

# Professional Images

Crow River Chapter of International Association of  
Administrative Professionals, Chartered October 1997



The monthly publication for the Crow River Chapter of IAAP

October 2009

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## GREETINGS FROM YOUR CHAPTER PRESIDENT...

*I had another learning experience during these past few weeks. I had the opportunity to attend the Fall Conference, thanks to the chapter for paying my registration fees. The Conference was very educational! I came away with new ideas for our chapter and some possible speaker ideas for our own seminar. I enjoyed the break-out sessions on how to be a 'Lazy Leader' and actually get more done rather than taking the lead yourself. Another topic in the break-out session was finding out if you are apt to change or do you freeze at the thought of change? Is your response "That is the way we have always done it, and it works so why change it?" Are we as a chapter open to new ideas or are we closed minded? Lets talk about these questions at our next chapter meeting. I think we could have some fun with it!*

*Shop 'Til You Drop is just around the corner, and we have many things that still need to be done. Please consider donating a little of your time to supply some baked items and time for the event. Julie and Kate are doing a great job organizing and planning this event, so lets do our part to help them make this fundraiser a success!*

*Avon fund raising orders and money are due today, October 23. Please drop them off at the Southwest Initiative Foundation or bring them to Shirley's house. Thanks to Shirley for the opportunity of the fundraiser. I did some Christmas shopping to reach my goal and, being on a very tight budget, I realized I could do good for our chapter and still accomplish some shopping; it's just another form of multi tasking which we all do so very well!*

*Please join us at the next meeting and bring at least one new idea!*

—Patti



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## Celebrations

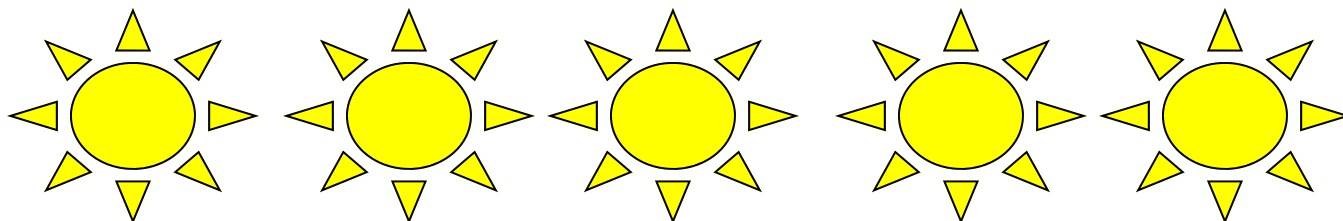


### Birthdays

10/24-Nita Nurmi  
11/27-Lottie Kottke

### IAAP Anniversaries

1997-Linell Loncorich  
1997-Shirley Viesselman  
2002-Lottie Kottke  
2006-Jessica Eastling



## Sunshine Committee/Member News

The Sunshine Committee is up and running! The Sunshine Committee sends out good cheer, best wishes, or sympathy to our members on behalf of the Crow River Chapter.

Patti Rutledge is the contact for the Sunshine Committee. If you know of any events that are happening within our chapter, a phone call is preferred to Patti at 587-2423.

Nicole Glesener has started her treatment. You can follow her journey on her website: [www.nicoleglesener.com](http://www.nicoleglesener.com). You can also send cards to this address:

**Nicole Glesener**  
Argyle House  
920 Delaware St SE, Apt 1005  
Minneapolis, MN 55414

Thank you for all of the cards and kind words during this difficult time for my family. We lost my father on October 8. It has been very difficult, as his passing was very sudden and without warning. Thank you again for keep my family in your thoughts.

*Best Regards, Jessica Eastling and Family*

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## Recap on October's Educational Program

Our educational program in October was on the Pathways to Excellence Recognition Program. We were fortunate to have many Ridgewater College students in attendance and also the MN-ND-SD Division President, Joan Gatzmeyer.

Jessica Eastling gave an overview of what IAAP is and how it can benefit your career to the Ridgewater Students. Members were able to answer any questions that the students had about the benefits of IAAP.

The program is based on the following ten principles: 1. Certification, 2. Commitment, 3. Communication, 4. Education & Training, 5. Fiscal Responsibility, 6. Leadership Development & Roles, 7. Marketing/Research/Community Outreach, 8. Programs & Participation, 9. Recruitment & Retention, and 10. Strategic Planning.

