href="#">4-6</a>
Announcements & Reminders	<a href="#">6</a>



## Board Members:

- Virgil Delgado, President

---

- Mindy Thompson, CPS/CAP President Elect

---

- Mary Mendoza, Director

---

- Destiny Pugh, Director

---

- Tressica Thompson, Director

---

- Maggie Moore, Treasurer

---

- Melissa Huffmaster, CPS/CAP Secretary

A u s t i n , T X

E s t a b l i s h e d M a y 2 5 , 1 9 7 4

## President's Message: INVEST IN YOURSELF



Dear Members,

This is my last newsletter as your President.

I have to say that the year flew by! Just as I was getting comfortable I'm getting the boot.

We set some lofty goals back in July and I'm happy to report that we met or exceeded most of them.

Our chapter goals were:

1. **Become a Chapter of Excellence.** – We have met that goal as noted later in this newsletter.
2. **Generate at least \$5000 in gross revenue and attract 50 attendees to our annual seminar.** – We met that goal as noted later in this newsletter.
3. **Maintain a 90% retention rate of 45 members.** We have met this goal. We have 49 members as of June 1, 2010.
4. **Increase membership by 20% by adding 10 more members.** – We

did not meet this goal. We actually decreased in membership. We were 55 strong when I became President back in June, 2009.

5. **Promote certifications and have at least 2 members certify.** – We have promoted certifications but have fallen short of our 2 person goal. We only had one member certify both CPS and CAP.

I'd like to focus on our 2 biggest wins, Chapter of Excellence and our seminar.

**We have met or exceeded the following toward our COE qualification:**

1. Sixty percent of the chapter meetings offer recertification points
2. At least one member of the chapter obtain their CPS and/or CAP certification during the current IAAP fiscal year
3. Sign the online Chapter of Excellence Commitment agreement

4. Publish at least six newsletters/e-newsletters
5. Participate in the IAAP Web Community
6. Publish annual meeting calendar with education and/or training topics by September 1 and establish marketing plan to encourage members to attend chapter, division, and international meetings and events
7. Create and maintain an annual budget; provide a monthly financial statement to the membership and submit annual audit report to the division treasurer
8. Maintain a full slate of officers (minimum four offices); maintain committee chairmen for the Bylaws, Certification, Education and Membership Committees; and submit new officers and committee chairmen listing to HQ by July 1 deadline
9. A minimum of four offi-

**President’s Message: INVEST IN YOURSELF ~ Continued**

cers and chairmen of the Bylaws, Certification, Education and Membership Committees; participate in at least one IAAP Leadership/ Succession Planning training event

10. Send a delegate to the division annual meeting and a delegate or submit a proxy to the International Convention and Education Forum
11. At least one member serve in a division office or committee; or serve on an international committee; or as an international officer or as an RTF Trustee
12. Sponsor or co-sponsor a professional development seminar or sponsor/co-sponsor an APW/ APD and/or annual executives’ event
13. Submit a completed application for the Avery Chapter/Division Achievement Awards Program and/or submit a nomination in the Award for Excellence program
14. Maintain a minimum of 15 members and achieve an annual retention rate of at least 80 percent
15. Conduct at least one IMPACT meeting
16. Create an annual Business (Strategic) Plan; review/update annually;

submit a copy to the Division President by December 31 and conduct an annual member interest/satisfaction survey

**As for our seminar, we exceeded all expectations.**

We had 70 people register and 69 of them attended. 40 were non-members. We had 6 out-of-town attendees including 1 from Oklahoma, 1 from New York and 2 from Tennessee.

**We grossed \$6,564.30 and took in \$2,069.34 as profit.**

Simply put, we had an outstanding event.

**Another positive is our bottom line.**

Our Net Worth was listed at \$7,116.98 at the end of June, 2009. I’m thrilled to report that at the end of May, 2010 we reported having \$9,599.71 in the bank. This is a \$2,482.73 and a 34.9% increase in 1 year.

The only real negative was Membership. Despite our efforts to promote the chapter we were not able to grow as we intended. That said, I think we maintained an overall steady rate throughout the year and began to sag over the past 4 months resulting in an overall drop of 6 members. Our division has 39 Chapters. 20 chapters report membership losses. Of those, only 4 posted single digit losses of which we were one at -9%. 14 chap-

ters posted positive gains and 3 neither gained nor lost overall membership count. 1 chapter was new and Division Members at Large was down -11%.

So, as you can see we had a solid year with mostly ups and a few downs.

Mindy Thompson, CPS/CAP and her board will be inducted later this month.

