

# Alabama in Review

March 2009-June 2009



**Carolyn  
Drake CPS/CAP  
President**

Where did the year go? First and foremost I want to thank you for the opportunity to serve as your President this year. I truly appreciate the trust you placed in me to lead our Division to Excellence in Action in 2008-2009. It has been an extreme honor and privilege and I am grateful to have had this opportunity to stretch my personal and professional limits. Thank you to the countless members who have supported me throughout the year.

I was fortunate to attend the Redstone Arsenal Chapter Seminar on February 9<sup>th</sup> and the Birmingham Chapter Seminar on March 6<sup>th</sup>. The very next week I was attended a Decatur Chapter meeting. I was glad I did because the topic was Parliamentary Procedure. It's always good to keep abreast of this subject!

A highlight of the year was traveling to Montgomery and visiting the State Capitol to attend the Administrative Professionals Week proclamation signing with Governor Bob Riley. He is a gracious host and made us feel most welcome. Some of us even posed for photos with "Smokey Bear," the official Wildfire Prevention mascot who was also getting a proclamation signed.

April brought Administrative Professionals Week and Day. I attended the Huntsville Chapter Seminar and presented an Impact Talk. John Croyle presented one of the best keynotes I have heard in years. Another exciting event was the fact that IAAP headquarters selected one of our own, Lawson State Community

College Cougar Chapter, as one of the sites to air the Administrative Professionals Briefing.

The month of May was a flurry of activity preparing for the 57<sup>th</sup> Annual Alabama Division Meeting. We were honored to have International Secretary Janine Riemersma CPS/CAP in attendance. Be sure to check out the Alabama Division website for award announcements and an incredible photo gallery.

As we head into the new IAAP year, I am excited to see what's in store for us as we discover the Power of Commitment with 2009-2010 Alabama Division President Linda Hanson. Unfortunately Linda will not be able to attend the International Education Forum and Annual Meeting (formerly called Convention), so I will be representing our Division as delegate again this year. Be on the watch for news regarding official Alabama Division functions occurring at this year's event. I hope to be getting those details out in the very near future. I hope to see some of you in Minneapolis.

Thanks again for an incredible year. You are an awesome group of administrative professionals and I wish each and every one of you continued success.

**Linda Hanson  
President-Elect**

What a great Annual Meeting in Huntsville! The Northwest Region provided the perfect setting for a productive meeting. I am excited about the upcoming year "**Power of Commitment**". I know that the Alabama Division has many committed members and we are determined to succeed.

Commitment has several verbs that are necessary for success...disciplined, determined, focused, passionate, persistent, and prepared. Let's be accountable to each other to keep these verbs front and center of "all" portions of our lives.

There will be quite a bit of information coming to you in the next month or so. Keep on the lookout!

### Brenda Fischer CPS/CAP Vice President

It is hard to believe the 2008-2009 year is coming to a close. Our President, Carolyn Drake CPS/CAP, has lead the Alabama Division through a year of "Excellence in Action." Thank you Madam President for your vision and leadership.

I also want to thank the Birmingham, Anniston, and Alabama State University Chapters: as well as the Chairs of the Student Chapter Program and Administrative Professionals Week/Day Committees. It has been a pleasure to work with you over the past year. I know you will be great mentors to those who follow you next year.

As the year draws to a close, I along with fellow Division Board Members, will be assisting with the installation of officers for various Chapters for the 2009-2010 years. This will be an emotional time as departing officers will reach back and lend their support and expertise to those stepping forward to lead their Chapters in the new year. Congratulations to all of you.

The Division Meeting in Huntsville in June was totally "Excellence in Action." If you were there, you witnessed the Alabama Division version of "American Idol." Boy, what talent we have. This was also a time to network, voice thoughts about the upcoming International Convention and get "a jump" on the 2009-2010 year of "Power of Commitment."

The Alabama in Review (AIR) is a vital part of the Alabama Division. This publication is a key networking tool. The articles submitted provide news and helpful hints. Thank you all for taking time to submit your articles. Remember to put the submission dates on your calendar for next year. We look forward to reading about the "happenings" in the Division

Again, thank you for allowing me to serve you this past year. It has been a tremendous experience for me.



### Jackie Powell Secretary

Give me an **I**, Give me an **A**, Give me another **A**, Give me a **P** and what do you have... **IAAP**.

I am grateful to have served as the Secretary for the Alabama Division. Since becoming Division Secretary, I have taken and transcribed minutes, have mailed get-well cards, anniversary cards, birthday cards, inspirational cards, and sympathy cards to various Chapters, members and their families. You know being Secretary is not just taking minutes. It's much, much more.

I also served as board contact for Certification Program, Professional Development, Gadsden, Shoals, and Tuskegee Chapters respectively. I had the opportunity to attend the Professional Education and Student Conference (PESC) hosted by the Alabama Power Chapter. I really enjoyed the entire PESC. Kudos is given to the Alabama Power Chapter for a memorable PESC. I also attended the funeral service for one of the members (the late Shelby Sulzby) of State Capital Chapter who had passed away unexpectedly. Although it was a sad time, it gave me a chance to visit with former State Capital Chapter members.

Leadership Advance we had an awesome time in the city of Gadsden. The Gadsden Chapter did an excellent job with Leadership Advance. On March 17, I conducted the Installation Ceremony for the ASU Professional and Xperte Student Chapter. We installed four student officers, one professional member and two student members. On March 27, I participated in the Administrative Professionals Week proclamation signing with Governor Bob Riley. For Administrative Professionals Day, I was in charge of Registration for ASU's Annual Administrative Professionals Day Breakfast (Excellence In Action) which was another success.

Words simply cannot express this year's 57<sup>th</sup> Alabama Division Annual Meeting. I commend the Northwest Region for an outstanding job from the seminars to Karaoke Competition from the Business Session to the Awards Banquet and last but not least to the Inspirational Message held on Sunday Morning.

Once again I would like to express my appreciation to you the members who make up the Alabama Division for allowing me to serve as Division Secretary. Remember, Excellence In Action. Teamwork divides the effort but multiplies the effect!

