

**CUCAMONGA  
VALLEY  
CHAPTER  
IAAP**

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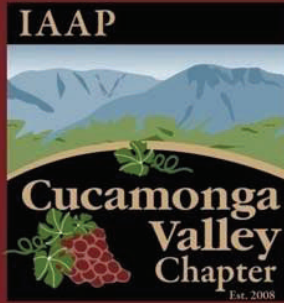
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VOLUME 1 ISSUE 3

# Cucamonga Valley Chapter IAAP

JULY 2008



## President's Message

Hello  
Members  
and Col-  
leagues,

Our first meeting was an absolute success! AlVerta Harty, CPS/ CAP and Barbara Murphy, CPS/ CAP of California Division did the honors of installing our Board and the Charter for our chapter. Karlena Rannals, CAP Southwest District Director, was also one of our honored guests that evening, and what an evening to remember!

I was so pleased to see all our members and guests attend our first kick-off meeting and to receive all the wonderful comments on our featured speaker, Susan Clarke. Her inspirational and motivational messages were fantastic.

I would like to say thanks to all those who supported us in starting the Cucamonga Valley Chapter. Your contributions and support in getting us started was very thoughtful and generous. We are

well on our way to having a tremendous year!

I look forward to hearing your suggestions on what you want to learn in 2008-2009 through IAAP and if you have any speaker recommendations. Hearing from you will allow us to provide quality speakers that would give all our members the opportunities to expand their knowledge base and inspire all of us to excellence.

I recently had the opportunity to attend the IAAP Annual Education Forum and 56<sup>th</sup> California Division Meeting in Sacramento on June 20-22, along with Chairperson Gloria Rivera. The theme was "Capitalizing on Your Golden Future" which was hosted by the Greater Roseville Chapter.

The event featured top notch speakers who gave outstanding presentations and workshops. Also featured was a certification luncheon to recognize those who had earned their CPS and/or CAP certifications during the past year

along with the installation of the California Division Board. Candace Medina, CPS/CAP, our new California Division President, talked about the goals for the coming year and looks forward to leading our Division.

Gloria and I had the wonderful opportunity for a great learning experience. I hope you will look to the future and plan to attend the next Annual Education Forum and California Division Meeting, which will be held in our own backyard here in Riverside, CA, on June 4-7, 2009. It is a wonderful opportunity to grow professionally and personally.

And now I would like to congratulate our very own Recording Secretary Bonnie Tazza for recently earning her CPS Certification! WAY TO GO BONNIE!!! Thanks for paving the road to a greater success.

IDA

"Courage does not always roar. Sometimes it is the quiet voice at the end of the day, saying "I will try again tomorrow" Anonymous

## Information Technology Expert, Jay Trunnell

We are very fortunate to have as our August guest speaker the Information Technology Officer for the Cucamonga Valley Water District. Jay Trunnell has worked for CVWD for the past 11 years.

Prior to that he served as the Computer Programmer/Systems Analyst for the City of La Verne for 17 years. With 28 years of experience in Public Sector computing, Jay is a Certified Information Security Manager and is also Certified in the Governance of Enterprise Information Technology. Jay's articles on computing and programming have

been published in several industry magazines and he has been a speaker at both national and international conferences. Jay is also completing dual Master's Degrees in Public Administration and Leadership & Management.

Please join us for our next exciting and informational meeting as Jay discusses issues on:

- **The Secrets of Outlook**
- **Calendar Management**  
Sharing Calendars  
Sending Invitations  
Tips on Scheduling Meetings

- **E-Mail Organization**  
Stationery -advantages and disadvantages  
Recalling a message  
Flags  
Tips when using e-mail  
E-Mail etiquette
- **Task Tips**  
How to use the Task Manager



# WOW! Word of the Week—Susan Clarke



Wow Word of the Week! #57—Success

**Success—the measure of obtaining a desired end**

How do you define Success? I have a friend that considers herself successful. She has a job she loves, great friends, and a life that makes her happy. However, her husband doesn't think she's successful because she doesn't make a lot of money.

Do you think that money is the only measure of success? I believe that it is

part of the mix. Just making money and not enjoying what you do, does not sound like success to me.

I use this quote in my presentations from time to time.

"Success is going from failure to failure with enthusiasm" - Author Unknown

Just because you try something and it doesn't work, doesn't mean that it will never be a success. Positive people see failure as a set back. Negative people see failure as a no win situa-

tion.

