

## PASSION & PURPOSE

GOLDEN CORRIDOR CHAPTER

June 16, 2011

*"IAAP A to Z"*

6:00 P.M.  
Courtyard by Marriott  
1311 American Lane  
Schaumburg, IL

West of Meacham Road,  
Located behind the  
Weber Grill Restaurant

### Board Members

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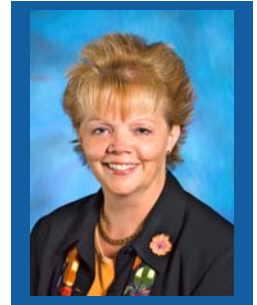
The editor reserves the right to edit  
*submissions for length or content.*

[www.iaap-goldencorridor.org](http://www.iaap-goldencorridor.org)

IAAP's **VISION** is to inspire and equip all administrative professionals to attain excellence.

April - May 2011  
Issue 41

## LETTER FROM THE PRESIDENT



Below is the Annual Report I have submitted to Illinois Division. I'm very proud of what we accomplished. We need your support and active participation next year too. As we get ready for the last chapter meeting, please consider how you can get involved in chapter activities. We need you!!!

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The Golden Corridor Chapter of the Illinois Division of IAAP started the year with 52 members and we are currently at 53 members. Throughout the year, we have lost, retained and gained members. For the last two years we have been a Chapter of Excellence and we are currently on the path to retain our Chapter of Excellence standard for this year also. We have been very excited at all of the many wonderful things our chapter has accomplished. Please see below a list of our activities for the 2010-2011 year:

- Of our nine chapter meetings, we have offer recertifications points for seven of them
  - Stand Out! Building Your Personal Brand for Professional Success
  - How to Connect Your Personal Life Goals with the Reality of your Job
  - Landing Your Next Job in a Tough Economy
  - Using Tips & Tricks to become Insanely Proficient in Excel
  - Take the Lead and Others Will Follow
  - Did You Bring your Ethics to Work Today?
  - Persuasive Communications: How to Assert Yourself in Meetings and Influence Your Audience

- Offered a study group for the CPS/CAP test in the fall which included a Mock Exam on October 30. One of our own chapter officers, Laura Polido, passed the November exam.
- Updated and submitted our Strategic Plan to Illinois Division
- Submitted paperwork for the Avery Great Results Chapter Achievement Program
- Gave away a chapter membership at our April meeting. Each person who attended our meetings from January through April were entered got their names put into the drawing so the more they attended, more chances to win.
- We have done multiple different fund raising efforts for the RTF and have raised \$380 from Golden Corridor for RTF
- Attended (or had a representative from the chapter) the Illinois Division President's conference calls in September, October, November, January, February, March and April
- Completed the Illinois Division Presidential Award submission form
- Held a Saturday workshop at NIU on Pivot Tables on February 5
- Published six newsletters (changed it from a monthly newsletter to six times a year)
- Participated in the Avery Box Tops programs
- Our monthly fundraising was food donations for the local shelter and May was a WINGS clothing drive
- Have had three outstanding partners during the whole year: NIU Hoffman Estates, Tasty Catering and Courtyard by Marriott.

We have had an outstanding year in 2010-2011 and will be looking forward to see what new accomplishments Golden Corridor will have in 2011-2012.

**JoEllen Pickett CPS**  
**Golden Corridor Chapter**  
**President**  
**2008-2009 and 2009-2010 Member of Excellence**



# Golden Corridor Chapter

## It's All About You and Your Chapter! Don't miss the last meeting!



June 16, 2011

# "IAAP from A to Z"

**It's been a great year, but it's not over yet!**

It's June already! It seems like just yesterday that we were planning our year of possible topics and programs for our monthly meeting lineup. This month, we are planning a short presentation that is sure to appeal to our oldest as well as our newest members and guests. Remember the 'old days' of no program in June—this is a bonus!

### What is happening at the June meeting?

The **Installation** of the 2011—2012 Board of Directors, of course! Be there to welcome your new officers.



**Recognition** of our partners: We have been very fortunate to have an excellent meeting location this past year. Both Brooke Van Reken and Aneta Yaneva from the **Courtyard by Marriott** have been extremely helpful in providing everything that we have requested from a comfortable meeting room, space for registration, our board members to sit during our business meeting, and equipment for our speakers to use during their presentation.

Kristen Banks and her team from **Tasty Catering** have made sure there were no stomachs growling over our speaker's engaging presentations. We have enjoyed their excellent menu, the delivery and pick-up has been flawless!