### **Ann Davis CPS/CAP Treasurer**

First of all, let me thank you all for electing me to be your 2008-2009 Alabama Division Treasurer. This has been a great "Excellence in Action" year. I have done my best to be a good steward of the Division's funds and I appreciate the trust you put in me. This year has flown by - the end is here and now I finally feel like I know what to do as Treasurer!

I have attended my chapter meetings (Alabama Power) this quarter which included the Administrative Professional of the Year event; "Health and Fitness" presented by Total Fitness Consultant, David W. Thomas, CSCS; and a presentation by our Avery Dennison rep on "When the Impossible is Due Now". My boss and I also attended the Alabama Power Chapter's Administrative Professional's Day Luncheon. The speaker, Dr. Jack Hawkins from Troy State University, was phenomenal!

I also enjoyed meeting and networking with Birmingham Chapter members while attending several of their meetings,

In March, I was able to attend the Birmingham Chapter Seminar and learned valuable lessons on "communicating in a blogged-up world" from Genevieve Dardeau and how to be "Street Smart" from a representative of the Public Safety Coalition. In April, I attended the Huntsville Seminar where John Croyle from the Big Oak Ranch spoke. This seminar spoke to my heart as well as being useful for our business world!

Leadership Advance in March was an opportunity to network with chapter members from around the state. I gained valuable experience in talking with these members and participating in a roundtable discussion concerning my position as Division Treasurer.

What an awesome Division Meeting. Workshops were dynamic and it was an honor to have Janine Riesmersma, International Secretary, with us. Congratulations to Prissy Daly, 2009 Division Administrative Professional of the Year! Also, congrats

to Gina Chesser, Liz McGill and Prissy for winning the karaoke contest. They can really sing!

I also met the "Pathways to Excellence" requirements and now have a "Member of Excellence" certificate to display in my office.

As part of the Treasurer's duties, financial statements have been prepared and distributed to board members in a timely manner. Audits on all accounts have been completed by the Division Audit Committee. A Financial Statement as of 04/30/09 is included as part of this report.

Thank you again for allowing me to serve as the Alabama Division Treasurer. I have learned so much about our organization this year. It has truly been an honor.

### **Joyce Jaet CPS/ALS Immediate Past President**

The closing quarter of our IAAP year is near and with it comes the last AIR for that year. I hope that I have assisted where I needed to and maybe said the right thing to encourage someone to go beyond their comfort zone and become a leader in some area of IAAP.

March found me on the road again with Linda Hanson to Birmingham to attend their seminar. It was followed by our winter board meeting and Leadership Advance in Gadsden. A big 'thank you' again to the Gadsden Community College and Gadsden Chapter Members for their hospitality, their have a great facility.

I attended the Mobile Chapter's Administrative Professional's Day Seminar and Luncheon on AP Day. Past Alabama Division President Brenda Kern CPS was the seminar speaker and as usual she presented an educational but fun seminar.

I renewed my Professional Membership for IAAP in May for the last time as an employed person. I am retiring, effective July 1st and the next time I renew my membership it will be as a Professional Merited Member. I also celebrated my 70th birthday in May. It will be great to have more time for IAAP and other interests I have and plan to have. Please **note that** my e-mail address will change to [rjaet@bellsouth.net](mailto:rjaet@bellsouth.net) .

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Our 57th Annual Division Meeting in Huntsville was great this June. The Annual Meeting Committee did a outstanding job for the Division; if you were not there you missed some very good continued education at the Seminar and during the business meeting.

Division President Carolyn Drake CPS/CAP finished out her year presenting many awards, gifts and a celebration! New Division President Linda Hanson was installed on Saturday evening along with her new Board Members and I have been given the honor of being her Parliamentary Advisor for 2009-2010.

I hope all Alabama Division Members will begin the 2009-2010 year being more active, attending Division functions and supporting your Chapters. Being a Member of IAAP ask that we follow the Mission Statement which will be adopted at this year's International Convention, which reads: *"Enhancing the success of career minded administrative professionals by providing opportunities for growth through education, community building, and leadership development."*

**Ellen Mahathey CPS  
Parliamentary Advisor**



**Remember Robert's Rules**

**COMMITTEE REPORTS**



**APY  
Cil Spina CPS/CAP**



The Administrative Professional of the Year event held June 5, 2009, at the Research Park Holiday Inn, Huntsville, featured participants of the following chapters: Prissy Daly CPS/CAP - Alabama Power; Jami Watson CPS/CAP – Birmingham; Stacey C. Brewer CAP – Huntsville; Meegie Wheat CPS – Mobile; and Eva Mears - Redstone Arsenal. Each gave a thoughtful response to the question posed and represented their chapters well.

The panelists, who serve in the respective areas of business, education, and media, were Karen Mueller, Human Resources Organizational Development Specialist for Toyota Motor Manufacturing, Inc.; Dr. David B. Williams, UAHuntsville President; and Ginny Kennedy, Fine Arts Specialist for public radio WLRH in Huntsville.

The tallying process included the Panel members, Timekeeper Dianne Seeks CAP, Division President Carolyn Drake CPS/CAP, Division President-Elect Linda Hanson, and Division APY Director Cil Spina CPS/CAP.

And finally, The 2009 Administrative Professional of the Year for the Alabama Division is Prissy Daly CPS/CAP of the Alabama Power Chapter.

It has been a privilege working with the Alabama Division, its chapter presidents, and APY chairmen this year.

## APW Week

### Patsy Brasher CPS/CAP

On Friday, March 27<sup>th</sup>, fifteen IAAP Division Board members, presidents, and members made the trip to Montgomery where Governor Bob Riley signed a proclamation declaring the week of April 20 through the 24<sup>th</sup> as Administrative Professionals Week and April 22<sup>nd</sup> as Administrative Professionals Day. Governor Riley was his usual charming self as he posed for the official photo that accompanies the signing. As an added bonus, some of us had the privilege of being photographed with Smokey the Bear, who was also there to see the Governor.

Activities all over the state were planned to celebrate you, the Administrative Professional. When Administrative Professionals Week finally arrived, the months of planning paid off.

The Alabama Power Chapter held its annual luncheon on Wednesday, April 22<sup>nd</sup> at a local Country Club with approximately 250 registered attendees. Thirty tables were decorated by chapter members and the food was phenomenal. Key note speaker, Dr. Jack Hawkins, Chancellor at Troy University, spoke on positive actions for positive results. Twenty door prizes were awarded.