Are there areas in your personal or professional life where you have failed? Did you come up with another approach or did you give up? This week focus on being more receptive to trying different things. Like the old saying, "If at first you don't succeed, try, try again."

To subscribe to Susan's weekly WOW, visit her web site at [www.motivateu.com](http://www.motivateu.com)

## OfficePro Monthly Magazine



One of the many benefits of joining IAAP is the opportunity to receive the monthly publication *OfficePro*.

*OfficePro* magazine was chosen for the Grand Award in the APEX 2003 Awards for Publication Excellence Competition. Of thousands of en-

tries, only 100 received Grand Awards, the highest recognition the APEX judges can present. Comment from one of the APEX judges: "Interesting, well-written, appealing articles, excellent, varied design -- every page is 'packed' but they pull it off exceptionally well. The layout

and typography combine to impart a professional tone -- just the right touch for a high-quality magazine serving a professional audience."

## Our June 25th meeting, Board Member Installation and Guest Speaker, Susan Clarke, CPBA, CPVA!!



June 25th marked the installation of our Chapter Board Members by California Division President, AlVerta Harty, (left to right), Melissa Morales, Treasurer, Donna Kendrena, Vice President, Ida Martinez, President, Bonnie Tazza, Recording Secretary.

The Board Members are very proud and honored to have been chosen to take care of the Cucamonga Valley Chapter IAAP business and organization issues. The Association is an important tool which we can utilize for increasing our knowledge and productivity in our professions.



Middle Picture: CVIAAP Members from the City of Rancho Cucamonga—left to right: Shirr'l Griffin, Donna Kendrena, Melissa Morales, and Kathy Scott.

Bottom right: CVIAAP Members from the Cucamonga Valley Water District.— left to right: Ida Martinez, Adriana Vega, Monica Halberg, Diane Schumacher, Debbie Johnston, Bonnie Tazza. Sitting left to right: Gloria Rivera and Susan Clark.



Left –right: Gina Molina, Karlana Rannels, Barbara Mousteko, and Dorothy Aguilera.



## Meeting Schedule

- } July 23, 2008 - Interested in reaching the top of your career goals? Please plan on joining us at our July 23<sup>rd</sup> chapter meeting to hear how City of Rancho Cucamonga Community Services Director Kevin McArdle accomplished his "Steps to Success" and how you can too!!
- } August 27, 2008 - Information Technology with Guest Speaker Jay Trunnell of CVWD
- } September 24, 2008 - Going Green - Speakers TBA
- } October 22, 2008 - Identity Theft -given by Detectives from RCPD
- } November date TBA
- } December – Holiday Social – date TBA

## MEMBER SPOTLIGHT



Name: Gloria Rivera  
 Employer: Cucamonga Valley Water District  
 Title: Administrative Assistant II  
 Years: 3 years  
 Years w/ IAAP: 1 Year as member at large now a proud member of the new Cucamonga Valley Chapter

**What do you enjoy most about being an administrative professional?** What I love most about my job is that every day is unique and challenging. I enjoy being part of the day to day operations of planning and organizing. I support a large Engineering Department which consists of one admin. (Myself), this keeps me extremely busy and always challenges me to be my very best. I have a great supervisor who supports me 110% and has total confidence in me, which is a vital component of my success. I work for a wonderful company whose values are a right fit with my personal life. This makes it very easy and enjoyable to come to work each and every day.

Other interests and activities? Church activities, going to as many professional baseball stadiums as possible and scrap booking (when I have the time)

## Going Green-Make a Difference!

### Introduction

Finding fresh water is getting harder. For one thing, there are more people on the planet, and that requires more water for washing, growing food, and sustaining life. All those people create a lot of waste, some of which ends up polluting rivers, lakes, and streams. And companies that dump hazardous substances into the water make the problem even worse.

The water in your home is probably pumped from rivers and reservoirs. The more water you use, the more likely it is that some beautiful valley will be flooded as a reservoir, or that some river will begin to run dry, killing the wildlife in and around it. And the more dirty water you send down the drain, the more difficult it is for the sewage system to cope. Accidental overflows of sewage can seriously pollute land and water.

### What Pollutes the Water?

There are many, many sources of water pollution, some of which may surprise you. We usually think of huge pipes dumping industrial waste into rivers, but

only 10 percent of water pollution comes from industrial dumping.

