



International Association of Administrative Professionals®

VIRGINIA-WEST VIRGINIA DIVISION

Volume 2, Issue 1

Fall 2010

President's Corner:

Hello everyone. This is the first issue of our Division Newsletter for 2010-2011 and there are lots of events underway. We had a wonderful time in beautiful Roanoke for our Annual Meeting. Thank you to Gerri Richards, CPS/CAP, and the Roanoke Chapter for a great weekend.

Our Division was well represented at the 65th Education Forum and Annual Meeting held July 17-22, 2010 in Boston, MA. We attended workshops, business sessions, voted on bylaws and standing rules amendments and elected new International Officers. On Monday night, we met as a Division and enjoyed fellowship and dinner at Cheers. Tamra Goodall, CPS/CAP, from our Charleston Chapter took time out from her hectic schedule and joined us for dinner. Tamra was elected as International President-Elect for 2010-2011. Congratulations Tamra.

The international theme for this year is Passion & Purpose. President Mary-Ramsay-Drow stated during her incoming speech "Passionate people in an organization are different. They constantly show their commitment to the mission and the vision, and they do this by demonstrating their passion about what they do. As a result, they accomplish more than their colleagues and are better able to meet the challenges of limited resources. I know that as a team, we can accomplish more by focusing on our passion for the IAAP and the purpose—the intent—of why it exists today, and that we have much to do to ensure that it exists tomorrow as well. Everything we do will hopefully have a positive ripple effect for the future of our association."

Congratulations to Marlene Wilson of Booz Allen Hamilton – winner of the Adecco Mentor Award! As the world leader in workforce solutions, Adecco knows that a great administrative professional is one who is willing to share their time and talents with their colleagues. Marlene applies her extensive training, financial skills, and desktop publishing expertise to several program and business operational activities at Booz Allen, and has personally mentored 19 staff members there in the past few years.

Please make plans to attend our upcoming Professional Development Seminar (PDS) hosted by the Colonial Chapter in Williamsburg, VA on October 8-9, 2010. You should have received the registration packet via your chapter president. Colonial Chapter has a wonderful weekend planned for us beginning with the Dinner Murder Mystery. I have always wanted to attend one of these dinner murder mystery events. So don't forget to get your registration sent in as soon as possible for a great PDS.

I hope that each of you has accepted the challenge to become a Member of Excellence, which will help your chapter become Chapter of Excellence. We are working on the Division of Excellence with the help of Tammy Trietch, CPS/CAP, Division Secretary, who will be tracking the members, chapters and division successes. With all of us working together we can achieve this goal.

I look forward to hearing from you and seeing you in Williamsburg in October.

Mary Jane "MJ" Surina, CAP
President

All Chapters Must File Form 990 with the IRS
Donna Minnix, CPS/CAP

Who must file Form 990's: Any exempt organization--that means **all** IAAP chapters!

When Should I File?: This form is due on or before November 15, 2010.

Which Form Should I File?

2009 Tax Year (July 1, 2009 – June 30, 2010)

- **Gross receipts normally \leq \$25,000**

Form to File 990-N Web address : <http://epostcard.form990.org/>

- **Gross receipts $>$ \$25,000 and $<$ \$500,000, and Total assets $<$ \$250,000**

Form 990-EZ Web address: <http://www.irs.gov/pub/irs-pdf/f990ez.pdf>

What if our Chapter did not file in the past?

The 2007-2008 fiscal year brought with it the introduction of the IRS 990-N form. The 990-N or e-postcard is a requirement of the IRS for subordinates of non-profit organizations like IAAP whose gross receipts are **less than \$25,000** during a fiscal year.

Any subordinates whose gross **receipts exceed \$25,000** should file the 990 form (not the 990-N). Chapters of IAAP who have not filed their 990-N for any years previous to the current year are now facing the possibility of losing their tax-exempt status. This means that even if the 990-N form was filed for 2008-2009 but was not filed for 2007-2008, you are still in jeopardy of losing your tax-exempt status.