Lawson State planned an entire week of activities beginning with programs such as: Health & Wellness; Exercise for Success; Adversity & Leadership; Organization and Productivity, Go Green with Avery and Business Writing Skills while also including a recognition/awards celebration. The week ended with a luncheon where key note speaker, Alesia Witherspoon, The Property Managers, Inc., spoke on "How to Dress for Success in the Workplace".

The Redstone Arsenal Chapter celebrated by holding an IMPACT meeting on Tuesday, April 21<sup>st</sup> with 9 members and 8 guests in attendance. Key note speaker, Mr. Robert Lotts, gave insight as to the upcoming changes to occur at Redstone Arsenal as well as its past history. As a result of this IMPACT meeting, 4 new members were added to the Chapter. Way to go!

The Huntsville Chapter hosted their 6<sup>th</sup> annual seminar and Education Forum on Tuesday, April 21<sup>st</sup> at the Redstone Federal Credit Union (RFCU) education building. The morning began with an Office Expo with a dozen vendors and door prizes. The key note speaker was John Croyle, former University of Alabama football player and founder of the Big Oak Ranch. After a

wonderful lunch provided by the RFCU Blue Roof Cafe and more door prizes, afternoon workshops were conducted on "Microsoft 2007" and "Soft Skills" in assertive training.

The two Mobile Chapters combined in hosting their annual Administrative Seminar and Luncheon on Wednesday, April 22<sup>nd</sup>, at the famed downtown Radisson Admiral Semmes Hotel. The key note speaker was Brenda Kern, CPS, who spoke on "Achieving Excellence in Your Life, Work, and Home". Special luncheon speaker, Kym Thurman, News Anchor for NBC15, gave humorous insight into juggling a fast-paced career as a news reporter, wife, and mother. The event topped off with a fashion show sponsored by Dillard's and Dress Barn. A whopping 52 door prizes were awarded.

Wow, what a week it was! It has been said many times, if you want something done right, ask an Administrative Professional. Congratulations to all of the Chapters for such successful events!



## Bylaws & Standing Rules Committee

### Bettye Presley, Chair

There were a lot of changes to the Alabama Division Bylaws and Standing Rules this year. Check out the revised edition on the Alabama Division Website [www.iaapalabama.org](http://www.iaapalabama.org).

## Certification Committee

### Donna Peck, CPS

Congratulations to those who obtained their Certification at the November exam:

Rebecca Harding CPS (Alabama Power)  
 Karon Keith CPS (Alabama Power Chapter)  
 Lana Whitaker CPS (Member at Large)  
 Charlotte Graham CPS/CAP (Alabama Power Chapter)  
 Patti Raymond CPS/CAP (Alabama Power Chapter)  
 Micki Salters CPS/CAP (Huntsville Chapter)  
 Trish Weldon CPS/CAP (Alabama Power Chapter)  
 Antoinette Woodard CPS/CAP (Alabama Power Chapter)

Those members who recertified from July 1—December 31, 2008 are:

Faye Robertson CAP (Gadsden Chapter)  
 June Bearden CPS (Gadsden Chapter)  
 Carol Wilcutt CPS (Gadsden Chapter)  
 Cecille Spina CPS/CAP (Huntsville Chapter)

## Finance Committee

### Patsy Leonard, CPS

As Finance Chairman, my main duties were to coordinate the Awesome Auction and present the proposed budget at the Alabama Division Annual Meeting. This is my first and only article as my duties really didn't begin until a few months before the meeting held June 5-7, 2009.

In March an e-mail was sent to chapter presidents with an attached letter asking for their participation in the annual Awesome Auction. Suggestions were made as to the type of items and/or themes that have been successful in the past. All were encouraged to donate to this annual fundraiser for the Division.

In April, I sent a reminder to chapter presidents and stressed the importance of participating in this project. They were reminded that the chapter who raised the most funds would receive 10% of the profit.

I prepared the Awesome Auction list the end of May and included those who had responded with a description of their item. There were 7 chapters on the list, with a total of 10 actually participating. Those chapters were:

Alabama Power	Anniston Chapter
Decatur Chapter	Gadsden Chapter
Redstone Arsenal	Mobile Chapter
Huntsville Chapter	Shoals Chapter
Birmingham Chapter	Tuskegee Chapter

There were some very nice items donated, and \$498 was raised for the Division. I would like to thank all those participating for a job well done.

I sat at the Head Table during the morning Business Session and presented the proposed budget and recommended its adoption. It was adopted as proposed.

It was my pleasure to serve the Alabama Division in this capacity.

## Membership Committee Report

### Maria E. Whitmire CPS/CAP

It has been a challenging year serving as the Membership Chair for the Alabama Division. International's plans to implement the new online membership registration membership option created complications with the membership reporting software that restricted access to membership data the entire year. The new reporting version should be available by June 30, 2009. I would like to extend special thanks to Ann Davis CPS/CAP, Alabama Division Treasurer, for supplying me with copies of the billing and rebate reports, as well as copies of new member applications throughout the year.

Which is more important to your chapter: recruitment of new members or retention of existing members? Recruitment of new members seems to get all of the attention and budget. It's easy to understand why. Recruitment is exciting and can be a great cause for

Recruitment is exciting and can be a great cause for celebration - it's fun to see those new member numbers grow. But for the long-term health of your chapter, retention deserves more of your focus. Here are three reasons why retention is more important than recruitment for your chapter:

1. If you get retention right, you will have built the basis for recruitment. High retention rates are the signal that you have happy, satisfied members. And happy, satisfied members tend to share the association story with others, automatically creating a grassroots recruitment campaign.
2. The old saying, "A bird in the hand is worth two in the bush" is certainly true for associations and membership organizations. It's true not only because it takes less effort to keep a member than find a new member, but because it is less expensive to retain a member than recruit a new member.
3. Most importantly, if you have a low retention rate, it is a signal that you have serious underlying problems in your chapter. Recruitment of members is primarily a function of great marketing. But member retention is a function of both marketing, and more importantly, a great membership experience. If you can't keep your members, then you are wasting money recruiting them until you fix the chapter.

