

**Delegate's Report  
International Education Forum & Annual Meeting  
Le Palais des congrès Convention Center  
Montreal, Quebec  
July 23 – 28, 2011**

**Friday, July 22, 2011**

- Registered as a delegate at the credentials booth.
- Turned in proxy forms for the Jo Co Government Chapter and the KCK Chapter and received voting tickets to use at the polls.

**Saturday, July 23, 2011**

There was a First Timer Orientation for members who have never attended the International Education Forum & Annual Meeting.

**Sunday, July 24, 2011**

**8:00 – 8:30 a.m. – Parliamentarian Meeting with Delegates**

Attended the Parliamentarian Meeting with other delegates and alternates. Jeff Neurauter was the appointed parliamentarian for the 2011-2012 IEFAM. He reviewed the Rules of the Convention including:

- Credentials process
- Information for delegates carrying proxies
- Obligation of delegates and alternates duty to vote for international officers and bylaws and standing rules.
- Reviewed the Rules of Debate
- How to make new motions
- Reviewed Election Rules – explaining dates and times of the polls, voting machines, possible subsequent ballots

**9:00 a.m. – Noon – Opening Business Session**

The opening business session began with the parade of nations and introduction of International Board of Directors and Executive Director.

The Registration and Credentials Report as of 9:00 a.m. reported **1,118** attendees with **228 first timers**.

International officers – 12

Division Delegates – 34

Chapter Delegates – 273

Chapter-at-Large Delegates – 1

Member-at-Large Delegates – 1

International Affiliate Representatives – 0

Total number of International Officers &

Delegates Eligible to Vote – 321

Authorized proxies – 175

Total number of International Officers,  
Delegates & Authorized Proxies – 496  
Number of Registered Alternates – 132

The motion to adopt the Registration/Credentials Report was adopted.  
The motion to adopt the Annual Meeting Rules was adopted.  
The motion to adopt the Annual Meeting Program was adopted.

The Committee on Nominations Report was read:

**Office of President-elect:** Karlana Rannals, CPS/CAP, Palomar Chapter, California Division, Southwest District

**Vice President:** Judith A. Yannarelli, CPS/CAP, New Jersey Division Member at Large, Northeast District

**Secretary:** Virginia S. Boyd, CPS/CAP, Emerald Chapter, South Carolina Division, Southeast District  
Antoinette Smith, CPS/CAP, St. Louis Chapter, Missouri Division, Southwest District

**Treasurer:** Wendy S. Melby, CPS/CAP, Waukesha Chapter, Wisconsin Division, Great Lakes District

**International Director, Canada District** – Dawn E. Becker, CAP, Vancouver Chapter, Western Canada Division, Canada District  
Lina M. Veglia, Grand River Chapter, Ontario Division, Canada District

**International Director, Great Lakes District** – Patricia Falkenhagen, CPS, Greater Green Bay Chapter, Wisconsin Division, Great Lakes District  
Debra Rochel Leonard-Porch, Chicago Lake Shore Chapter, Illinois Division, Great Lakes District  
Tammy S. Pierce, CPS/CAP, Wings Chapter, Ohio Division, Great Lakes District

**International Director, Northeast District** – currently serving second year term

**International Director, Northwest District** – currently serving second year term

**International Director, Southeast District** – Doris Goode, CPS/CAP, Memphis Chapter, Tennessee Division, Southeast District  
Roberta Miller, CPS/CAP, Delaware Chapter, Delaware-Maryland-District of Columbia Division, Southeast District  
Sandy Ratke, CPS/CAP, Blue Crab Chapter, Delaware-Maryland-District of Columbia Division, Southeast District

**International Director, Southwest District** – currently serving second year term  
**International Affiliate Representative** – Leanne M. Fisher, GradCert Bus. JP, Australian Institute of Office Professionals, Australia

### **International Trustees, Retirement Trust Foundation:**

Kelly A. Reggio, CAP, Kalamazoo Chapter, Michigan Division, Great Lakes District  
(*serving second year term*)

Carolyn L. Prather, CPS, Hallmark Chapter, Missouri Division, Southwest District  
(*serving second year term*)

Lynda B. Boulay, CPS/CAP, Saint Paul Chapter, Minnesota-North Dakota-South  
Dakota Division, Northwest District

Patricia D. Row, CPS/CAP, Oak Ridge Chapter, Tennessee Division, Southeast District

### **State of the Association – International President Mary Ramsay-Drow, CPS/CAP**

- Talked about “Passion and Purpose” and how it will help keep us moving down the right path as we continue the work of Excellence in Action and Power of Commitment.