The following will serve under Mindy’s leadership:

- Destiny Pugh, President Elect
- Melissa Huffmaster, CPS/CAP, Secretary
- Maggie Moore, Treasurer
- Directors
  - Niki Braddock, CPS/CAP
  - Jessica Crabtree
  - Yolanda Gonzalez
  - Mary Mendoza
  - Mary Smith

Please continue to support our new leaders. They have great ideas for our future. I urge you to commit to participate and get involved with the chapter.

If you have not been able to do so in the past, I hope that you find time to do so in the future. If you have been involved in the past, I hope that you can re-commit yourself.

From chairing a committee, serving on one, arriving early to help set up, staying late to help break down or simply

support us by regularly attending our monthly meetings, there are many ways to help improve and grow our chapter.

I’d like to thank my Officers and Board of Directors, Mindy Thompson, Maggie Moore, Melissa Huffmaster, Mary Mendoza, Tressica Thompson and Destiny Pugh (and for bringing in awesome speakers), for their outstanding support and making my term an all around success.

I’d like to also thank Past Chapter Presidents, Ollie Jo Bozeman, Tracy Mortensen, Sherri Beck (and for her great web work) and Niki Braddock for their advice, guidance and support.

I would especially like to thank Linda Dunahoo for her all around awesomeness.

Thank you for allowing me to lead you through challenges and to successes.

I appreciate you giving me the opportunity to serve you and most importantly to represent you as President of Capital Chapter.

~ Virgil Delgado



INVEST

IN

YOURSELF



# Capital Chapter's Annual Seminar, April 20, 2010 ~ Recap

Hosted by:



## INVEST IN YOURSELF! REAP THE REWARDS\$

### Our Speakers



Allison Goral  
The Learning Pad

For those who were not able to attend, you missed a great seminar! We hope you can make next year's seminar as we plan to set even loftier goals for the upcoming year.

The seminar kicked off with Allison Goral. Allison covered both Word and Outlook. Here is a sampling of what Allison covered: Folder Structure, Color Coding, RSS Feeds, PST Files, Delegates, Mail Merge, Smart Art and Quick Parts.



Lynn Campbell  
LMC Consulting

The network lunch included 4 office supply vendors: 3M, Sanford, Staples and Avery.

Lynn Campbell was excellent and spoke about playing to strengths and understanding perspectives.



Dr. Monica Scamardo  
Variate Consulting

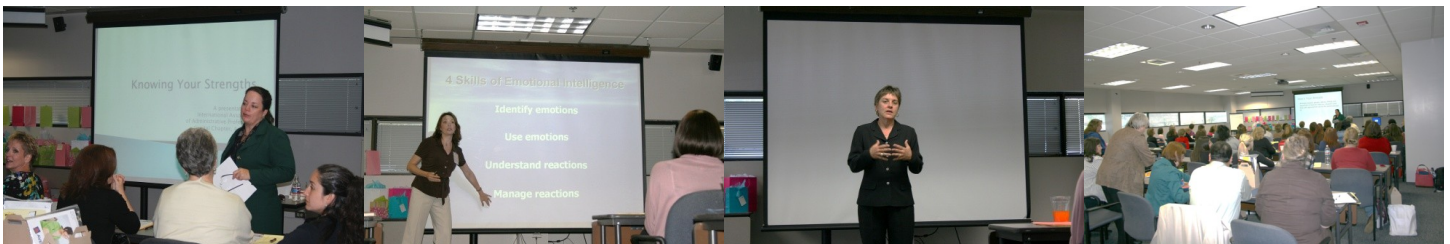
Monica Scamardo continued the soft skill training and spoke to us about Emotional Intelligence and how to leverage one's emotions to our benefit.

Chris Plonsky wrapped up the day with a great motivational speech about teamwork, roles and what it takes to succeed.



Chris Plonsky  
UT Women's Athletic Director

We gave away over 60 door prizes! Our "Grand Prizes" included 1 American Airline round trip ticket, a 2 night stay at Isla Grand Hotel in South Padre Island and a 1 night stay at the Hilton Garden Inn in San Antonio.



**TL Division, Annual Educational Seminar, Amarillo, TX, May14-16, 2010 ~ Recap**

Amarillo Chapter hosted the 58th Annual Division Meeting.

“The Road to Remarkable Never Ends” was their theme.

**Coco Duckworth**



kicked off the seminar with an interesting session titled “**What do I pack for a remarkable journey?**” which dealt with understanding what baggage, both personally and professionally, you carry and how it can affect your decision making, attitude, performance and quality of life.