The bottom line is that recruitment is important for our association, but retention must be your first priority. Get retention right - then move on to recruitment.

Most of our chapters do a great job in recruiting new members, but we tend to forget about following up with members when their dues come up for renewal. I would encourage each chapter membership chair to contact members by e-mail as soon as they are billed to let them know we're thinking about them and make sure they plan to renew their dues. If the dues are not renewed within one month, it would be great if a chapter officer or even the chapter president picked up the phone and called them directly. It is very important to meet your current members' needs and provide them a positive and enriching experience with IAAP. We also need to make sure that our members know that we care about them and their membership in IAAP.

I have created a spreadsheet with our membership numbers for the year and it is on the last page of this newsletter. Thank you for the opportunity to serve you this past year.

## New Chapter Builder Marion Ezell



## Division Nominating Committee Anita Wilson

The Nominating Committee was successful in obtaining a full slate of officers for the 2009-2010 Alabama Division Board of Directors. Ms. Veronica Allen (Shoals Chapter) presented the Committee's report at the Alabama Division Annual Meeting in Huntsville on Saturday, June 6.

Anita Wilson (Birmingham Chapter), Committee Chairman  
Veronica Allen (Shoals Chapter), Committee Member  
Tameka Pearson (Alabama Power Chapter), Committee Member

## Professional Development Elise McWilliams

The individual Member with Greatest Achievement in Professional Development

## Rose W. Ashford CPS

Professional Development Honor Roll

Alabama Power Chapter - Debra Billingsley CPS  
 Anniston Chapter - Bettye Presley  
 Birmingham Chapter- Rose W. Ashford CPS  
 Decatur Chapter -- Donna Peck CPS  
 Huntsville Chapter - Stacey Brewer CAP  
 Lawson State Community College Cougar Chapter -  
 Regina Doreity  
 Mobile Chapter - Meegie L. Wheat CPS  
 Redstone Arsenal Chapter - Alphadella McRae  
 Shoals Chapter - Susie Bradford  
 Tuskegee Chapter - Margaret Caddell CPS/CAP

## Research & Education (R&E) Susan Douglas

This is the year end report for the Division R&E Foundation Committee. I am delighted to have served as the chair of this committee for the 2008-2009 IAAP year.

The Alabama Division raised \$67 for the R&E Foundation with a raffle basket during the Division Meeting in Huntsville the weekend of 5-7 Jun 09. Congratulations to Slone West CPS/CAP of the Huntsville Chapter for winning the basket. I want to thank everyone for their contributions.

This division fund raising event combined with the \$47 raised during the PESC in Birmingham during Sep 08 brought the yearly total to \$114 raised for R&E for the 2008-2009 year.

Reminder, there are several ways to contribute to the R&E Foundation – add an amount to your membership renewal, chapter participation, Division donations, or through your corporations. Contributions to the R&E Foundation are also tax deductible. Since its inception in 1967, the International R&E Foundation has raised nearly \$250,000 to further its purpose and goals.

More information on R&E can be found on the IAAP HQ webpage, Research and Education Foundation link, <http://www.iaap-hq.org/aboutus/refoundation.html>.

Thank you for supporting R&E!

## Retirement Trust Foundation Mary Davis

The Alabama Division is supportive of the Retirement Trust Foundation (RTF), which includes the Vista Grande Retirement Center in Rio Rancho, New Mexico. It is wonderful that IAAP sponsors a Retirement Center primarily for retired administrative professionals and their families. Fees are maintained at a reasonable level in consideration of residents financial needs. The RTF also provides information and support to members about retirement needs such as health care and insurance through its newsletter, mailings, and website.

During the 2008-2009 year, I contacted Chapter Presidents and Alabama Division Board Members informing them of the fundraiser that was held at the 57<sup>th</sup> Annual Alabama Division Meeting supporting the RTF. Chapter members were asked to sell tickets during the year for this fundraiser and tickets were also sold at the Annual Meeting. The first prize was a 4 pc Sedona Place Setting, the second prize was a Large Sedona Vase and the third prize was a White Ruffled Compote and Cake Stand.

I encouraged chapter fundraisers and I asked that submission of all funds for RTF be sent directly to me so that I would have record of all contributions. When requested by chapters, responses to questions about the RTF were given. I also encouraged members to visit the IAAP website to stay updated about the RTF and the Vista Grande Retirement Center. We all can take pride in the outstanding work that is being done.

The RTF Fundraiser ticket sales grossed \$236.00 and donations grossed \$145.00, for a grand total of \$381.00.

A special "***Thank You***" is extended to the ***Huntsville Chapter, Tuskegee Chapter*** for their ticket sales and donations; ***Redstone Arsenal Chapter*** for their donation and the ***Birmingham Chapter*** for their ticket sales. Also, to everyone at the Annual Meeting that purchased tickets.

"***Thank You***" to Alabama Division President ***Carolyn Drake CPS/CAP*** for affording me this opportunity to serve as chair. I am honored to be apart of the Alabama Division IAAP.

## Student Chapter Program Stacey Brewer CAP

### Student Membership – Embrace Our Future

Check out the Student Chapter Year End Report submitted at the Alabama Division Meeting.

## Website Committee Ivagene Baxley

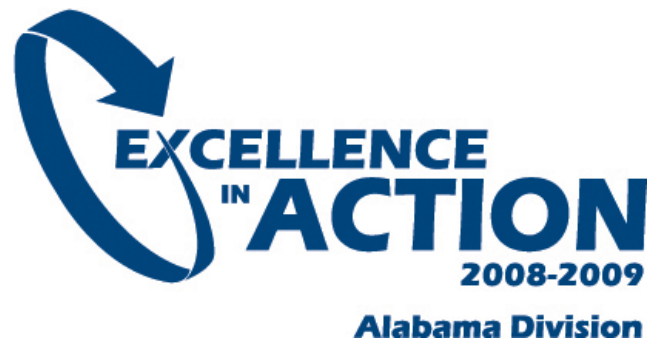
The 2008-2009 Alabama Division year saw the implementation of the new Chapter Website Excellence Award Program. This program was open to all chapters who had an independent website; not a page linked to the division website. The websites were reviewed on a quarterly basis by three judges within the Huntsville community. We extend our thanks to Carole Worsham CPS, Administrative Assistant (Retired); Noel Stanton, Site Support, Toyota Motor Manufacturing of Alabama, Incorporated; and Pat Garner, Technical Training Manager, ADTRAN, Incorporated, for their assistance in this effort.