This year we were able to host our fall study group (while it lasted), the Mock Exam and our February Pivot Tables workshop at our favorite home away from home—**NIU in Hoffman Estates**. Excellent for us and now, since NIU and Martha Keyes have extended their hospitality to all of Illinois Division, excellent for IAAP!



**Time:** 05:30 pm networking  
06:00 pm dinner  
\$20 members / students  
\$22 non-members  
07:00 pm program\*

**Community Service:** Community Service: Please bring a non-perishable food item to support local food pantries.

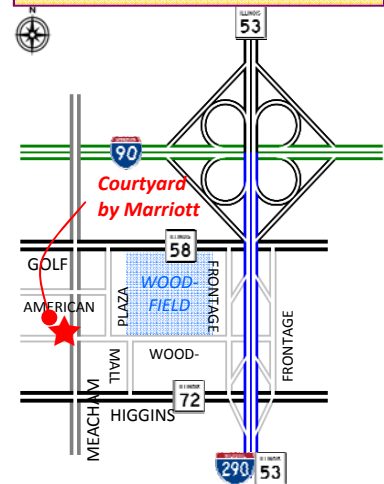
\* no charge for program only

**Make your reservation**  
(and bring a friend)  
**online or by contacting**  
**Ann Kuhlmann**

treasurer@iaap-goldencorridor.org  
(phone 847-758-9879)

**Courtyard by Marriott**  
**1311 AMERICAN LN**  
**SCHAUMBURG, IL**

*West of Meacham Road,  
located behind the  
Weber Grill. Meeting room will  
be identified monthly*



### Our partners...



A short business meeting follows dinner.

For meeting agenda, menu, chapter newsletters, as well as online registration, visit the Golden Corridor website at:

[www.iaap-goldencorridor.org](http://www.iaap-goldencorridor.org)



I know that the next few months are going fast for all of you. It's closing in on the end of the 2010-2011 year and even though that's a couple of months away, time tends to slip by quickly and quietly. I think that's how gray hair takes over. One day you're in your 20s pulling a stray gray hair and the next thing you know you're blowing out 40 candles on your cake. It seems as if the next time you look in the mirror you finally see all those other gray hairs you've been ignoring. That's when you pick up the phone and make an appointment with a good stylist.

Hair doesn't have anything to do with IAAP but I do want to remind the leaders about the upcoming deadlines you won't want to miss. You won't want those to crop up and overtake you, leaving no time to meet them.

Pathways to Excellence submission deadlines will arrive soon. Don't miss submitting your Chapter of Excellence or Division of Excellence forms. The deadline for chapters and divisions is July 5. For member submissions the deadline is June 30. For more detailed information, including criteria and the audit process visit the [Pathways to Excellence](#) website.

Those of you participating in the Avery Box Tops Challenge have until May 15 to report your year-end collection results, fill out the [submission form](#) and send it to the headquarters office. Read more about the Box Tops Challenge on the [IAAP Web Community](#).

We value your privacy as IAAP members. We have a new [IAAP Privacy Policy](#) that you'll want to familiarize yourselves with.

We've finished the third quarter of the current IAAP year. As promised, we're continuing to keep members apprised of IAAP's financial situation. In spite of the economy still being in a recovery mode and things not rebounding as fast as previously predicted, IAAP has stabilized its financial position. We've brought on some new IAAP sponsors and advertising for *OfficePro* is increasing. Read more about it in the [3<sup>rd</sup> Quarter Financial Update](#).

Finally, I have to say a few words about EFAM, especially to those who are debating on whether or not to go. Since that first convention I attended over 15 years ago I keep going back for a myriad of reasons and for one strong one: I always learn something that makes me more valuable in the workplace. Professional development is essential to every person serious about his or her career. If you're involved in IAAP, I know you're serious about learning all you can to become indispensable in the office. And, I'll admit, I've made so many lasting relationships in IAAP that I enjoy renew

**Mary Ramsay-Drow, CPS/CAP**  
**IAAP International President**

## 59<sup>TH</sup> ILLINOIS DIVISION ANNUAL MEETING

The iWireless Center in Moline, Illinois was this year's point of destination for the 59<sup>th</sup> Illinois Division Annual Meeting. The drive was approximately 2 ½ to 3 hours for the Golden Corridor Chapter members that attended: JoEllen Pickett, CPS, Linda Robinson, CPS/CAP, Theresa E. Torres-Taylor, Martha Keyes, and Andrea Turner, CPS/CAP.