She asked for us to be honest with ourselves and to think of the type of relationships we have.

1. Are they a drain? Are you wiped-out emotionally after spending time with them?
2. Are they junk food? Do you have fun but ultimately realize there’s no substance to the relationship?
3. Are they nutritious? Do you find yourself being fulfilled and growing as a person with this relationship?

The key is understanding 2 things:

1. How much is enough? At what point do you say to yourself “I’m at my limit.”
2. What do I really need? Understand what is truly important to you and realize that it’s ok to leave things behind without guilt.

She then went into a personality assessment that helped us pinpoint what type of person we are.

Her takeaway was for us to shed our excess baggage in order to rediscover our talents in turn allowing us to grow as individuals.

**Andy Justus**



continued the day with an emotional “**Being Remarkable in your Community.**” Andy’s session was about understanding where you are in life before you can road-map the rest of your life.

He has 3 simple points:

1. If you’re lost, just STOP! Get your bearings and redirect yourself. Ask for help if you need it.
2. Evaluate your life. Figure out what’s important to you. Figure out what’s your passion and then merge lanes.

3. You have a green light. GO!

Your true GPS is you heart and it knows if you’re not on the in the right place or on the right road.

He says that life in only 10% of what happens to you (things out of your control) the other 90% is what you make it.

You’re a lucky person if work is your passion but for most, work is not their passion and not fulfilling. For them there’s more to life before & after 9-5.

The key is to cut out distractions out of your life, focus on what is important and open up your perspective.

If you’re on the right road, stop and pick someone up. You have something wonderful to give — YOU! You don’t have to donate money; you can donate your time.

If you need help, ask! People are there and want to help you.

If you’re heart is well life will be well.

It all start with you.



**Sharon Miner**

wrapped the day up with an inspirational message titled “**Staying the**

**Course.”**

Her message was not to give up on your dreams regardless of your age or social standing and fulfill your potential.

Her message anchored the day’s theme:

1. Know who you are.
2. Understand what’s important to you.
3. Reach for your dream.
4. Ask for help if needed.
5. Help and encourage others.

Sharon had the room captivate with her story. It was truly powerful. A girl with a dream that was shattered by racism and resurrected by love and support and achieved through perseverance and determination that led to being 1 of 12 and 1 of 8 to have dinner with President Bush and Karl Rove respectively.

Her message was simple but powerful, don’t let anyone, even that little voice in side you, kill your dream.

**Saturday** kicked off with the board making a dramatic conga line entrance and followed up with an all girl ROTC color guard unit that presented the flags prior the start of the business meeting. It was very



## TL Division, Annual Educational Seminar, Amarillo, TX, May14-16, 2010 ~ Recap

cool.

### Jeff & Dallas Crilley



followed with a father & son keynote speech.

Their speech dealt with how to tell your story.

Everyone has a story to tell. The problem is not everyone wants to hear it.

So what do you do? You have to find the right person to hear your story.

How do you do that? There are 3 ways:

1. Meet face-to-face. Set up an appointment. This is the most effective way to get buy in.
2. Meet by phone. Call them. This is the 2nd most effective method. When calling, don't give away everything. Be creative and leave a message that makes them want to hear more.
3. Meet by mail. Email or standard mail. This is the least effective method and should be used as a last resort.

Remember, **YOU** are your favorite subject. So practice your speech/pitch and be confident in your delivery.

Have a clear message.

Why are you meeting with this person?

Clearly articulate your value. What can you offer this person.

Life is a series of sales and you can't always close the deal. The key is to keep trying and don't give up.

The Crilley's main point was to learning communicate effectively.

Communication skills are best learned at an early age so they encourage you to talk to your kids and teach them the importance of effective communication by using critical thinking and showing genuine concern about whatever subject you choose to discuss with your kids.

Encourage them to find jobs around their passions and interests. They'll be happier and more productive.

### On to the business segment!

There were 142 total attendees, 5 division officers, 29 delegates, 18 alternates, 1 parliamentarian, 4 members at large and 1 international officer.

For voting purposes, there were, 5 division officers, 29 delegates and 11 proxies.

25 of 39 chapters submit-

ted an Avery Award application. That's a 65% participation rate.

**Big D Chapter** took home the \$1500 prize for the less than 40 member chapter category.

We had 1 new chapter form and was installed on March 4, 2010. It is **Aggie-land** out of Bryan-College Station, TX. They are 40 members strong.

**Texas ranks #1 with 518 CAP members and #2 with 2,376 CPS members.** These numbers are after the November 2009 certification exams.