The five chapters who competed this year were: Alabama Power, Birmingham, Huntsville, Mobile, and Redstone Arsenal. Chapter websites were evaluated on elements which included (but not limited to): chapter information and meeting data clearly displayed; correct use of grammar, spelling, and punctuation; chapter newsletter link; up-to-date chapter news items and photos; links to documents and pages working properly; ease of navigation through the site; and the promotion of and links to IAAP membership, Certification and the Division and International websites.

Our congratulations are extended to all five participating chapters. During the 2009 Alabama Division Meeting in Huntsville, the Huntsville Chapter was announced as this year's winner of the Chapter Website Excellence Award. The Division encourages all chapters to develop their own website and to consider participating in the 2009-2010 Chapter Website Excellence Award program.

## 2009 Division Meeting Cindy Anders CPS/CAP

The 57<sup>th</sup> Annual Alabama Division Meeting was hosted by the Northwest Region which consists of the Decatur, Redstone Arsenal and Shoals Chapters and it was a great success! We had a total of 79 participants. If you were able to attend, we thank you for taking the time out of your busy schedule. To kick off the meeting on Friday, we had the privilege of having Janine Riemersma CPS/CAP, IAAP International Secretary; present our keynote address for our first session on "Becoming the Kind of Person Every Team Wants" which is based on the book by John Maxwell, *The 17 Essential Qualities of a Team Player*. Along with Secretary Riemersma, we had Karen Muller, Human Resources Training Specialist with Toyota Motor Manufacturing Alabama, present our second session. Ms. Muller showed us how important Succession Planning is in order to define potential leaders and to reach your fullest potential. At the end of the seminar our APY event took place and this year's APY recipient was Prissy Daly CPS/CAP from the Alabama Power Chapter. We wrapped up Friday's events with an Evening of Welcome with a Karaoke Competition. Our distinguished judges, Janine Riemersma CPS/CAP and Fran Barr, awarding 2<sup>nd</sup> Place to Redstone Arsenal Chapter with "My Thighs" and 1<sup>st</sup> Place went to Alabama Power singing "Going to the Chapel". On Saturday we held our annual business meeting and election of officers for the upcoming year and ended the evening with an awards banquet and installation of officers.



## CHAPTER REPORTS

### Alabama Power Chapter Janice Connif CPS/CAP

**April** - Avery Dennison CEU Meeting with Keri Walling. Keri, as always, gave us great information on how to get organized and serve stay ahead of our workload by organizing and planning with the use of new products available.

While Keri was with us she presented the Avery Dennison Prestige Award to our chapter for \$3000. We are excited about winning this award again this year and we plan to use that money toward member continuing education opportunities.

**May** - Vendor Extravaganza. There were eighteen vendors present with information on their services. Restaurants or Caterers supplied samples of their food offerings. Other vendors, such as McWane Science Center, Ross Bridge Golf Resort, Sheraton Downtown and others brought door prizes to give away. Attendance was good and I think all who attended, including the vendors, enjoyed this meeting.

**June** – this meeting will be our annual swearing in ceremony of our new President and Board members;

Liz McGill, President

Tiffany Escott, 1<sup>st</sup> Vice President

Kathy Wilkey, 2<sup>nd</sup> Vice President

Annie Walker, 3<sup>rd</sup> Vice President

Consuela Black, Administrative Secretary

Nisha Brown, Membership Secretary

Cassie Lord, Treasurer

Gina Chesser, President Elect

### Alabama State University Chapter Emma Faulk

The Alabama State University Professional and Xperte Student Chapter have had a successful year. Our main focus this year was recruitment. Our goal was to increase membership by five members for both the

student and professional chapter. There were concerns regarding the Division Fee not being waived for students this IAAP Year. However, Division Secretary made a commitment to sponsor the Alabama Division Fee of \$7 for each student member recruited. Thus, we recruited four student members for the student chapter and one professional member for the professional chapter.

Various activities were planned for this IAAP Year to include an ice cream social for National Boss Day, Installation Ceremony and an Administrative Professionals Week workshop. Although most of the students were involved with Student Teaching this semester, we rearranged and combined the monthly meetings to accommodate them. Alabama Division Secretary kept us informed about the Professional Education and Student Conference (PESC) and Leadership Advance. We had the opportunity to assist with Registration for ASU's Administrative Professionals Day Annual Breakfast. Xperte Student Chapter President, Stephanie Borden, graduated with honors on May 8, 2009 and was the recipient of the President's Award.

If we cannot do great things we can do small things in a great way. With this in mind, both ASU Professional and Xperte Student Chapters are looking forward to the upcoming IAAP year.

### Anniston Chapter Darlene Daniel

See year end report presented at the Alabama Division Annual Meeting.

### Birmingham Chapter Renita Hill

This year has gone by like a blur. Do any of you other Presidents feel the same way? I'm sure you do. What a wonderful time we had in Huntsville at the Division meeting. Kudos to the Huntsville Chapter and North Region for a job well done. Now it's on to Birmingham for 2010!--"the Magic City, Now More Magic than ever! I am sure Liz McGill and the Alabama Power Chapter will have great things in store for us at next year's Division meeting. I look forward to seeing all of

you here in our City Carolyn Drake CPS/CAP has been an excellent President for our Alabama Division. She has exhibited such professionalism and we wish her well in all of her endeavors. Congratulations to all of our newly elected Division officers. I would like to thank everyone who has assisted in making this "Empowered to Excellence" year a great one. The Birmingham Chapter had a great year. I never thought I would be President and when I took on this position I was green as the grass. It has been well worth it and this year I have learned so much more about our organization. I have had the opportunity to grow even more as a person and learn what true teamwork is all about. If it had not been for the eager and hard working women of our Chapter, things would never have been accomplished. All of our Committee Chairs did an excellent job and my hat goes off to all of them.

This is Renita Hill signing off. Have a great Summer!

### **Decatur Chapter Theresa Owens**

See year end report presented at the Alabama Division Annual Meeting.