To become a Chapter of Excellence, we must complete 14 of the 19 criteria. The criteria that are underlined are goals we have already met; criteria that are **bold** are goals we can strive towards as a chapter:

1. **Sixty percent of the chapter meetings offer recertification points**
2. **At least one member of the chapter obtain their CPS and/or CAP certification during the current IAAP fiscal year**
3. **Sign the online Chapter of Excellence Commitment agreement**
4. Publish at least six newsletters/e-newsletters
5. Participate in the IAAP Web Community
6. Publish annual meeting calendar with education and/or training topics by September 1 and establish marketing plan to encourage members to attend chapter, division, and international meetings and events
7. Create and maintain an annual budget; provide a monthly financial statement to the membership and submit annual audit report to the division treasurer
8. Maintain a full slate of officers (minimum four offices); maintain committee chairmen for the Bylaws, Certification, Education and Membership Committees; and submit new officers and committee chairmen listing to HQ by July 1 deadline
9. **A minimum of four officers and chairmen of the Bylaws, Certification, Education and Membership Committees; participate in at least one IAAP Leadership/Succession Planning training event**
10. **Send a delegate to the division annual meeting and a delegate or submit a proxy to the International Convention and Education Forum**
11. At least one member serve in a division office or committee; or serve on an international committee; or as an international officer or as an RTF Trustee
12. **Sponsor or co-sponsor a professional development seminar or sponsor/co-sponsor an APW/APD and/or annual executives' event**
13. **Submit a completed application for the Avery Chapter/Division Achievement Awards Program and/or submit a nomination in the Award for Excellence program**
14. **Maintain a minimum of 15 members and achieve an annual retention rate of at least 80 percent**
15. **Conduct at least one IMPACT meeting**
16. **Conduct new member orientation program**
17. **Achieve a net membership increase of at least 12 percent (minimum required is a net 3 member increase)**
18. Sponsor a new IAAP Professional Chapter or Student Chapter
19. **Create an annual Business (Strategic) Plan; review/update annually; submit a copy to the Division President by December 31 and conduct an annual member interest/satisfaction survey**

We've reached 3 of the criteria already, we have the opportunity to achieve 12 more, bringing us to a total of 16!

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## Help Wanted Posting:

### Executive Assistant/Office Manager

#### I. About the position - a full time, salaried, professional role to:

- Staff/run the DRIC main office between hours of 8 to 4:30, M-F
- Support 5 doctoral-level consulting staff - 3 FT, 2 PT
- Extensive use of computers (multi-monitor workstation):
- MS Office 2007 - Word, Excel, Outlook
- Web-based document storage/editing - Box.net
- Adobe Acrobat
- Oovoo webcam/chat
- Social media tools
- Wordpress web editing

#### II. Personal Characteristics/Experience:

- 3 years or more previous successful experience in administrative/project work
- Smart, happy, upbeat - fun to be around
- Organized, methodical, great with detail
- Very computer literate (Windows, Microsoft Office, Web-based tools)
- Good communicator, self directed, comfortable with dogs

#### III. Compensation:

This is a salaried position paying mid \$20K to mid \$30K based on your experience and skills.

- Complete and very good plans for health, dental, disability, retirement.
- Vacation (available at hire) - 2 weeks, 5 personal health days 5, 8 holidays.
- Company iPhone and calling/data plan
- Work with other bright, fun people. We do fast paced, sophisticated work that benefits individuals, organizations, government and communities we live in.
- Office has a fireplace, great views, nice company dog to play with, free beverages.
- Remote access to all DRIC documents from home as needed.
- Support to optimize home computer set-up.
- Office hours shorter than typical, and lunch time optional, to permit meeting family or personal needs before or after work.
- Personal use of 2 lake homes in Wisconsin.

#### IV. About DRI Consulting:

We are a nationally recognized and respected firm of consulting psychologists and graduate trainees providing general organization and human resource development services to government and private sector clients around the country. Nearing 20 years in practice. Cutting edge in our skills, training within the trade, and technology tools. Staff based onsite with clients and from their homes - we value success, life balance, and running the business smartly/creatively. We have had great relationships with several office managers/executive administrators since 1991. Amy Feist, currently in the role, is also our new General Manager. [Visit http://dric.com/Recruiting/execadmin.htm to apply.](http://dric.com/Recruiting/execadmin.htm)

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## Shop 'Til You Drop Update

The 3rd Annual Shop 'Til You Drop Event will be held on **Saturday, November 7th at the Hutchinson Mall**. The event will start at 10:00 a.m. and will run until 6:00 p.m. Chairpersons Julie Craig and Kate Peterson are looking for volunteers to help out at the event.