This is the 2nd year in a row that TL Division has qualified as a Division Member of Excellence.

### There were 5 proposed amendments on the voting table.

All passed and were adopted.

The bylaws affected were:

**Article III — Officers, Qualifications, Nomination and Election, Terms and Duties**

### Proposed Wording:

Section 6, B. Vacancy. In the event of vacancy the office of:

President-Elect. The Vice

President shall fill the office of President-Elect for the unexpired term. The acting President-Elect shall not automatically succeed to the office of President for the following year and shall be eligible to seek election to the office of President for the following year.

**Article IV — Board of Directors**

### Proposed Wording:

The Board of Directors shall be the governing body of the Division and have the authority to act on any and all matters between Annual Meetings.

**Article VII — Audit**

### Proposed Wording:

An audit shall be made of the Division financial records by qualified persons appointed by the Board of Directors. Such audit shall be completed by September 15, a written report covering the audit submitted to the Board of Directors, and the records transferred in accordance with the Standing Rule 12. The Audit Committee report shall be mailed through postal service, via email or posted to Division secured members webpage, to the Board of Directors, Chapter Presidents and Members at Large through the board



## TL Division, Annual Educational Seminar, Amarillo, TX, May14-16, 2010 ~ Recap

contact.

**Committees** — Standing Rule 26

### Proposed Wording:

All committee members shall be Professional, Professional-Merited or Student members.

All Chairmen shall be Professional, Professional-Merited members.

**Files** — Standing Rule 12

### Proposed Wording:

The Division financial records shall be transferred by the Audit Committee to the Treasurer immediately following completion of the audit.

The Annual Meeting Audit shall be completed by September 15, by the Audit Committee. Immediately following completion of the audit, copies of all account-

ing records and the Audit report shall be forwarded to the next Annual Meeting Host Committee by the least expensive means. The original records shall be forwarded to the Division Board for review and then returned to the original Annual Meeting Host Committee.

### Voting also took place for the incoming 2010-2011 leadership team.

Candidates were:

- **Michelle Spradley, CPS/CAP** - President
- **Carla Flowers CPS/CAP** - President Elect
- **Frances McAnear, CPS/CAP** - Vice President
- **Bonnie House, CPS/CAP** - Treasurer
- **Tina Renee Percy,**

**CPS/CAP** - Secretary

- **Donna Stewart** - Secretary
- **Tina Wiggins, CPS/CAP** - Secretary

**Spradley, Flowers, McAnear, House and Wiggins** were elected as the 2010-2011 TL Division Board.

The Treasurers' report listed TL Division with a **Net Worth of \$37,427.98.**

After the business session we resumed with the **Division Member of the Year Luncheon.**

2009 winner **Frances Jackson, CPS/CAP** gave her DMOTY speech.

The 2010 DMOTY Finalists were:

- **Annette Barham, CPS/CAP** - Galveston County Chapter

- **Charlene Kesee, CPS/CAP** - West Houston Chapter
- **Chris Lyles, CPS/CAP** - Amarillo Chapter
- **Kellen White, CPS/CAP** - Clearlake/NASA Area Chapter

The 2010-2011 DMOTY is **Charlene Kesee, CPS/CAP.**

The next 2 division meetings will be held in **Houston:**

- **Greenspoint Chapter** will host on May 13-15, 2011
- **Clearlake/NASA Area Chapter** will host on May 18-20, 2012

**Capital Chapter** will submit a bid to host the 2013 TL Division Annual Meeting.

~ Virgil Delgado

## Announcements and Reminders

We are proud to announce that we are once again a **Supporting Organization of The Texas Conference for Women.**

### YOUR TIME IS NOW!

- To be fearlessly resilient.

- To rebound with purpose and power.
- To lead with intention.

The Texas Conference for Women offers the community and connection, the information and inspiration, the motivation and momen-

tum to help you discover what you want — and **go get it!**

A reminder to submit your application for **Member of Excellence.** Submission Deadline – 11:59 pm Central Time on June 30, 2010.

As detailed earlier in this newsletter, we will submit our application for **Chapter**

**of Excellence.** Submission Deadline – 11:59 pm Central Time on July 5, 2010.

**POWER**  
of  
**Commitment**  
Texas-Louisiana Division

**INVEST IN YOURSELF**

Capital Chapter  
2009 - 2010



**YOUR TIME IS NOW**

HOSTED BY GOVERNOR RICK PERRY  
AND FIRST LADY ANITA PERRY

GEORGE R. BROWN CONVENTION CENTER **NOVEMBER 10 HOUSTON**