### **Gadsden Chapter Pam Noah**

For APW, Gadsden State Community College President Dr. Darryl Harrison presented on "Perceptual Learning Styles: Why Can't I understand What My Boss is Talking About?" He also serenaded the group with a song he composed entitled, "Administrative Assistants Monday Morning Blues." Avery Dennison also presented, "Growing in the Right Direction." Each attendee received a potted flower as a special gift.

On April 2, the Chapter awarded its annual scholarship to Ms. Tufanya Montgomery, who is enrolled in Office Administration at the Ayers Campus of Gadsden State. She also received a one year student membership in the Chapter.

In May, we focused on "Personalities at Work." Each member completed a personality profile and learned that we must first know our own personality style in order to know how to work effectively with different

personalities.

Our installation of officers was held June 11 along with a short "Tool Kit for Leadership" presentation by Dr Renee D. Culverhouse, Retired President of Gadsden State.

The 2009-2010 officers for the Gadsden Chapter are: Pat Presley, President; Baisha Woody, Vice President; Carol Hannah, Treasurer, June Bearden CPS, Corresponding Secretary; Stacey Haynes, Recording Secretary; and two directors, Beverly Hicks and Terri Riddle.

### **Huntsville Chapter Stephany Wingard CPS**

While the overall numbers show little change in membership numbers, there has been a significant variation in the chapter make up. The professional and merited membership has increased from 45 members at the beginning of the IAAP year up to 67 members by the middle of June this year. Within the Drake State Student Chapter, membership decreased due to graduation but there are high hopes the chapter will grow again this fall when classes resume. The Student Chapter committee has been hard at work lining up fabulous programs for the upcoming year.

February 24<sup>th</sup> the Chapter APY event was held at Carrabba's. Vice President Stacey C. Brewer CAP was named Chapter APY. He went on to compete against four other chapter APY winners at the 57<sup>th</sup> Alabama Division Annual Meeting. While Stacey made a good showing he was not selected as the Division APY winner. Great accomplishment, Stacey!

On April 21<sup>st</sup> the 6<sup>th</sup> Annual Seminar and Education Forum was held at the Education Building of Redstone Federal Credit Union. Keynote speaker, John Croyle, was well received at the seminar, with many accolades from the participants as being the best most attendees had ever heard. And this year for the first time the chapter offered student sponsorships paid by chapter members for the seminar, and four students took advantage of this offer to attend. This was the largest attendance ever for the annual seminar. Sincere appreciation to Immediate Past President, Dianne Seeks CAP, and the seminar committee members for an awesome job on the seminar.

awesome job on the seminar.

The May chapter meeting was the annual business meeting where the 2009-2010 officers were elected, our Bylaws and Standing Rules amended, Division bylaw amendments reviewed and much discussion held concerning the proposed International dues increase. Installation of officers and chapter awards and recognitions will occur at the June chapter meeting. A retreat is planned for the combined board of directors to work on the 2009-2010 year. This will be held in Guntersville at Stacey Brewer CAP's parents' home with its relaxing view of beautiful landscaping and natural bridge.

During the 57<sup>th</sup> Alabama Division Annual Meeting twelve chapter members attended the Friday workshops, with four members being first-timers – Sabrina Miller, Susan Crittenden, Amanda Gambill and Kasey Hughes. This was the largest contingent from the chapter at a Division annual meeting. Nine of those members also attended the Saturday annual meeting. Cil Spina CPS/CAP, Ivagene Baxley and Stacey Brewer CAP were recognized for their work as Division committees – APY, Website, and Student Chapter respectively. The Huntsville Chapter won the Website Excellence Award for our stand-alone website. Stacey Brewer CAP made the Member Professional Development honor roll.

At the time of this article, at least seven chapter members have submitted their Member of Excellence application to IAAP Headquarters, which almost meets the chapter goal of 20%. Before the end of the month of June, the Chapter of Excellence application will also be submitted. The achievement is the result of a lot of effort by many of the Huntsville Chapter members. Special thanks go out to the Program committee for their hard work in lining up qualified speakers in order to offer recertification credits at the chapter meetings.

I am grateful to my fellow Board of Directors, the chapter's advisor – Carolyn Drake CPS/CAP, Alabama Division President, and to the many chapter members who recruited new members, worked on committees, and volunteered their time. My year as president would not have been as successful had it not been for all of them!



## Lawson State Community College Cougar Chapter Vernona Williams

Webster defines Excellence as the state or quality of being superior or excellent, a superior trait of quality. Our theme this for the 2008-2009 year was Success Through Excellence. In order for you to be excellent, there are some traits, characteristics you must demonstrate to obtain that status. We strived for excellence in all of our endeavors. This was a banner year for us according to our college President, Dr. Perry W. Ward, "you have raised the bar and set a different standard for this chapter" and next year should be better. The IAAP Cougar Chapter has been a source of information and resources for faculty, staff, IAAP members and the community at large.

Mrs. Vernona Williams, Cougar Chapter President traveled to New Orleans, LA where she was recognized and awarded among other as "Distinguished Chapter President at the Education Convention.

Vice Presidents, Deans, Supervisors, Directors and the President of the college were recognized and awarded on Bosses Day with Candy filled Mugs. Excited and surprised are just two of the expressions shown by the recipients faced when presented. Needless to say they were very appreciative!

Cougar Chapter Members were overwhelmed with Joy to know that Christmas Morning would be better and brighter for two young children who otherwise would have not had such a good Christmas. Chapter members purchased and donated educational toys, electronic games, books, clothes and toys to two of Salvation Army's Angel Tree Network's Children. Christmas was better for chapter members just knowing that the children were bright eyed, happy and filled with joy.

Reaching our goal of developing the whole person, we offered session on Finance. As we all know the economy is in a recession and in order for all of us to survive, we must start preparing for the future. There was no better way to do that than to bring in experts in the field. Traditional ways of saving is fine, but you must learn to diversify. Mrs. Lois Griggs a local bank executive talked about traditional ways of savings, different types of checking, and money market accounts and other banking products and services offered in financial institutions such as banks and credit

unions in an effort to inform us of the variety of ways to save and utilize your money wisely. She also talked about Lines of Credit, and the alternative sources of mortgage financing.