We were all on hand for the optional Professional Development Seminar.

- "Get Your Head in the Clouds" offered an explanation of what all the discussion was about...recall the commercial – 'to the cloud'. Now I know!
- "Keep Motivated During Layoffs"
- "Marketing Materials for Novices"

Following the seminar, a DMAL Engagement Session and a Chapter Presidents' Session was held. JoEllen attended the later session.

This year the IDAM committee had representation from various Illinois Division chapters, however, the Evening of Welcome was hosted by Quad City Chapter. This year's auction was live and made an astounding \$1,000 by night's end for Illinois Division, including the GCC basket we donated with the winning bid of \$35! Onlookers were witness to a bidding war between two of Golden Corridor's members vying for a Kindle. *What we do for our children!*

This year, the Business Session and International Update were held in the morning. There was an official welcome by the City of Moline Mayor, Donald Welvaert, Jennifer Kress, I wireless Center Sales Manager and then Tamra Goodall, CPS/CAP, IAAP International President-Elect had a brief welcome message.

Following the Treasurer's and Correspondence Reports, Tamra was at the podium once again for the International Update. Her message was a review of the Seven Measures of Success:

1. Customer Service Culture
2. Alignment of Products & Services with IAAP Mission
3. Data Driven Strategies
4. Dialogue & Engagement
5. CEO as a Broker of Ideas
6. Organizational Adaptability
7. Alliance Building



Tamra mentioned the website review and redesign – efforts to keep information fresh and up-to-date. The changes to the Pathways to Excellence were mentioned. (A print-out of the revisions to take effect for 2011 – 2012 IAAP Year was provided to all attendees.)

EFAM's visible changes were also in her update: members and attendees want more education, there will be a second keynote speaker, education sessions will be held concurrent during the business meeting. All these changes are in response to past surveys of what attendees want. Since this is the first year for these changes, there will be close scrutiny once EFAM concludes to tweak as necessary.

International is changing the culture of IAAP, they continue to build on traditions but keep moving forward to stay current with the times.

Tamra went on to discuss Research & Educational Foundation (R&E). Historically this has been less visible than RTF. The mission is "...committed to advancing the careers of administrative professionals through research, education and publication initiatives that enhance their professional development." One of the goals is to provide scholarships for IAAP educational conferences and IAAP certification programs. There is a fundraiser at EFAM – they plan to have a fundraiser at EFAM in Montreal.

Tamra noted that the economy recovery is improving but still lagging. Boston's registration for EFAM was above Minnesota, but still below what it was for New Orleans. Fall Conference attendance was down, there was some recovery for the Spring Conference. And, the membership renewal percentage is up. Headquarters staff is at 27, 10% reduction compared to four years ago. To further keep expenses down, training and travel is limited (more webinars and other creative ways to budget). They are watching all travel expenses closely!

Jeannette Peters, CAP provided the Illinois Division Update: Illinois Division has 89 new members, 16 transfers for a total of 716 members. There are now 13 chapters in the web community and 12 chapters held Administrative Professional events.

Becky Klingberg was on the agenda for Bylaws and Standing Rules Committee Report. All 15 proposed Amendments were approved.

At recess, the balloting for 2011 – 2012 Illinois Division Officers were held prior to the networking luncheon. When the Business Meeting reconvened, the election results were read:

President – Diana Hampton, CAP, MOA  
 President-Elect: Marie Herman, ATM-S, CIWD  
 Vice President: Tonda Stewart, CPS/CAP  
 Secretary: Dewoun Hayes, MAED, CAP  
 Treasurer: Lisa Olson

Following introduction of the newly elected 2011 – 2012 Illinois Division officers, the Education Programs were presented:

- Releasing Office Pressure Valves,
- Solutions in Meeting Planning: Fine-Tuning Your Event Management Strategy
- Changing Places, Changing Faces: Future Business Trends for Admins



During the evening Banquet, Awards & Recognitions were announced.

- Golden Corridor was recognized for the ID Presidential Award – unfortunately we did not win (award went to Two Rivers Chapter)
- Golden Corridor was recognized as a Chapter of Excellence for 2009 – 2010.
- Joellen Pickett CPS was recognized for recertifying in April 2011 as well as 2009 – 2010 Member of Excellence.