The idea of Passion and Purpose is more than just “being good at what you do.” In Mac Anderson and Tom Feltenstein’s book: *Change is Good, You Go First*, is a passage that says, “Each of us wants to be a part of something bigger than ourselves. Call it purpose, destiny, or a simple desire to get beyond the insufficiencies of our current existence. An individual’s yearning to reach outside his life is a seed of greatness waiting for a stream of inspiration.”

Passion and Purpose together are more than the sum of their parts; not just a person working hard at something they care about. They come together to create something that no one else could do.

Passion and Purpose allow you to create a path for goal realization.

- **Process Plan**

The International Board provides oversight of the Process Plan through our continuing Executive Oversight Committee. Goals focused on this year include:

- Certification Marketing – Refining and refocusing our marketing of the IAAP Certification Program within IAAP. This team’s work is an outgrowth of the work done last year in revising our certification program.
- Examining International Affiliate Associations’ relationship to IAAP – This team’s work will be presented at the 8<sup>th</sup> International Office Professionals Summit, being held in New Zealand in early July.
- Developing a “Leadership Academy” – A certificate program for IAAP’s leaders and future leaders which you will be hearing more about in the very near future.
- Sponsorship parameters – Creating parameters and guidelines for divisions to use in identifying and securing sponsors.
- Revision of leadership documents – Hopefully, you have seen the updated documents such as chapter publicity and recruitment and retention. They not only look great but they are packed with useful information.

- Chapter educational programs – This team has developed packaged education programs that can be included in your monthly meeting schedule and all of them earn recertification points.

Our Process Plan also encompasses other on-going efforts designed to help us reach this goal of becoming remarkable, such as:

Periodically reviewing and changing IAAP's web presence, which

- (1) Resulted in the recent redesign to iaap-hp.org;
- (2) monitoring and reviewing the Pathways to Excellence program, and;
- (3) surveying IAAP members and non-members.

We recognize that becoming remarkable is a constant process, and the next stage of our plan will encompass even more initiatives, as well as the next "phase" of some current ones.

Why the changes? Our goal is always to make the most out of the limited resources we have. We continually ask, when looking at all of our activities, "Are we supporting the mission of IAAP for the greatest possible number of people?" When the answer is no, the program goes under stringent review and testing, and is either modified or eliminated.

This year we've talked a lot about changing the culture of IAAP, and we realize that's what we're doing; changing the culture of an association that's longstanding and steeped with tradition. Neither one of those qualities is bad. IAAP wouldn't be where it is today without either of them.

HQ has offered nearly 70 webinars this past year. Joy Johnston is now affectionately referred to as the "webinar queen."

The Research and Educational Foundation could be considered the internal best kept secret of IAAP. While many are familiar with the Retirement Trust Foundation and its activities, the R&E has not been as visible to IAAP members.

Beginning in early 2009, the International Board took action to revitalize the R&E. The mission statement that was developed is:

***To advance the careers of administrative professionals through research and education initiatives that enhance their professional development.***

A primary goal that has been identified is to establish and provide scholarships to help admins attend educational events. In order to enable the R&E to accomplish this goal, it needs funds to do so. During an April conference call, the R&E Board of Trustees and the IAAP International Board agreed to hold a fundraiser at EFAM in Montreal.

The program is designed to assist qualified applicants who want to attend EFAM for the first time or those administrative professionals who are currently unemployed and would like to attend. This year's EFAM participants are being asked to contribute to the R&E Foundation to help raise money to help fund these

scholarships for the upcoming year and the overall program of the foundation. Additional information about the new scholarship program will be rolled out over the next few months to all IAAP members in support of the foundation's mission.

Depending upon the success of our fundraising for the R&E, the first scholarships will be awarded for admins to attend 2012 EFAM to be held in Grapevine, Texas.

The focus on the R&E couldn't have come at a better time. Because as we ask you to shift your focus to donating funds to the R&E, our other non-profit entity, the **RTF, is winding down fundraising for at least this year** due to the outstanding fundraising from the members as well as profits from Vista Grande.