Diversification was very important, so we brought in a Financial Planner to share information on retirement, building your financial portfolio, stocks, bond and investments. He shared information that it's never too early to start planning for your retirement, how to determine your net worth, assets, liability and how much money you need to maintain the lifestyle you want in those retirement years.

Addressing the need to coordinate a variety of projects and tasks, we offered seminars to show the administrative assistant how to be effective and efficient as possible. Pendaflex has mastered effective ways of multi-tasking, so they offered a very informative seminar entitled From the To Do to Done, while Avery Dennison offered a seminar entitled When the Impossible is Due Now.

In recognition of Administrative Professionals Week, we offered several activities and events, something for everyone. The Cougar Chapter was very fortunate and appreciative to be one of twenty-four chapters to receive the SkillsSoft Briefing. Mr. Erik Weihenmayer was an awesome presenter and motivator. He was the first blind man to reach Mount Everest. He taught us how to overcome adversity. Become team players and leaders, how to build trust. Commitment and dedication.

Health and Fitness are buzz words that we hear all the time. Sometimes we get so busy, we don't have time to do anything about it, and we attempted to change that. A local expert for the YWCA came and presented the topic of Health and Wellness for Success. Health and Wellness are vital to our everyday lifestyle, our jobs, family and community. She shared information on healthy lifestyles, food choices, how to read food labels and the importance of exercise. She gave a great overview of how to develop healthy lifestyles and proper eating habits. To compliment and reiterate the importance of exercise that can also be a stress buster, while building a better rounded person, we offered a min-workout regiment for IAAP members and the community at large.

Chapter members exercised danced and moved to various upbeat songs including Beyonce in an effort to eliminate the excuse of not knowing what or how to exercise taught by a local actress, singer, and dance and aerobics instructor. Participants worked-up a sweat, but

yet enjoyed it and promised to continue in some form of exercise.

Writing is one of the most commonly used forms of communication and is universal. It's important for others to know your intent; you must be able to articulate your thoughts and messages and write with clarity and understanding. Ms. Frances Stewart, a Lawson State faculty member offered a brief course of business writing skills helping individuals communicate better in a written format.

Our highlight of the week was the Administrative Professionals Week Luncheon and Fashion Show. While the participants enjoyed lunch prepared by a celebrity chef, Ms. Aleshia Witherspoon presented a very informative "How to Dress for Success in the Workplace" seminar. To highlight the presentation, and demonstrate what was presented, members of IAAP Cougar Chapter, and Lawson State staff members presented a Fashion Show modeling the types of clothing, styles, accessories and trends that are appropriate for the workplace.

The IAAP Cougar Chapter is continuing to achieve "Success Through Excellence" by providing quality programs, seminars workshops.

## Mobile Chapter Robin Kemp CPS

The Administrative Professional of the Year event was our program for **March**. Our participants for the event were Andrea Mewbourn CPS/CAP and Meegie Wheat CPS. The question for the event was the following:

*You've received news that you are one of three Administrative Assistants selected for possible layoff due to economic hardship. Your manager has asked each of you to submit justification as to why you should not be let go. What would you write in your justification letter?*

Joyce Jaet CPS spoke to the membership during the panel's deliberations. Although it was a very close race, Meegie Wheat CPS was announced as the Mobile Chapter 2009 Administrative Professional of the Year.

At our **April** meeting, Ms. Sally Cobb, Manager of Campus Involvement at the University of South Alabama (USA), spoke to our group about

“Organization Recruitment”.

Marion Ezell and Patsy Leonard CPS attended the USA Organization Awards Banquet. The Mobile Chapter received three awards: Organization Proficiency Award, Outstanding Member Award (Patsy Leonard CPS), and Student Advisor of the Year Award (Marion Ezell).

On April 22, we hosted our annual APD seminar and luncheon at the Radisson Admiral Semmes Hotel. We had 69 members in attendance, gave away 52 door prizes, and held a fashion show sponsored by Dillard’s and Dress Barn. This is our major fundraiser for the year, and because the hotel only charged us for the meals, we were able to make a nice profit.

In **May**, we held our annual IMPACT meeting, and Mr. Ken Bratton of Avery Dennison wowed us with new products and a long list of little known facts about the many uses of Avery’s technology in his presentation “When the Impossible Is Due NOW.” For the first time this year, we had no empty chairs and we received one new member.

We held our annual business meeting in **June**. Immediately following the business meeting, the following officers were installed for 2009-2010:

- President: Nancy Williams CPS
- President Elect: Meegie Wheat CPS
- Vice-President : Monica Payne
- Secretary: Angela Andrews
- Treasurer: Patsy Leonard CPS

Nine members of the Mobile Chapter attended the Alabama Division Annual Meeting in Huntsville held June 4-7. Robin Kemp CPS/CAP served as delegate and Meegie Wheat CPS served as alternate. The Mobile Chapter received the Chapter of Excellence in Attendance award, and Meegie Wheat CPS received the Professional Development award.

We began the year with 28 members, we lost seven and gained three, leaving us with a net total of 24 members. With an almost entirely new Board, we are looking forward to an exciting new year of fresh ideas and new enthusiasm.

### Montgomery Chapter Dina Wheat



We say good bye with the hopes of having you back again in the future.

### Oakwood College Chapter Marie Samson



### Plaza 205 Mobile Chapter Elaine Simpson

See Year End Report submitted at Alabama Division Annual Meeting.

## **Redstone Arsenal Chapter Alphadella McRae**

Redstone Arsenal Chapter In March the chapter held its Administrative Professional of the Year dinner on Monday, March 23rd. Ms. Eva Mears was selected as the Administrative Professional of the Year.

The Redstone Arsenal Chapter held their IMPACT/APW meeting on Tuesday, 21 April, 2009. A brief description of the benefits of joining IAAP was given by Ellen Mahathey CPS, to members and guests. Total in attendance at this meeting were: members 9 and guests 8. The guest speaker was Mr. Robert Lotts. Mr. Lotts spoke on BRAC. We learned about the upcoming changes to Redstone Arsenal and some of the history of Redstone Arsenal. It was a very informative meeting. We gained 4 new members.