- Illinois Division members with more than 20 years of membership in IAAP were recognized. As with every IDAM, I'm totally amazed and impressed with the long history many of our members have in the association!
- Our \$380 donation to RTF was recognized on Sunday.

Jeannette Peters, CAP presented her Outgoing President's Address and Tamra Goodall, CPS/CAP, International President-Elect installed the officers.

Diana Hampton, CAP stepped to the podium for her Incoming President's Address followed by her announcement of Illinois Division Chairs.

Saturday ended with the Meet & Greet of the New Board!



*Submitted by Andrea Turner, CPP/CAP*



## A GOLDEN MOMENT

Do you have something interesting you want to share with your fellow members? **If you submit an article you will get points for the Member of Excellence.** Please send to Rita Baseleon, our newsletter editor, at [reetz73@gmail.com](mailto:reetz73@gmail.com).

## APRIL / MAY ANNIVERSARIES

### APRIL

Carol Ann LeDoux  
 Darice Ruiz  
 Linda A. Robinson, CPS/CAP  
 Lisa Streator  
 Sandra E. Conley  
 Theresa E. Torres-Taylor

### MAY

Kathy L. Harper, CPS/CAP  
 Deborah D. Morris  
 Laura J. Polido  
 Carol A. Kotlarz  
 Susan A. Witwicki  
 Phyllis M. Smith  
 Michele L. Johansen  
 Donna M. Drapalik

## IMPORTANT DATES (DIVISION DEADLINES)

**July 24-27** EFAM, Montreal, Quebec

**CONGRATULATION TO MARTHA KEYES FOR WINNING A CHAPER MEMBERSHIP FOR ATTENDING OUR CHAPTER MEETING ON 2/17/11**

*Pathways to Excellence submission deadlines will arrive soon. Don't miss submitting your Chapter of Excellence or Division of Excellence forms. The deadline for chapters and divisions is July 5. For member submissions the deadline is June 30.*

## CHICAGO WINDY CITY GUIDE

Looking to entertain friends & associates – Call Windy City Personal Concierge Service for suggestions and restaurant recommendations at (847) 715-4574. Email [rhoefers@windycityguide.com](mailto:rhoefers@windycityguide.com) to order the current issue. To view online visit <http://www.windycityguide.com/main/public/index.shtml>



of Excellence designation and was designated as a 1999 and 2000 “Distinguished Chapter President”. In addition to her many chapter roles, she also has served on the Illinois Division CPS Service, Nominations and Membership Committees.

A graduate of Fort Wayne (Indiana) Business College she received her Certified Professional Secretary® rating in May, 1992 and recently re-certified in April 2011. She serves her community through her active involvement in the Elk Grove Community Church, the Elk Grove Village Rotary Club and the Elk Grove Italian Sister City organization.

JoEllen lives in Elk Grove Village (Illinois). She is married to Rod Pickett and they have two adult children, Kara and Ariel. Beside her love for IAAP she also collects lapel pins.

**Vice President: Linda Clark, CPS/CAP**

IAAP member since November 2006 and joined the Two Rivers Chapter originally and studied with tutor for CPS and CAP exams. Certifications obtained in Nov. 2007. I transferred to Golden Corridor Chapter in March of 2008. Membership Chair 2010-2011, 2009-2010 and 2008-2009 for the Golden Corridor Chapter.

Linda started in 2001 as the administrative assistant to the head of corporate communications at Zurich Commercial Insurance in North America in Schaumburg, IL. She has served four heads in that department in her ten years with Zurich. Linda started up ZAN (Zurich Administrative Network) in 2009 with the support and passion of other administrative assistants at Zurich to knowledge share and develop the skills of administrative professionals. Prior to Zurich, Linda worked at Maritz Performance Improvement Company for nearly 27 years. In addition, Linda has set up a virtual assistance business, Valley Virtual Assistant, which she hopes to build and carry into retirement.

Living in St. Charles for over 25 years, she raised two children. Kristen, is in her final year of obtaining her Masters in Social Work in Salt Lake City and Justin, a thriving business owner in the area and the father of her granddaughter, Madison now 2 ½ years old.

Linda enjoys reading, bike riding and walking trails in the Fox Valley. Five year plan includes relocating to North or South Carolina to retire and leave the brutal winters of Chicago behind.

**Corresponding Secretary: Brigitte Morris**

IAAP member since August 1, 2008

Board positions: Corresponding Secretary – 2009  
Corresponding Secretary – 2010

Brigitte Morris is currently working for State Farm Insurance Company as a secretary in the Claims Division. She has held numerous positions over the course of her seven

years with State Farm and serves as a regular representative or volunteer with the company's community-oriented programs.