To check on your chapter's status with the IRS, click the link below to be redirected to the IRS website. The webpage has a list of links by state; click the link next to your state (you may choose to view the link in pdf or excel). If you find that your chapter is listed on the IRS report, it is important that you file the 990-N immediately to avoid losing your tax-exempt status. [IRS Listing](#)

If your chapter does not appear on the IRS Listing but you know that the 990-N form was not filed, please contact Holly Emmert hemmert@iaap-hq.org, Claudia Whitsitt cwhitsitt@iaap-hq.org, or Melissa Mahoney mmahoney@iaap-hq.org at IAAP HQ for further direction. The HQ's accounting staff has been working directly with chapters to resolve unique problems directly with the IRS.

Be sure to visit the IAAP website to learn more about your responsibilities as Treasurer. You will gain much information by joining the egroup: IAAP Treasurers. If you have any questions you may contact me at dminnix@myvalleybank.com

Taxes, after all, are dues that we pay for the privileges of membership in an organized society.

~Franklin D. Roosevelt

HAPPENINGS IN AND AROUND THE DIVISION

PDS: PDS will kick off on October 8, 2010 in Williamsburg with a Murder Mystery Dinner. Ann Repeta, Colonial Chapter President, Trish Richardson, CPS/CAP, PDS Chair, and the Colonial Chapter members have been working diligently to provide fun, as well as professional development during this weekend. For more information, or to register, please see the PDS flyer at the end of this newsletter.

Charleston Chapter: The Charleston, WV Chapter held its first meeting of the 2010-2011 year on Monday, August 23rd at the Charleston Woman's Club. Karen Mason, CPS/CAP, MOS presented "MOS Certification" to the members.

Lynchburg Chapter: The Lynchburg Chapter held its first meeting of the year on Tuesday, August 17th, in what they hope will become a permanent meeting place, Flatcreek Baptist Church. The service project for the month of September will be collecting "Fuzzy Comforts" for foster children through the FosterHope organization (www.fosterhope.org). Chapter meetings are the third Tuesday of each month and September's meeting will focus on resumes and interview skills. Committees are being formed and work has already begun on Administrative Professionals Week, our annual education seminar, and Annual Meeting 2012.



Old Dominion Chapter (ODC): ODC celebrated their summer with a trip to Washington, DC, and lunch/program aboard the Spirit of Washington on July 31st. Approximately 45 guests were treated to a relaxing bus ride from Richmond to the DC area, where they were met by members of the Mason and Old Town Alexandria Chapter. On board the cruise, guests ate, networked, and shopped. Prior to disembarking we showed our moves with the Electric Slide, Stomp, and some adventurous guests even participated in "Booty Call!" Many thanks to Sally Ferrell and Cynthia Robinson for organizing this event.

ODC will be holding their Annual Seminar on Tuesday, September 21, 2010 at the Wyndham Virginia Crossings Hotel & Conference Center. The event will be held from 8 a.m. – 3 p.m. Cost: \$55. See the flyer at the end of this newsletter for more details.

Peninsula Chapter: Peninsula Chapter is working diligently on the following programs: Executives' Night (which will be held October 12th (regular meeting night); Chapter Seminar (date TBD); and their APW event (luncheon to be held on April 27, 2011 – open to all). Stay tuned for more details!

LOOKING AT LEADERSHIP

Shirley Fuller, CPS/CAP

It is an honor this year to be serving the Division as President-Elect. The most valuable asset that we possess is our members. Leaders are entrusted to encourage, develop, mentor, and train members to accomplish the most honorable of tasks; helping our organization be the best it can be. As a leader advances in an organization and accomplishes these tasks through subordinate leaders, the honor grows even greater.

Throughout my years involved in IAAP, the unique dimensions of membership have provided special and lifetime bonds. These bonds have developed basically on common values, mutual trust, commitments, and shared unique experiences. We are all in this together—feeling the same things that make us happy and sad, satisfied and otherwise, and in wanting the very best for everyone. Regardless of circumstances, we must be fair and reasonable with each other. Just as a bad attitude is infectious, so is a good attitude. Members deserve to see a leader who is friendly, optimistic, and positive in all that he or she does.

Leadership development is one of the main components of the IAAP Mission. Over the long haul, when just about everything else has been forgotten, a leader will be judged more so than anything else by how well the members were treated. We have an opportunity to work together this year for the good of the organization, making sure that everyone is included. We are all leaders—in our workplace, community, family, and IAAP. Good leadership traits are synonymous with each faction of our life.

I am looking forward to serving you this year and watching you expand your horizons. Together we can accomplish much.