The chapter is happy to announce the scholarship winners for 2009, Ms. Jasmine Ledet, a graduating High School senior and Ms. Christine Morrow, who attends Alabama A&M. Each winner receives a \$1,000 scholarship towards their degree in business.

Congratulations to Susan Douglas and Ellen Mahathey CPS for achieving the Member of Excellence certificate for the Pathways to Excellence designation in the Pathways to Excellence Program this year.

I would like to take this time to thank some special people. Eva Mears, my Vice-President has been truly a blessing. She organized a lot of wonderful speakers that was very informative and she always kept us guessing about the wonderful door prizes. I would love to thank all my chairpersons this year for a wonderful job, I could not have done it without you. I have to say a special thank you to Ellen Mahathey CPS, who is always there to help and keep me straight. Thanks to June Pockrus CPS for all her wonderful advice. Last but not least, Thanks to all the Redstone Arsenal members for all their support this past year.

## **Shoals Chapter Judy Ozbirn**

See Year End Report submitted at Alabama Division Annual Meeting.

## **Tuscaloosa Area Chapter Teresa Armstrong**

Wow, what busy months these have been for the Tuscaloosa Area Chapter. In March we held our APY of the year event, with two candidates; Veronica Cross, and Margaret Moore. Both ladies were great. Veronica Cross was our Administrative Professional of the Year. The Chapter presented her with a watch and plaque at the April Professional Administrative Day meeting. In April we held our Administrative Professional Day meeting at Indian Hills Country Club. The Chapter members decided that we would invite our supervisors or bosses to attend. Mayor Walt Maddox was our special speaker for the gathering. We had a total attendance of 35 in attendance. We are excited since we had many visitors and four of those expressing an interest in IAAP. We are following up on those leads. In May I presented the condensed power point presentation of "Grace Under Pressure" to the members. Veronica Cross and I had the privilege of attending the 57<sup>th</sup> Alabama Division Meeting in Huntsville the first weekend in June. Five of our members have completed the Member of Excellence, we have nominated and elected our new slate of officers for the 2009-10 year, however the official installation will be June 30, 2009 at our meeting. We are looking forward to a new year with the hope of beginning a High School Student Chapter, and preparation for the PESC Conference in February 2010.

## **Tuskegee Chapter Loretta Ellis**

In March 2009, we discussed details to finalize our Administrative Professionals Day Seminar and ways to generate funds for the Baylies S. Davis Scholarship Award.

In April, we held our Annual Administrative Professionals Day Seminar and Luncheon at Kellogg Conference Center. The speaker for the occasion was our own Margaret H. Caddell CPS/CAP, College of Veterinary Medicine, Nursing and Allied Health at Tuskegee University, past Alabama Division President and past RTF Trustee. Her topic was "Maintaining Excellence." We had excellent participation.

In May, we selected two high school students to give a Five Hundred Dollars Scholarship in memory of 1966 charter member, Baylies S. Davis.

## STUDENT CHAPTER REPORTS



The Student Chapter at Calhoun Community College has been inactive this year with only one member on our roster but we have good news at Calhoun. The new dean for BUS/CIS, Technologies, and Workforce Development, Bethany Clem, has expressed an interest in Calhoun having an active student chapter. We are in the process of scheduling times to speak to the Business Admin and Computer Applications classes when school resumes in the fall and meet with Dean Clem this summer and introduce her to IAAP and all the benefits received from being a member. We anticipate an active and growing Student Chapter at Calhoun Community College for the 2009-2010 year.

## DATES TO REMEMBER

**July 26 thru 29, 2009**

**International Educational Forum and  
Annual Meeting  
Minneapolis, MN**

**August 15, 2009**

**Deadline to Register for November  
2009 CPS/CAP Exam**

**September 12 2009**

**Alabama Division Leadership  
Advance Workshop  
Montgomery, AL**

**February 15, 2009**

**Deadline to Register for May 2010  
CPS/CAP Exam**

**February, 2010**

**Alabama Division Professional  
Education and Student Conference  
Tuscaloosa, AL**

**June 4—6, 2009**

**58th Annual Alabama Division  
Meeting  
Birmingham, AL**

IAAP Alabama Division Membership Numbers															
Chapter	30-Jun	1-Jul	1-Aug	1-Sep	1-Oct	1-Nov	1-Dec	1-Jan	1-Feb	1-Mar	1-Apr	1-May	1-Jun	30-Jun	Gain (loss)
Alabama Power	163	158	161	168	172	186	187	186	185	182	180	177	153	159	(4)
Anniston	10	10	10	10	10	10	11	11	11	10	10	10	10	10	0
ASU	4	2	3	3	3	3	3	3	3	3	3	3	3	3	(1)
Birmingham	68	66	66	66	65	62	61	61	61	61	63	58	59	63	(5)
Decatur	11	11	11	11	10	10	10	10	11	11	11	11	9	9	(2)
Gadsden	21	21	21	21	21	20	25	26	27	27	27	28	27	27	6
Huntsville	73	71	73	76	78	79	80	80	83	67	71	77	77	77	4
Lawson State Community College	26	26	22	22	22	22	22	22	22	22	22	22	22	27	1
Mobile	28	26	25	25	25	25	25	25	25	25	24	24	22	24	(4)
Montgomery Area	12	11	10	10	9	10	9	9	9	8	0	0	0	0	(12)
Oakwood University	2	2	2	2	2	2	2	2	2	2	2	1	1	2	0
Plaza 205 Mobile	16	16	16	16	16	16	16	17	17	17	18	18	21	21	5
Redstone Arsenal	25	25	25	24	24	24	24	23	22	22	22	23	26	26	1
Shoals	33	31	31	31	30	31	32	32	31	31	34	33	33	33	0
Tuscaloosa Area	12	12	12	11	11	12	12	12	13	13	14	14	13	14	2
Tuskegee	16	14	13	13	14	14	14	14	16	16	16	16	16	16	0
DMAL	33	27	26	27	25	28	28	30	31	30	35	36	34	35	2
<b>Division Totals</b>	<b>553</b>	<b>529</b>	<b>527</b>	<b>536</b>	<b>537</b>	<b>554</b>	<b>561</b>	<b>563</b>	<b>569</b>	<b>547</b>	<b>552</b>	<b>551</b>	<b>526</b>	<b>546</b>	<b>(7)</b>