Prior to State Farm, Brigitte had a diverse career at Motorola over her 13 years with the company, leveraging her administrative and operational expertise.

Brigitte has an Associate of Arts Degree and is currently working towards her Bachelor's Degree at Benedictine University. Brigitte is originally from Drew, Mississippi, moved to Maywood, Illinois as a pre-teen, and currently resides in the Chicagoland area.

Brigitte enjoys reading, volunteering, traveling and spending time with her family.

**Recording Secretary: Laura Polido, CPS**

IAAP member since May 2003

Board positions: Golden Corridor Interim Recording Secretary 2010

Laura earned her CPS designation in December 2010

Laura holds a certificate of Secretarial Studies from Sanford Brown College, St. Louis, MO, 1991

Laura is currently Administrative Assistant to the VP of Finance Operations for Zurich in North America.

Laura relocated to the Chicago area in 1995, and currently resides in Carol Stream. She enjoys spending time with husband of 16 years, her two children, Sophie (13), Will (6) and her dog Bella.

In addition to being a busy admin/mom/wife, Laura enjoys volunteering at her church, taking her daughter to karate classes, performances and competitions, as well as running around the playground with her son.

**Treasurer : Ann Kuhlmann**

IAAP member since September 1, 2004, Member of Excellence 2010 – 2011.

Board positions: Golden Corridor Treasurer 2010 - 2011  
Golden Corridor Vice President 2009-2010  
Golden Corridor Recording Secretary 2008 - 2009  
Golden Corridor Web Master 2007 – 2010

BS from Illinois State University with a double major in Business Administration and Organizational Management; Paralegal certificate, with Honors, from Roosevelt University.

Ann Kuhlmann has been with Eastman Kodak since June 2005 when her former company, Scitex Digital Printing was purchased. Ann started at Scitex Digital Printing in May 1995.

Work from home for Eastman Kodak as an administrative assistant. Supports over 320 service managers and field engineers on the East coast for Kodak Service & Support.

Ann lives in Des Plaines with her dog, Zander. She enjoys fishing, walking in the woods, gardening and reading good mysteries. Her favorite movie is Harvey starring James Stewart.

We ask you dedicated support as our new board starts to plan the new year's events and programs. By volunteering for a committee, you will help Golden Corridor Chapter remain a chapter of excellence. Teamwork divides the tasks and multiplies the success.



Following our regular chapter meeting on May 19<sup>th</sup>, members from Golden Corridor participated in a clothing drive in support of WINGS (*Women in Need Growing Stronger*). We collected three boxes and approximately ten shopping bags of clothing and accessories for WINGS. On behalf of the WINGS organization, thank you for your generous donations.

If you participated in this clothing drive and would like to receive an acknowledgement letter from WINGS for tax purposes, print out the "Thank You Letter Acknowledgment Request Form" on the WINGS website. Then e-mail the form to: Beth Gardham ([bgardham@wingsprogram.com](mailto:bgardham@wingsprogram.com)).

If you forgot to bring along your donation on Thursday but still have items to give, you may drop items off during the regular WINGS store hours at any of the three WINGS resale stores (Schaumburg, Palatine and Niles). Arrangements can be made for furniture and other large items to be collected by the WINGS truck. Details as well as locations and business hours are available on the WINGS website.

Golden Corridor members have always been generous in sharing through our monthly food drives during 2010-2011 and you continued to be supportive in our WINGS clothing drive.

Thank you,

Jane Holland  
Community Service Chairperson



# IDLIC

## 2011 ILLINOIS DIVISION LEADERSHIP CONFERENCE CALLING ALL ILLINOIS DIVISION CHAPTER BOARD OFFICERS & COMMITTEE CHAIRS

Mark Your Calendar

Free Lunch

AUGUST 6, 2011

9:00 A.M. — 5:00 P.M.