To fully understand what pollutes water, it is first important to understand where your drinking water comes from. Nearly half of all Americans and three-fourths of those who live in cities get their water from underground sources. Underground water picks up whatever it passes through. Rainwater and melted snow--running off parking lots, rooftops, streets, and farms--carry with them deadly substances. During a storm, the pollutants are washed into rivers and streams. And once they get into the water cycle, they never seem to leave.

One big source of pollution is farmers. Farming uses about two-thirds of all water in the United States. Every year, millions of pounds of pesticides and fertilizers run off of farmland and contaminate the water supply.

### How Much Do You Use?

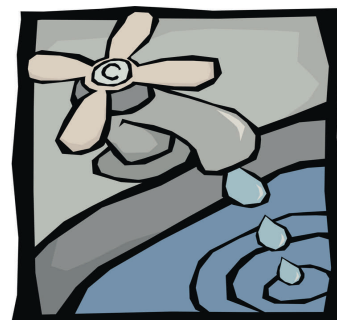
It is difficult to imagine how much water is used in your home every day. Try to figure out approximately how many gal-

lons of water you use in your home. If your home is typical, each member of your household uses about 80 gallons of water a day. That's a lot of water, and the less we use, the better it will be for the environment.

### What Can You Do?

There are two things you can do: don't waste water and don't be a polluter. Be sure to check out the *Going Green in the Home* section of site listed below to learn how to save water in your household.

<http://www.geocities.com/RainForest/Vines/4990/waterpollution.html>



## Cucamonga Valley Chapter IAAP Contact Information

If you have any questions relating to IAAP, joining the chapter, joining the board or any of our committees, subcommittees, or would like to help us with fundraisers, etc., please contact us by telephone at:

909-987-2591—Ida Martinez or  
909-477-2700—Donna Kendrena,  
or email us at:  
idam@cvwdwater.com or  
dkendrena@cityofrc.us

## Calendar of Upcoming Events

- Monthly meetings held the 4th Wednesday of every month at Carrows Restaurant  
11669 Foothill Blvd., Rancho Cucamonga 6:00pm - 7:30pm
- Applications for CPS/CAP must be submitted by August 15th to qualify for the November 7th & 8th testing dates. Please see Ida Martinez or Bonnie Tazza for more information at 909-987-2591 or email them at idam@cvwdwater.com or bonniet@cvwdwater.com
- Wednesday, August 27, 2008 - Information Technology expert, Jay Trunnell from Cucamonga Valley Water District. See front page article for more information.
- October 4, 2008—32nd Annual IAAP Multi-Chapter Symposium at the Wyndham Anaheim Park Hotel, 222 W. Houston Ave., Fullerton. The Symposium will feature guest speakers, networking, exhibitor faire, and door prizes. For more info contact Sue Burk at 714-937-7400.

# Outlook Tips to Manage and Organize E-Mail



Outlook might be the busiest application in the Office suite because it does so much. But the downside of all that functionality is that easy tasks aren't always intuitive, and some menu commands are buried under layers of choices. To be productive in Outlook, users must be able to see and view the data they need when they need it. Here are some tips to help them take advantage of various Outlook features and shortcuts.

### #1: Toggle the navigation pane

Outlook 2003 breaks the e-mail window into three panes: the navigation pane, the message list, and the reading pane (preview pane). The navigation pane takes

up a lot of space considering all it does is list folders. If you spend most of your time reading e-mail in the Inbox or a few personal folders, you rarely need the navigation pane. Put that third of a screen to better use reading mail. Hide the navigation pane by pressing Alt+F1. When you need it, press Alt+F1 to display it.

### #2: Open new windows

Switching back and forth between Outlook windows (Calendar, Inbox, Contacts, etc.) is sometimes necessary depending on your tasks. If you find yourself switching a lot, stop. Open each application in its own window and use the Taskbar to move quickly between them. Simply right-click on an item in the folders list and choose Open In New Window. Open as many applications as you need. To move back and forth between them, simply click the appropriate icon on the Taskbar. That way, you always return to a window exactly the way you left it.

If the Taskbar isn't available or it's crowded, use the Alt+Tab shortcut

to cycle through the open applications. To close a window, simply click its Close button. Choose Exit from any File menu to close all open Outlook windows at once.

### #3: Limit the message list

The message list displays information about each e-mail message. Seldom do you need it. All you really need is a way to select the message, and one line will do the trick. To reduce the number of lines Outlook uses to display the message information, choose Arrange By from the View menu and select Custom. Click Other Settings and deselect the Use Multi-Line Layout In Widths Smaller Than option. Then, select the Always Use Single-Line Layout option. Click OK twice.

