

A Publication of the North Jersey Chapter of IAAP® (214210)
Michele Vogel, CAP-OM, Editor

<http://www.iaap-northjersey.org>



President's Message

Barbara Fierro
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Our Chapter year is soon coming to a close. It does go by quickly. It's that time of year again when I need everyone to step up to serve on a Chapter Committee for our next year. At the May Chapter meeting, there will be sign-up sheets on the tables. We need you to volunteer on a Committee. Our Chapter needs your talents, your expertise, your creativity, and your enthusiasm. We need you to help us keep moving forward with activities and ideas. You won't be alone on a Committee – we will all pitch in to help. Please consider being a Chair to a Committee, too.



Board Meetings – At least one member of a Standing Committee is asked to attend our once-a-month Board Meeting. These meetings are held in Wayne at the Municipal Building. Lots of ideas are discussed each month at these meetings. By participating on the Board, you will truly feel that you are making a contribution to our Chapter and making a difference in our future.

Yes – volunteering takes time and energy. We all live very busy lives. But with your help, our Chapter can be the BEST. Remember – our Chapter did earn the title, *Chapter of Excellence*. I hope I can count on your support and dedication by signing up in May. It takes ALL of the members to make a great Chapter. Hope to see you at the May 2nd meeting.

Barbara

Upcoming Chapter Meeting

- Date/Time:** Thursday, May 2, 2013, 6:30 p.m.
Place: The Village Inn, 422 Runnymede Rd., Wayne, NJ
Dinner Cost: **Members \$25.00, Non-members \$30.00**
Menu: Caesar Salad, Penne Pasta with Vodka Sauce, Meatballs and Peas in Sauce, Assorted Pastries and Chocolate Chip Cookies, Soda/Tea/Coffee
Alternative entree – Plain Chicken or Pasta with Sauce

Program: CAP Presentation

Janice B. Gardner, CAP and Adeline J. Hicswa, CAP will host a presentation on the merits of professional certification. There will be a mock exam offered with treats and prizes which will make the evening informative and entertaining.

RSVP: Checks made payable to NORTH JERSEY CHAPTER, IAAP should be mailed in time to reach Pam Hoeland, 44 Knox Terrace, Unit 1A, Wayne, NJ 07470 by **April 26, 2013**.

Please confirm your reservation via phone (973-686-1714) or email to hoelandp@waynetownship.com.

For those members on the Will-Call List, all cancellations must be made by **April 26, 2013** or you will be billed for the dinner cost.

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Certification

Adeline J. Hicswa, CAP

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The Institute for Certification believes that a top-level administrative professional should have basic knowledge of office systems, technology, office administration, and management, and know how to apply the principles of good human relations and communications. Some of the examinations are based on knowledge acquired by the office professional through formal education and informal reading. Employers also expect their admin to be thoroughly familiar with current techniques in office practice and procedures and aware of developments in office systems and technology.

Here is some information regarding the exam:

1. If you take both the CAP and OM exams together and you pass only the CAP exam, you will have the CAP rating but not the OM specialty. You would then need to retake and pass the OM exam in order to obtain the specialty.
2. If you take both the CAP and OM exams together and you pass only the OM exam, you will not have either the CAP rating nor the OM specialty. However, it will remain on your record that you passed the OM exam and once you retake and pass the CAP exam you will then have both the CAP rating and the OM specialty without having to retake the OM exam. This is simply because one cannot have a specialty without also being certified.
3. There are 350 questions on the CAP exam.
4. Information on how many questions you must answer correctly to pass either exam is not released. A Criterion scoring method is used to score the exams. The passing score of 500 does not relate to a set percentage of correct answers in relation to the amount of questions on the exam. It is simply a marker to let one know if they passed or not. The same is correct for the OM exam, a passing score is 500 or above.
5. Exam Candidates have 4.5 hours to take the CAP exam. There are no scheduled breaks; however, individuals are allowed to step away from the test at any time, keeping in mind that the clock will continue to run while they are away.



IAAP Certification Online: www.iaap-hq.org/certification

Exam Review Materials: www.iaap-hq.org/certification/exams

Why wait?

Do something for yourself and your career today.



OfficeTeam Article

Online Degree Programs



An online bachelor's degree is a four-year college degree that an individual completes and earns through the Internet. The biggest benefit of an online bachelor's degree is that it usually takes less time to complete. Most individuals can complete their online bachelor's degree in as little as three years. If you have prior college credits to transfer or relevant work history to consider, then you can complete your degree in as little as six months.

Accredited online degree programs are college programs that are offered over the Internet by certified schools and universities. Accredited online degree programs are tested and approved by state or national education review boards. There are many different types being offered on the Internet. These programs include degrees in many different fields such as accounting, law, business management and healthcare. A few well-known schools that offer accredited online degree programs are Phoenix University, Concord Law School and Pierce University.

Accredited online degree programs usually offer a completely off-site program, meaning that students can access everything they will need to earn a degree from the comfort of their own home.

Also, these online degree programs usually offer downloadable lessons that can be accessed and completed at any time during the day or night. However, some programs do require the attendance of virtual meetings or classes that are put on at certain times throughout the day via the Internet.