LOCATION: PONTIAC IL CITY COUNCIL CHAMBERS

### AGENDA

- ◎ CHAPTER DELEGATES VOTE: REVIEW & VOTE ON THE IL DIVISION 2011-2012 BUDGET
- ◎ WILD & CRAZY RULES YOU NEED TO KNOW: CHAPTER FINANCIAL PROCEDURES & POLICIES
- ◎ I CAN'T FIND IT!: HOW TO SEARCH HQ WEB & FIND WHAT YOU NEED
- ◎ FREE TRAINING: HQ WEBINARS, EGROUPS, & BLOGGING
- ◎ FREE STUFF: CHAPTER AVERY TOOLS JUST FOR IAAP
- ◎ IT WAS DUE WHEN?: DUE DATES FOR CHAPTER PRESIDENTS, PE'S, VICE PRESIDENTS, SECRETARIES, AND TREASURERS
- ◎ GO VIRTUAL TO SAVE YOUR CHAPTER: HOW TO SET UP SKYPE AND WEBINARS FOR YOUR CHAPTER
- ◎ NEW CHAPTERS!: HOW TO CREATE A VIRTUAL CHAPTER
- ◎ BUILD THE FUN & THEY WILL COME!: HOW TO HAVE FUN MEETINGS TO ENCOURAGE CHAPTER ATTENDANCE!. TOOLS TO INCREASE YOUR MEMBERSHIP
- ◎ STUFF YOU NEED TO KNOW: IAAP GOVERNANCE STRUCTURE & STRIVING FOR EXCELLENCE
- ◎ HELP WITH BYLAWS: CHAPTER BYLAWS REVIEW SCHEDULE
- ◎ AND MORE IF WE HAVE TIME!

PLEASE ATTEND TO HELP YOUR CHAPTER SUCCEED IN 2011-2012.



# PROFESSIONAL ENRICHMENT PROGRAM

**IAAP Illinois Division Presents:**  
**Unlocking the Secrets of Enhancing Your Skills**  
*Hosted by: the Central Illinois Admins Chapter*

**Be sure** to save the date for the 2011 Professional Enrichment Program!  
This year's event will take place at Central Illinois' only Four-Diamond AAA rated Hotel and Conference Center. The day will be filled with plenty of great speakers and networking opportunities.  
Stay tuned for additional details in the near future.  
(This event is being submitted for 4 recertification points)

Saturday, October 1, 2011  
Marriott Hotel & Conference Center  
201 Broadway ~ Normal, IL

And since you're coming.....

## Get a Clue!

**IAAP Central Illinois Admins Presents:**  
**Live Clue - Who Did What, With What, and Where??**  
*You won't want to miss the fun!*

**Save the date** to come join us for a fun, interactive game (or games if time allows!) of Clue - uncover the mystery of the office scandals, and don't forget to come armed with your arsenal of trivial knowledge! Stay tuned for additional details in the near future.

Friday, September 30, 2011  
Marriott Hotel & Conference Center  
201 Broadway ~ Normal, IL

# *Save The Date!!!*

*IDAM 2012*  
*June 8-10, 2012*  
*Lisle, IL*



Mark your calendar for the 2012 Illinois Division Annual Meeting, being held on June 8-10, 2012 at the Wyndham Lisle Hotel in Lisle, IL.

**Hosted by the Two Rivers Chapter!**

## **Highlights:**

- **Education**
- **Vendor Expo**
- **Networking**
- **Training**
- **Fellowship**
- **Great Food**
- **Special Surprises**



Just a quick note to let you know that several new certification publications are now available for the new November 2011 exams, and are on the main web site under Certification > Certification Changes.

The Exam Guide: Certified Administrative Professional

<http://www.iaap-hq.org/sites/default/files/pdf/certification/CAPEXamGuide.pdf>

The Exam Guide: Organizational Management specialty

<http://www.iaap-hq.org/sites/default/files/pdf/certification/OMExamguide.pdf>

Application for the CAP exam and the Organizational Management specialty exam

[http://www.iaap-hq.org/sites/default.files/pdf/certification/CAP\\_OM\\_Application.pdf](http://www.iaap-hq.org/sites/default.files/pdf/certification/CAP_OM_Application.pdf)

Job Function & Employer's Statement for new CAP candidates

<http://www.iaap-hq.org/sites/default/files/pdf/certification/JobFunctionEmployerStatement>

The Exam Guides include general information on the CAP rating and Organizational Management specialty exam, outlines for each exam, bibliography of college texts used to write the exam, tips on how to prepare for the exams, materials that may be used for broad overview, and suggestions on how to start a study group.

Headquarters is also very close to releasing two new promotional brochures on the IAAP certification. One brochure is aimed at administrative professionals, and the other toward executives. They will let us know when these brochures are available and I will order some of each for the chapter.

***Submitted by Kathy Harper CPS/CAP  
Education and Certification Chair***