A great leader's courage to fulfill his vision comes from passion, not position." John Maxwell

Marlene Wilson Awarded Adecco Mentor Award

The Booz Allen Hamilton (BAH) Chapter is pleased to announce that Marlene Wilson has received the “2010 Adecco Mentor Award”, sponsored by the International Association of Administrative Professionals (IAAP). Marlene received the award at the 2010 EFAM Conference in Boston, MA in front of a crowd of approximately 2,000 people. Please join us in congratulating Marlene for this exciting honor!

Nominees must meet the following requirements:

- Acts as an exceptional role model and mentor
- Makes key contributions to the team
- Exhibits high level of professionalism and dedication to colleagues and customers
- Uses efficiency and multi-tasking skills to advance the goals of the company
- Displays strong moral ethical beliefs and a stellar character

As the winner of the Adecco Mentor Award, Marlene received:

- Complimentary round-trip airfare and lodging to the 2010 IAAP Education Forum and Annual Meeting at the Hynes Convention Center in Boston, MA July 18-21, 2010
- Recognition on Adecco and IAAP websites; a featured article in the August/September issue of OfficePro magazine published by IAAP
- A framed copy of the OfficePro profile and 25 additional copies to share with coworkers, friends and family
- \$1,000 cash prize
- \$3,000 training scholarship to continue mentoring others
- One year membership to IAAP

About the ADECCO MENTOR AWARD: As a world leader in workforce solutions, Adecco knows that the only thing better than a great administrative professional is one who is willing to share their time and talents developing colleagues. That's why Adecco sponsors the Adecco Mentor Award. While formal training opportunities are crucially important for on the job success, having a mentor to serve as a guide, counselor and advisor can be an invaluable piece of the workplace and career puzzle, with a huge return on investment for both the mentor and mentee.

The award, which began in 2008, honors administrative professionals looks for mentors that act as an exceptional role model and mentor, make key contributions to team, exhibit a high level of professionalism and dedication to colleagues and customers and display strong ethical beliefs and a stellar character.

More information about the Adecco Mentor Award can be found on the Adecco website.

**“Mentor: Someone whose hindsight can become your foresight” ~
Unknown**

CHARACTER

By Michael Josephson

The older I get the less I know, but I know some things:

I know that I'm a work in process and that there will always be a gap between who I am and who I want to be.

I know that I don't have to be sick to get better, and that every day brings opportunities to improve my life and my character.

I know that it's easier to talk about integrity than to live it, and that the true test is my willingness to do the right thing even when it costs more than I want to pay.

I know that character is more important than competence.

I know that it takes years to build up trust, and only seconds to destroy it.

I know that I often judge myself by my best intentions and most noble acts, but that I'll be judged by my last worst act.

I know that I can't control what will happen to me, but that I have a lot to say about what happens in me.

I know that pain is inevitable, but suffering is optional.

I know that attitudes, both good and bad, are contagious.

I know that winning is more than coming in first, and that there's no real victory without honor.

I know that it takes a conscientious effort to be kind, but that kindness changes lives.

I know that neither gratitude nor forgiveness comes naturally; both often require acts of will.

I know that real success is being significant.

I know that happiness is deeper and more enduring than either pleasure or fun, and that I'm generally as happy as I'm willing to be.

I know that the surest road to happiness is good relationships, and that the best way to have good relationships is to be a good person.

(c) 2009 Josephson Institute of Ethics; reprinted with permission. Michael Josephson, one of the nation's leading ethicists, is the founder of the Josephson Institute of Ethics and the premier youth character education program, CHARACTER COUNTS! For further information visit www.charactercounts.org

*"You can easily judge the character of a man by how he treats those who can do nothing for him."
~ James D. Miles*

IAAP/AVERY "Box Tops Challenge" Program

The IAAP/Avery "Box Tops Challenge" program is available to IAAP chapters only as a community-based initiative. The program provides chapters with a recommended community service program to support local schools through the Avery "Box Tops for Education" initiative in accordance with the Avery program parameters.

The incentive program contains the following:

* An education grant in the amount of \$2,000 will be provided by Avery to the chapter (less than 40 members) and to the chapter (40 members and over) that collects the largest number of Box Tops coupons in support of the program. An education grant in the amount of \$500 will be provided by Avery to the chapter (less than 40 members) and to the chapter (40 members and over) collecting the second largest number of Box Top coupons in support of the program. All Box Tops coupons, not just those from Avery products, will be eligible. These four chapters will

be recognized following the Avery Great Results awards program at EFAM.