To find out which degree program is right for you, you first need to choose a field of education that interests you. After defining your field of interest, seek out a school that specializes in that field. Accredited online degree programs are very useful for those individuals seeking to further their education while continuing full-time at their present job. Some even offer credits for work already completed in the same field as the sought after degree. These credits are usually based on work or life experience. Also, some programs accept credits from other colleges.

Applying prior credits toward accredited online degree programs will help to shorten the length of time required to receive your new bachelor's or master's degree. While some programs can take up to four years to complete, prior credits can reduce your education time by up to two years.

To decide which college or university to enroll with, it is best to decide what type of degree program you need. Many colleges offer these programs but some specialize in different fields. For example, a person who wants a bachelor's degree in business might want to go with Ashworth College, while a person who wants an education degree would want to go with Penn State University.

Once you have chosen a bachelor's degree online program, you need to research its class schedule. Many online programs allow you to download the course work and complete it on your own schedule, but some programs require that you log on to the Internet for virtual class sessions a few times a week at a designated time.

"An education isn't how much you have committed to memory, or even how much you know. It's being able to differentiate between what you know and what you don't."

~Anatole France

Member's Article

Janice B. Gardner, CAP

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Tired and Stressed?



Learning to say **"NO"** to new commitments, to interruptions, to anything – is one of the most valuable skills you can develop to keep you focused on your own commitments and give you time to work on them. Here are some productive responses instead of a knee-jerk **"NO."** Next time, try some of these instead of **"NO."** ... Also, there are some things you should not say as they will certainly be construed as acceptance of the task.

"LET'S SEE WHAT I CAN DO FOR YOU" shows a willingness to take on the task.

"LET'S SEE WHAT IT TAKES" is reasonable and effective. It helps focus the discussion on the desired outcome and some of the resources required to make it happen.

"IS IT A HIGH PRIORITY? AND WHY?" Now we get to the heart of things. It helps focus on whether the task/project really is crucial. Probe the "Why?"

"IS IT A HIGHER PRIORITY THAN MY OTHER TASKS/ASSIGNMENTS?" If you can reveal tasks you think supersede this one, point them out. Asking this helps uncover how the work fits into the bigger picture.

"CAN IT BE BROKEN UP AND GIVEN TO A TEAM?" With this approach you show you want to help brainstorm a solution, showing an empathetic tone and giving helpful input.

"WHAT EXACTLY DO YOU NEED FROM ME AND WHEN?" You are suggesting that will help but only you can nail down precisely what is needed and when to get the job done.

"NO COMMITMENT, BUT HERE IS WHAT I THINK I CAN DO AND WHEN IT SHOULD BE DONE. IF I CAN'T GET IT DONE BY (date), I WILL LET YOU KNOW." "No commitment" codicil. Remember to say "SHOULD," not would or will.

"YES, BUT LET'S GO OVER EXACTLY WHAT YOU WANT FROM ME AND WHEN WE AGREE IT SHOULD BE DONE. I'LL LET YOU KNOW IF THERE ARE ANY CHANGES."

Remember to say "SHOULD," not would or will.

RECONSIDER BEFORE SAYING

"LET ME THINK ABOUT HOW I CAN HELP." It will be heard as, "I will take on the assignment."

"JUST LEAVE IT HERE..." it will be heard as, "I will take on the assignment."

"In times of stress, the best thing we can do for each other is to listen with our ears and our hearts and to be assured that our questions are just as important as our answers."

~ Fred Rogers

GOOD NEWS: Dr. Oz says, "New research has shown that eating **1-1/2 ounces of DARK CHOCOLATE daily** for at least two weeks can decrease levels of damaging stress hormones!"

IAAP Members' Anniversaries

Congratulations to our members celebrating their IAAP anniversaries:

| | |
|-------------------|--------|
| Pat Rufolo | 24 yrs |
| Kay Duclos | 16 yrs |
| Pamela Hoeland | 13 yrs |
| Esther DelCarpio | 7 yrs |
| Leigh Baker | 3 yrs |
| Ann Marie Baccaro | 1 yr |
| Linda Marczy | 1 yr |



IAAP Members' Birthdays

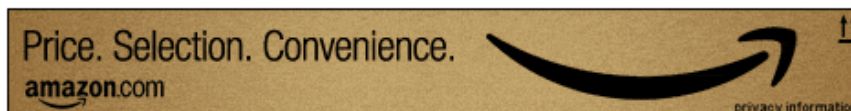
Best wishes to our members celebrating birthdays:

| | |
|-----------------------|--------|
| Maureen Colucci | May 2 |
| Mary Bernadette Drury | May 3 |
| Irene May | May 15 |



Acknowledgements

Shop online at Amazon.com? You can help raise funds for the North Jersey Chapter by going to the North Jersey Chapter website www.iaap-northjersey.org and using the banner at the bottom of our homepage to access amazon.com. Through the Amazon Affiliates Program, the North Jersey Chapter receives a percentage of each sale made from those clicking through to Amazon by using the link on our website. Remember to use it yourself and encourage you online shopping family and friends to do so as well.



Bosland's Flower Shop provides the beautiful floral arrangement for each of our meetings. In appreciation for their donations, we encourage our members to use Bosland's for all their floral needs.



Bosland's Flower Shop
1600 Ratzer Rd
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