The R&E has so much potential now that it has begun to focus its efforts on helping admins with scholarships. In addition, we want to use the R&E to help fund the development of the additional specialties in the certification program. We would normally use the R&E to help support the evaluation of our new exam through ACE or the College Credit Recommendation service so that those who pass the new exam may apply that achievement to help them earn a college degree. Currently, we don't have funds in either the R&E or IAAP – and this evaluation alone will cost \$45,000.

While I am extremely grateful that the members raised nearly \$80,000 this year for the RTF, the RTF also had an additional \$100,000 of cash profit provided to them by the Vista Grande operations that is not reflected in their financial statements. In the meantime, the R&E can't afford to help support the college credit assessment for our new certification exam. You can probably see where this is going---someone once said that life is about choices. I hope that during this coming year you will make a carefully considered choice with regards to your fundraising efforts and elect to help the R&E meet its mission and that of IAAP by providing direct benefit back to our members with regard to education, community building, and leadership development. **One of the keynote speakers at EFAM this year did a drawing and it was auctioned off at the awards banquet. The drawing raised \$4,000 and the money went to R&E.**

We have continued to see modest declines in our membership which can be expected as human resource budgets are still tight. However, our renewal rates have improved significantly over previous years. In the past our turnover rate of members was at least 30% per year, so when the economy was good, not only did we have to make up the 30%, but also had to get more than that to get our numbers to increase. The change for this past year in particular, is that our numbers are down because we haven't been able to bring in more people to cover the losses as well as do an increase. BUT, our retention rate has gone way up---so instead of being down 30% like we would be if we didn't get any new members, we're down 10.3% overall in membership at the end of the 2010-2011 IAAP year. That isn't great, but those who want to stay are staying. And our professional membership category is doing very well as compared to the student and merited categories.

Our current financial situation is much more promising than last year. Please be cognizant that the following figures regarding our year-end budgetary figures are estimates and have not been through the auditing process. Our year-end estimates show that we will have a budget surplus of about \$160,000 as compared to a deficit of \$465,000 at the end of last year. This is a huge turn-around in one year. This modest profit will help us start building back the reserves that were lost in the great recession of 2009-2010. The Financial Oversight Committee meets on a monthly basis to review our financial position and discuss strategies and projections for the future. IAAP will continue to make the financial adjustments necessary to ensure that fiscal health of IAAP is strengthened as we move forward.

This year, IAAP provided additional guidelines on financial compliance information, specifically in three areas.

1. Inurement of members
2. Raffles
3. Silent Auctions

This information is important to every level of IAAP in our efforts toward strong fiduciary oversight of our organization and operating like a business.

Don Bretthauer, CAE recently announced that he will be leaving the association after his current contract expires Dec. 31, 2011.

#### **Retirement Trust Foundation Report – Kelly Reggio, CAP (full report on IAAP web community)**

- **No soliciting of funds this year**
  - Outstanding fundraising this year
  - Profits from Vista Grande
  - Housing Subsidy for Admins in Need (HSAN) – Go to RTF to apply
- **Dollars available – not enough applicants**
  - \$79,000 in donations
- **Family of Givers - \$23,687.83**
  - \$1,000 & up - 7
  - \$500-\$999 - 3
  - \$100 - 42
- **Vista Grande Update**
  - To dispel rumors, Vista Grande is NOT for sale
  - 95% occupied

#### **Avery Awards**

360 Chapter and 30 Division Applications  
Box Tops for Education – 81 chapters collected over 53,000 coupons  
(will do this again next year)

#### **Attended the Office Expo that was open from 1 – 6 p.m.**

Much smaller than usual due to costs of bringing things in.

### **District Caucuses were conducted from 1:30 – 2:30 p.m.**

- Southwest District Director, Dortha Gray, CPS/CAP highlighted successes and recognized division presidents.
- Retirement Trust Foundation (RTF) recognition
- Recognized chapters that achieved Chapter of Excellence status and awarded numbers 2010 – 2011 to add to banners for chapters that achieved Chapter of Excellence status for the second year. Sharon Taylor, CPS accepted the award envelope on behalf of the Heartland Chapter since they did not have a representative present.
- International President Mary Ramsay-Drow, CPS/CAP joined briefly to answer questions.