- * The program will run from July 1st to April 30th each year.
- * Chapters will report year-end collection results to IAAP between May 1st and May 15th supported by a completed and signed Redemption Form and verifiable signed certificates by each participating school.
- * Each participating IAAP chapter president will identify a program coordinator to receive program information from the chapter president and assist with year-end reporting and local public relations.
- * While the Box Tops for Education program is not available in Canada, Canadian chapters may “adopt” a US school to support.
- * Avery will provide each participating IAAP chapter with a certificate of appreciation
- * Avery will include an “honor roll” listing of those chapters participating in the Challenge at their Office Expo booth in upcoming years at the IAAP Education Forum and Annual Meeting.

For questions about the Avery Box Tops Challenge, please contact Maureen Tarango, Consumer Development Specialist, at 800-556-0786 or by email at iaap-officeproducts@averydennison.com

Division of Excellence Update

Currently we have 4 of the 14 points needed for Division of Excellence

- Criteria #4: Sign on-line Division of Excellence Commitment Agreement
- Criteria #9: Maintain Chairmen for the Bylaws, Certification, Education, & Membership Committees
- Criteria #10: Division member(s) serve on an International Committee or serve on the International Board of Directors or as RTF Trustee
- Criteria #12: Send a delegate or submit a proxy to the International Convention & Education Forum

Division needs your help - Below are criteria requiring chapter/member participation:

Criteria #1: 75% of the Chapters offer programming that award recertification points.

Need: 15 chapters

To Date: Five chapters have submitted an IAAP approved program awarding recert points

Criteria #14: 60% of the Chapters submit a completed application for the Avery Chapter/ Division Achievement Awards and/or the Award for Excellence Program

Need: 12 chapters

To Date: 0 – Applications due NLT February 1, 2011. (NOTE: Guidance for last year's award was sent out to all chapter presidents. Information on the 2011 award will be sent when available.

Criteria #15: 90% of the chapters have a minimum of 15 members (by June 2011)

Need: 18 chapters

Criteria #16: Sustain a net increase in membership of 8%

On June 30, 2010, the Division had 889 members. To achieve a point for this criterion, we need 961 members by June 2011.

"Excellence is not a skill. It is an attitude." ~ Ralph Marston

**Oh where or where is my password?
Patricia Robb**

I logged onto my computer last week and put in my network password, then to open my Outlook account I had to put another password in for that. I had to open a different software program and needed yet another password for that. I then went to check my voicemail and had to enter a password there too. There are just too many passwords to remember, and that doesn't include my boss's passwords that I also need to know because I have to check his emails as well as my own.

Along with our multiple work passwords, we have a password for our home computer, and if we sign up for Facebook, Twitter or any other website, we have another password to remember. We have a password for the automated bank machine and if you bank online you have another one for that. Even if you phone the bank they need your secret passcode or they won't speak to you about your account. Sometimes I say to them, "Just give me a hint, how many digits are there in the password, then I will know which one I used?" But they refuse to help me out. I mean if it was really me I should know what my password is, but wait a minute, I am me and I still don't know.

Of course the simple solution would be to have the same password for every aspect of your life, but nope that doesn't work. One program requires a mix of alpha and numeric and only six digits, while another one requires upper and lower case, but only uses four digits. And then there are the sites that assign you a password that I would never remember in a million years, but thankfully they normally give you a chance to change it once your email address has been verified. And do we really have to change our work passwords every 60 days, and why can't I use the same password I used a year ago? I kinda liked that one, but nope I can't reuse the old password.

I realize the change in passwords is for security reasons, but I find it is just too hard to remember all of them so most of us just keep adding a number to our existing password, or like some people I know they put their password on a yellow sticky and stick it on their computer, which defeats the whole purpose of the secure password. Thank goodness I get three tries to pick the

right one before the system locks me out. The first time it doesn't work, I assume I entered it wrong so try again. When that doesn't work I remember, oh yeah I changed my password yesterday, but what did I change it to? I usually get it right on the third try, but I have been locked out on a few occasions.