Members are asked to bring baked goods for the Bake Sale with the proceeds benefiting the McLeod Alliance for Victims of Domestic Violence. Baked goods should be the Hutchinson Mall by 9:00 p.m. on Friday, November 6 or by 9:00 a.m. on Saturday, November 7.

This is the first time the event is being held at the Hutchinson Mall and we are hoping for a great turn out with the Ladies Passport to Hutchinson event also stopping by the Mall that day!

*An informational flyer is attached with this newsletter for you to pass along to friends, family and co-workers!*



## Join us in November

Join us on Tuesday, November 3 starting at 5:30 p.m. when Pat Chapman from Edward Jones speaks to us on "Making Sense of Retirement":

- The five basic questions you should ask yourself to prepare for retirement
- The options you can use now to save for retirement
- How time can help or hurt your retirement goals

Pat Chapman has been with Edward Jones for over 20 years as a Financial Advisor and Life, Series 7 Stockbroker. He is an Accredited Asset Management Specialist-AAMS through the college of Financial Planning.

RSVP's are due October 29, 2009 to Patti at [rutfamily@mchsi.com](mailto:rutfamily@mchsi.com) or 234-2423.

Dinner/Networking: 5:30 (Soup and Salad)

Educational Program: 6:00

Business Meeting: 7:00

Dinner and Meeting \$10; Meeting only \$5



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## Getting Started on the IAAP Web Community: Part II

*“Blogs and More!”*

### All About Blogs

There are a lot of things to keep in mind when working with blogs, and a lot of ways to communicate around them.

- Click “the **Most Recent** tab, and let’s start there. You’ll see a list of blogs come up, again, ordered by date.
- Click the title of the first blog you see, and we’ll take a look at all the things you can do. You’ll see the text of the blog post come up in the center of your screen.
- To the right of the blog, notice all the author information. You can view the author’s profile (**ViewProfile**), add the author as a contact (**Add Contact**), add this blog entry to your **own** blog (**Blog This**) or send the author a private message (**Contact Author**).

You can also rate the blog post, depending on how useful you find it to be. See the stars underneath the author’s information? Click the first star (counting from left to right) if it’s not very helpful, the second star if it’s a little better than that, and so on. All the ratings everyone’s ever given the post get averaged together to create the “score,” seen right below the stars. (Don’t worry, the author never sees exactly what **you** rated the post!)

- Under that rating, you can see the number of times the post has been rated, the number of times people have commented on the post, and the number of times people have viewed the post.
- Now scroll all the way to the bottom of the blog post. The first thing you’ll see is the section marked **Permalink**. You can copy and paste this URL into an email or into a web page to link directly to this blog post.
- You can also add a comment to the blog post (if the author’s opened it up for comments) or add a link to the post.

Want to see how to **create** a blog post? Scroll back up to the top of the screen to see how. Up at the top of the blog menu, to the far right, you’ll see the **green plus sign** next to “New Blog.” Click there to add an entry to your own blog. You’ll see a new screen come up with an editing box in the center. Here’s how to make your very own blog post:

- Give your entry a title by typing in the box marked **Title of Your Blog Entry**.
- Then, use the editing box to type whatever you’d like. The buttons are very similar to Microsoft Word.
- When you’re done typing, select who is allowed to read your blog entry. You can select from:
  - **Public**, which means that **anyone** can read your blog entry.
  - **Authenticated**, which means that anyone who’s **logged in to the system** (but not necessarily an IAAP Member) can read your post.
  - **IAAPHQ Members**, which means that **only IAAP Members** can read your blog post, or
  - **My Contacts**, which means that **only people you’ve added to your contact list** can read the post.

After that, you can decide who can **comment** on your post, using a similar list. The difference here is that you can allow no one to comment on your entry. Then, either click **Publish**, which takes your blog entry live, or **save for later**, which means you can come back and edit before it goes live. Let’s go ahead and publish your blog entry. Now you’ll see the beginnings of your blog, with one entry. Click that entry’s title, and you’ll see that you have very similar options to someone else’s blog entry, with one key exception. On the left hand side, there’s an icon for you to delete your blog entry.

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(IAAP Web Community, continued from Page 6)

Moving back to the top menu, **Groups** is the last item. At last count, there were a few thousand networking groups in the IAAP web community... this is the part of the site that makes that number manageable. When you click this tab, you'll see a list of groups and networks come up automatically. These are the groups to which you already have access, because of how the system has identified you. You probably have a chapter group available to you and some special interest networks.