### **3:30 – 4:30 p.m. - Candidate Forum**

Past President Taylor and I attended the candidate forum and spoke with candidates for International Secretary.

### **Evening of Welcome**

Each attendee received an IAAP monogrammed wine glass. There was lots of music and dancing.

### **Monday, July 25, 2011**

#### **Polls opened at 8 a.m. – First Ballot**

- Cast first ballot as division delegate
- Cast first ballot as proxy for Jo Co Government & KCK Chapters
  
- **10:00 – 10:45 – Second Ballot**
- No second ballot required for Kansas Division

**Attended the Leadership Luncheon- Lead, Follow or Get Out Of The Canoe, *Bob Abrames***

**2:15 – 2:45 p.m.** - Delegates Briefing Session

**3:00 – 6:00 p.m.** - Business Session Reconvened

### **International Bylaws & Standing Rules**

There were 12 IAAP proposed bylaws amendments presented at the 2011 EFAM in Montreal. Here is a breakdown of the amendments:

- **Amendment 1 failed.** It was amended to “10 professional members” to prevent disbandment. The amendment to the amendment passed but the original amendment failed even when it was amended to 10 members.
- **Amendment 2 passed.** Changed international members dues to match U.S.
- **Amendment 3 passed.** This gives the International Board flexibility to adjust dues downward for promotional purposes.
- **Amendment 4 passed.** This amendment gives the International Board the flexibility to waive the processing fee for former members.

- **Amendment 5 passed.** This amendment clarifies board term.
- **Amendment 6 passed.** This amendment strikes the word “international” from RTF Trustee.
- **Amendment 7 passed as amended.** This amendment clarifies who can be nominated for international office from the division.
- **Amendment 8 failed.** This amendment was to provide a list of delegates who failed to vote.
- **Amendment 9 passed.** This amendment strikes words from bylaws that are now in the RTF bylaws.
- **Amendment 10 passed as amended.** This amendment adds the RTF to words on duties for the IBSR committee.
- **Amendment 11 passed.** This amendment is on wordage moved to RTF bylaws.
- **Amendment 12 passed.** Clarification of IBSR Committee obligation to review bylaws proposed by RTF Board of Trustees.

### **Retirement Trust Foundation (RTF) Bylaw Amendment**

**The Retirement Trust Foundation proposed five bylaw amendments at EFAM.**

**All five passed.**

- Amendment 1 inserted the word “vice” in front of president.
- Amendment 2 strikes the word “international” in three places.
- Amendment 3 strikes the words “or a member of an IAAP international standing committee” as serving on an international standing committee does not qualify one to serve as a Retirement Trust Foundation Trustee.
- Amendment 4 clarifies that nominations for trustees follow the same procedures as set out under the IAAP Bylaws.
- Amendment 5 allows the secretary or designee to have custody of the minute book.

### **Registration/Credentials Report**

The Registration and Credentials Report as of 2:30 p.m. on Monday.

International officers – 12

Division Delegates – 33

Chapter Delegates – 268

Chapter-at-Large Delegates – 1

Member-at-Large Delegates – 1

International Affiliate Representatives – 0

Total number of International Officers &  
Delegates Eligible to Vote – 315

Authorized proxies – 200

Total Number of International Officers,  
Delegates & Authorized Proxies - 515

Total number of Registered Alternates – 133

The motion to adopt the Registration/Credentials Report was adopted.

## **Tellers Committee Report**

### **President-elect**

515 number eligible to vote  
504 number of votes cast  
253 necessary for election  
504 votes received – Karlena Rannals, CPS/CAP \*\*  
0 illegal ballots

### **Vice president**

515 number eligible to vote  
488 number of votes cast  
245 necessary for election  
448 votes received – Judith Yannarelli, CPS/CAP \*\*  
0 illegal ballots

### **Secretary**

515 number eligible to vote  
510 number of votes cast  
256 necessary for election  
159 votes received – Virginia Boyd, CPS/CAP  
351 votes received – Antoinette Smith, CPS/CAP \*\*  
0 illegal ballots

### **Treasurer**

515 number eligible to vote  
504 number of votes cast  
253 necessary for election  
504 votes received – Wendy Melby, CPS/CAP \*\*  
0 illegal ballots

### **Director, Canada District**

32 number eligible to vote  
32 number of votes cast  
17 necessary for election  
14 votes received – Dawn Becker, CAP  
18 votes received – Lina Veglia \*\*  
0 illegal ballots