On some sites there is an option to "Remember my password," which is helpful until your system crashes and you lose everything and then how are you ever going to remember what the password was in the first place since you haven't had to enter it in a year? I thought I was being smart and saved all my passwords in a sub-folder in Outlook, but alas that too was gone in the crash. Of course even if the system hadn't crashed, I would have needed to know my server and Outlook password so I could get into my sub-folder with all my passwords?

And let's not stop with passwords, what about log-in names? Some sites use your email address as the log in, while others require you to create your own. I can never remember if I used my email address, my first and last name or was assigned a log-in name.

I know we are probably stuck with the current system of trying to remember log-in names and passwords, but thankfully at work if you do forget your password the administrator can re-set it, and then you have the option of changing it again. Although the new password can't be anything you have used in the last six months. Ugh! Back to the drawing board.

Reprinted with Permission. Patricia Robb has been an Administrative Assistant for almost 30 years and is currently an Executive Assistant for a not-for-profit organization. She is a member of the Ottawa Chapter of the International Association of Administrative Professionals (IAAP). You can reach Patricia by e-mail at patriciaannrobb1@rogers.com. You can also check out her web blog, "Laughing All the Way to Work: A Survival Blog for Today's Administrative Assistant," <http://secretaryhelpline.blogspot.com/>

IAAP ANNIVERSARIES

The division wishes to acknowledge the following members who celebrated their 20th (or more) anniversary within IAAP and to say your continued contributions to your chapter and the VA-WV Division are very much appreciated!

41 Years

Thelma Smith, CPS – ODC

25 Years

Marlene Mondziel, CPS/CAP – ODC

36 Years

Marguerite Gore – Shenandoah

22 Years

Geri Richards, CPS/CAP - Roanoke

34 Years

Charlotte Finney – Charleston

21 Years

Aundra Fields – Southside

Marianne Vest, CPS/CAP – Tidewater

Judy Willis, CPS – New River Valley

30 Years

Otelia Robertson – Member at Large

20 Years

Karen Mason, CPS/CAP/MOU – Charleston

Laura Stoy – Tidewater

27 Years

JoAnn Panuska – Peninsula

NEW MEMBERS (SINCE 1 JUL 2010)

As well as having our “seasoned” members to guide and mentor us, we also need “new blood” to invigorate us. And so, the VA-WV Division Board welcomes the newest members to IAAP and the Virginia-West Virginia Division (joined between Jul and Sep 2010):

Ann Barrows – Old Dominion
Jamie Beaulieu – New River Valley
Jennifer Blair – Tidewater
Kathleen Csvarky – BAH
Michelle DelaRosa – Northern Virginia
Linda Eden – Northern Virginia
Jackie Fitzwater – BAH
Cornelia Gamble – Tidewater
Sandra Gambrell – Mason
Pamela Garfield – BAH
Lisa Gjormand – Northern Virginia
Patricia Glosh, CPS – New River Valley
Cheri Hall – Northern Virginia
Emily Kent – Roanoke
Robin Lipscomb – Lynchburg
Patricia Miller – BAH
Joy Mills – Old Town Alexandria
Donna Mitchell – Old Dominion

Christina Montemayor - BAH
Vickie Moore – New River Valley
Shevonne Morgan - Tidewater
Mike Parri - BAH
Tonya Pennington – Old Town Alexandria
Jennifer Phinney - Colonial
Teresa Rosbaugh – Old Dominion
Cindy Salusky – Old Town Alexandria
Belinda Stewart – Old Town Alexandria
Vickie Sword - Roanoke
Marleeta Thompson – Old Dominion
Karen Underwood - Mason
Michael Wharton – Mason
Judy Whitaker - BAH
Barbara Wilmer – Old Town Alexandria
Tonya Wilson - Tidewater
Judith Wisniewski – Old Town Alexandria

Associate Member: Associate Capitol Services - Old Town Alexandria

We hope your membership benefits you personally and professionally.

VA-WV DIVISION OFFICERS

PRESIDENT: Mary Jane “MJ” Surina, CAP – mary.surina@ngc.com

PRESIDENT ELECT: Shirley Fuller, CPS/CAP – shirley.fuller@lynchburgva.gov

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TREASURER: Donna Minnix, CPS/CAP – dminnix@myvalleybank.com

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