If you want to find a specific group, just type in the **search for a group or community** box. This section also brings up its own submenu:

- **My Groups** is a list of the groups you already have access to.
- **My Contacts group** shows a list of all the groups your contacts belong to.
- **All Groups** shows a list of all groups within the system.
- **Recently added** shows a list of new groups, and
- **By Size** shows a list of groups by their member count.
- If you want to create a new group, for example Excel users, the **green plus sign** next to "Add a new Community."

As you can see, just in that one section, there's a lot you can do. Want to communicate to a large group? Use a blog posting. Or network before an IAAP event? Just check the groups section to see who else is attending PEC, for example, and see what their interests are. You might be able to connect with someone before you even set foot on a plane.

Looking for a document? Maybe some information on certification? How about a newsletter from another chapter or the latest issue of *Connections*? You'll find all that and more right here in the **Professional Resources** section.

First, after you click on the tab, you'll see a list of libraries. These are the libraries that you have access to, whether it's because you're simply a member of IAAP, because of the groups you belong to, or because there are libraries someone has given you access to. Resource libraries can either exist on their own or attached to an eGroup. Your participation in the IAAP web community entitles your chapter or division to a Resource Library (and eGroup) only accessible to your chapter or division's members!

To check out the resource library features, let's click the one that everyone has access to: **IAAP Document Library**. When you first click the name of any library, all the items in that library come up in a list of most recently added. Moving across the top of the secondary tab list, here's what it all means:

- **Most Recent** is the first section you'll come to. This is just a straight listing, by date added, of all the items in the resource library.
- **By Rating** lists all the items by rating. You'll see the top rated items first.
- **Most Viewed** lists the items from most times viewed to least times viewed.
- **Documents** lists items classified as "documents," such as Word files, text files or pdfs.
- **Slide Shows** lists presentation items, such as PowerPoint presentations.
- **Images** lists any images, such as jpgs, gifs, etc.
- **Audios** lists any audio files, such as .wavs or mp3s.
- **Other** is a selection of any other type of files that don't fit into the major categories.
- **Videos** is a list of any videos that may be in the library.

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As you can see, you can upload just about anything you can think of. But just how do you get something into a Resource Library? Let's go down the left hand menu to see.

**Resource Libraries** is the same thing we saw at the beginning of this section: a list of all the libraries to which you have access.

**Add Document** lets you add a document to any library to which you have access. Let's go through the steps to add a document:

1. First, click **Add Document**. An entirely new screen will appear. Enter a title for your item. Be as descriptive as possible! Remember that people will use this title to find upload to your document libraries. "MN REPORT" is not nearly as descriptive as "Report on Membership Growth in Minnesota, 2009-2010," for example. In the **Description** box, type a description of your item. Again, this is material that people will be able to search, so be as descriptive as possible! Last, select the library to which you'd like to add your item. Click **save** to move on to step 2.
2. Click **browse** to find the item you'd like to upload on your computer. If you'd like to give your item a different filename, you can do that in the optional field in step 2. Click **Upload** to move on to step 3. This step may take a few seconds, especially if your item is large.
3. In step 3, you'll see a large list of keywords. These are tags that users can search with to find your item. Check as many as apply to your item.
4. In the final, optional step, you can transfer ownership of your item to someone else. Be careful! Once you've done this, you can no longer make changes to the item! Last, click continue. Your item is now uploaded to the document library. You'll notice that you've now been taken to a completely different screen. We'll talk about everything you can do from there later.

**See the November issue of Professional Images for Part III: Continuing with uploading documents and the IAAPedia!**

## Volunteers Needed

A volunteer is needed to record and distribute minutes during our business meetings. If you are interested, please let Patti know at the next chapter meeting.

Please consider stepping and volunteering your time and talents for the many open committee position spots. Some of the committees that are open include Spring Seminar and Membership. Our chapter can't function efficiently without the help of volunteers for these important committees.


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## November 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

11/3 Chapter Meeting 5:30 p.m. "Financial Questions Answered"	11/24 Board Meeting (Time and Place TBD)
11/6-11/7 CPS/CAP Exams- Hennepin Medical Center, Mpls.	11/7 Shop 'Til You Drop —Hutchinson Mall 10:00-6:00
11/20 Items for newsletter due to Jessica Eastling	
11/26 Happy Thanksgiving!	

## December 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

12/1 Holiday Gathering 5:30 p.m.	12/29 Board Meeting (Time and Place TBD)
Division Fall Conference 10/9-10/11	12/21 Items for newsletter due to Jessica Eastling
12/24 Christmas Eve	12/25 Christmas Day