### **Director, Great Lakes District**

	<b>2<sup>nd</sup> Vote</b>
79 number eligible to vote	
79 number of votes cast	
40 necessary for election	
23 votes received – Patricia Falkenhagen, CPS	26
21 votes received – Debra Leonard-Porch	
35 votes received – Tammy Pierce, CPS/CAP **	52
0 illegal ballots	

### **Director, Southeast District**

161 number eligible to vote  
156 number of votes cast  
79 necessary for election  
98 votes received – Doris Goode, CPS/CAP \*\*  
51 votes received – Roberta Miller, CPS/CAP  
7 votes received – Sandy Ratke, CPS/CAP  
0 illegal ballots

### **Candidate for Affiliate Representative**

2 number eligible to vote  
2 number of votes cast  
2 necessary for Election  
2 votes received - Leanne M. Fisher, GradCert Bus, JP \*\*  
0 illegal ballots

### **Trustee, Retirement Trust Foundation**

515 number eligible to vote  
\_\_\_ number of votes cast  
\_\_\_ necessary for Election  
430 votes received – Jean Bohinski, CAP \*\*  
258 votes received – Lynda Boulay, CPS/CAP  
327 votes received – Patricia D. Row, CPS/CAP  
0 illegal ballots

### **Declaration of Election**

President – Tamra Goodall, CPS/CAP  
President-elect – Karlana Rannals, CPS/CAP  
Vice President – Judith Yannarelli, CPS/CAP  
Secretary – Antoinette Smith, CPS/CAP  
Treasurer – Wendy Melby, CPS/CAP  
Director, Canada District – Lina Veglia  
Director, Great Lakes District – Tammy Pierce, CPS/CAP  
Director, Southeast District - Doris Goode, CPS/CAP

### **Installation of 2011 – 2012 International Officers/Trustees**

#### **Executive Director's Address**

Don Bretthauer gave a farewell speech as he will be leaving IAAP on December 31.

#### **Announcement of Future Annual Meeting Sites:**

July 22-25, 2012 – Gaylord, Texas – *Mark your calendars*  
2013 – Anaheim, CA  
2014 – Milwaukee, WI  
2015 – Louisville, KY

**The Kansas Division Dinner was held at Restaurant Bonaparte, a wonderful French restaurant. The food and service was outstanding and we even had a room to ourselves.**

**Tuesday, July 26, 2011**

**8:30 – 10:00 a.m.**

Morning Session Keynote – Making a Great First Impression – *Clinton Kelly*

**10:30 – 4:30 p.m.**

Attended Educational Workshops

- Power Phrases for Admins
- See Ourselves as Others See Us

**5:00 – 6:00 p.m.**

Evening Session Keynote – A Kick in the Attitude – *Sam Glenn*

**Wednesday, July 27, 2011**

**8:00 a.m. – 4:00 p.m.**

Attended Educational Workshops

- SharePoint for Power Users
- Your Style in Working Relationships
- Presentations That Pop

**5:30 p.m. – 6:30 p.m.**

Networking Reception

**6:30 p.m. – 8:30 p.m.**

Awards Banquet

Award for Excellence

Less than 1,000 – McDonald-Miller Facility Solutions/Seattle, WA

More than 1,000 – University of Texas at Arlington

(Proceeds from the sale of banquet tables (\$6,900) went to Sun Youth & Laura's Hope)  
Sharon Taylor, CPS accepted the Division of Excellence banner numbers 2010 – 2011 for Kansas Division.

**9:30 p.m.**

International Board/RTF Trustees Reception

Attended the reception with 2010–2011 Past Kansas Division President Sharon Taylor to offer congratulations to 2011–2012 International President Tamra Goodall, CPS/CAP and other newly elected officers.

**Thursday, July 28, 2011**

**8:30 a.m. – 11:45 a.m.**

I attended the Leadership Workshop for division and chapter delegates – *Building a Remarkable Leadership Culture*. The program was outstanding.

Thank you for allowing me to serve as the Kansas Division Delegate to the 2011 Education Forum and Annual Meeting (EFAM). It was a pleasure and honor to represent you.

Respectfully submitted,

Sue Houser, CPS/CAP  
President  
Kansas Division of IAAP