If you want to see more information, choose Arrange By from the Views menu, select Custom, and then click Fields. Select the appropriate value from the Maximum Number Of Lines In Multi-

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Line Mode option.

#### #4: Free up more space in the message list

If you arrange incoming mail by date and time received, the date appears above each day's group of messages. That means you probably don't need to repeat the date in the message list. By removing the Received field in the message list, you can free up space. To completely remove the Received field, simply drag it to the right of the screen. You can add it back whenever you want by right-clicking any column header, choosing Field Chooser, and selecting Received from the All Mail Fields category. Alternatively, you can grab either edge of the field and reduce the size until it nearly disappears. That way, you can still click that almost invisible slice to sort the message order from newest to oldest and vice versa. (You can also sort the list by clicking any of the column headers — From, Subject, Received, Size, and Flag.)

#### #5: Scan messages quickly

Reading messages can be time-consuming, and it can sometimes be difficult to tell which messages are important and which you can delete. Use the reading pane instead of opening each e-mail message. That way, you can read it, skip it, or even delete it, with only a few keystrokes. If you find after a quick glance that you don't need to read the rest of the e-mail, delete it or press the down arrow to jump to the next message. If you want to read more, press Spacebar. When you reach the end of the current message, pressing Spacebar jumps to the next message.

#### #6: Speed up downloading mail

A lot of e-mail comes in HTML format, complete with snazzy

graphics and pictures. These messages take longer to download than text. However, you don't have to give up the HTML formatting to save downloading and scanning time. Instead, simply don't download pictures unless you really need them. From the Tools menu, choose Options and click the Security tab. Click Change Automatic Download Settings in the Download Pictures section. Select Don't Download Pictures Or Other Content Automatically In HTML E-mail and both of its options. Click OK twice. Not only will e-mail download faster, you can scan messages more quickly because Outlook won't retrieve pictures when you select the message.

When you want to see pictures, right-click a picture placeholder and choose Download Pictures or simply click the message banner at the top of the message. When you close the message, Outlook will prompt you to save changes. If you click Yes, it will save the display of pictures in that message. If you click No, picture display will again be suppressed the next time you view the message.

#### #7: Resize panes

Most application windows are divided by different panes. Usually, you can increase the size in one by reducing another. To do so, hover the mouse pointer over the border that separates the two panes. When the double arrowed bar point appears, drag it to resize the adjoining panes. If the border won't move, you can't resize it.

#### #8: View more folders

If you have many folders, you can increase the view of the folder list by removing the application shortcut buttons at the bottom of the navigation pane. The border between the shortcut buttons and the folder list has several gray dots. Simply drag that border down, to push the shortcut buttons out of view and increase the number of folders you can see and quickly access. The same shortcuts are available at the bottom of

the pane as icons, so you really don't need them anyway.

#### #9: Group tasks by importance

The TaskPad helps you track tasks. By default, Outlook sorts tasks by importance. To mark a task's importance, use the drop-down list to the left under the exclamation point. Like other views, you can quickly sort tasks by clicking a field header (Subject, Status, and so on). What isn't as obvious, but is just as easy, is sorting tasks by their originator. To sort tasks by the person who created them, choose Arrange By from the View menu and then choose From. Just remember that an Arrange By setting stays active until you change it.

#### #10: Edit tasks without opening them

Double-clicking a task (in the Tasks folder) opens the task in a new window. Often, doing so is unnecessary because in-cell editing lets you update a task directly, without opening the item. A single click puts you in edit mode; however, each cell behaves differently. For instance, the Status field will display its drop-down list, and the Due Date field will display a calendar. In addition, you don't have to choose New from the File menu to open a blank task form. Simply double-click a blank row or press Ctrl + N.

Susan Sales Harkins is an independent consultant and the author of several articles and books on database technologies. Her most recent book is *Mastering Microsoft SQL Server 2005 Express*, with Mike Gunderloy, published by Sybex. Other collaborations with Gunderloy are *Automating Microsoft Access 2003 with VBA*, *Upgrader's Guide to Microsoft Office System 2003*, *ICDL Exam Cram 2*, and *Absolute Beginner's Guide to Microsoft Access 2003*, all published by Que. Currently, Susan volunteers as the Publications Director for [Database Advisors](#). You can reach her at [ssharkins@gmail.com](mailto:ssharkins@gmail.com).