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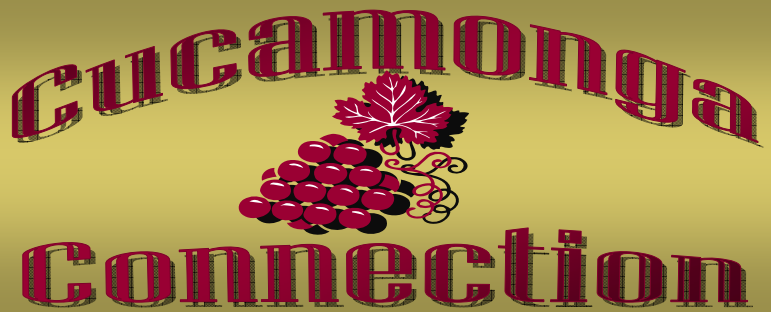
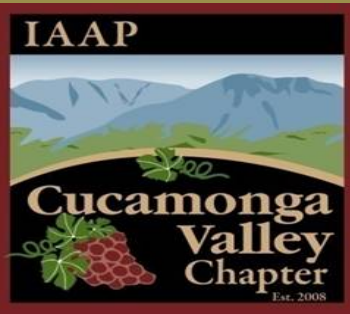
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VOLUME 3 ISSUE 6

FEBRUARY 2011



# President's Message

I'm still pumped from our January 26<sup>th</sup> meeting! Thanks to all who attended and participated in the "Leadership Diamond" process. Thanks to our speaker Ray Patchett and the Board for handling all the duties it takes to bring a great meeting together! The balloon raffle was a huge success and a lot of fun! We like to do the unexpected!

Before the regular meeting, we held, for the first time, an "Orientation" meeting at 5:30 pm, geared for new members, and anyone considering membership. We had seven attendees and I was proud to present the PowerPoint our Secretary Crystal Schultze, CPS put together for the occasion. It gave a fantastic overview of the benefits, opportunities, resources

and International networking capabilities of IAAP. After the meeting I was approached by Christina Riley who offered to get more involved by becoming our Orientation Chair! That's great news! With Christina at the helm, it's possible we'll have several "Orientation Meetings" throughout the year, and a person to work with Membership Chair Maria Linzay to give new members an extra special welcome. Thank you for volunteering Christina!

Having an Orientation meeting was another notch on our Scorecard for the Chapter of Excellence Award for 2010-2011. If you didn't get a chance to see our Scorecard at the meeting, it's on page 9 of this newsletter. We're definitely on track!



## February 23, 2011—Converting Raw Data Into Understandable and Useful Information with Michael Scofield

Michael Scofield is an Asst. Professor, Health Information Management at Loma Linda University. His career background includes banking, financial services, manufacturing, and education. He is a widely published writer and popular speaker in his discipline of data management, data quality, and data visualization. Michael has spoken to over 150 professional audiences in 26 states, Australia, and the U.K. numerous times. Audiences include the European Metadata Conferences, Data Management Association (DAMA) chapters, Oracle User Groups, Institute of Internal Auditors, Quality Assurance Association chapters, Association of Government Accountants, Association for Computing Machinery, American Society for Quality, and various specific software user groups and conferences. He also lectures to general audiences on interpreting satellite

imagery, trends in world economics, emergency communications, the influence of digital technology upon society, and related topics.

Mr. Scofield holds an MBA degree from UCLA. His professional articles appear in Data Management Review, The Northern California Oracle User Group Journal, IBI Systems Journal, InformationWeek, and other journals. He also has humor published in the L.A. Times and other journals.



# Calendar of Upcoming Events

Monthly meetings are normally held on the **4th Wednesday of every month at 6:00pm**. We hold our meetings at Dave & Buster's Restaurant on the east side of Ontario Mills Mall at 4821 Mills Circle, Ontario. We are dark in August and combine the November/December meetings.

## • February 23, 2011

**IAAP Meeting:** Dave & Busters—**Michael Scofield**-Assistant Professor at Loma Linda University—"Converting Raw Data into Understandable and Useful Information." He shows the easy ways to take data that your boss gives you and convert it into tables or spread sheets. Prof. Scofield has an MBA from UCLA and is a widely-published writer and popular speaker in his field of data management, data quality and visualization and has humor published in the LA Times. You can't believe how easy it is!

## • March 23, 2011

**IAAP Meeting:** Dave & Busters—**Harry Perdue**-Body Language-"Reading People From the Outside In," requires learning nonverbal communication skills. Dr. Harry will show us how to use these easily mastered skills to accurately read practical things in others... like how a person thinks, fits into a job, and makes decisions. Interesting!

## April 27, 2011

**Administrative Professional's Day!**  
**IAAP Meeting:** Dave & Busters- This is *our week and our day* and this will be even more special since we will celebrate together on our regular meeting night! We have a really fun evening planned dedicated to Administrative Professionals Day. We have very special plans in the works. We will be having a **Murder Mystery night!** A group of actors/servers will be coming to Dave and Busters just to entertain and engage us. We can all work together to solve the mystery before dessert is over! Plan to join us for a special and fun evening dedicated **to us!**

## • May 25, 2011

**IAAP Meeting:** Dave and Busters. Our annual **IMPACT Meeting** which means bring a friend (or lots of friends!). *It's our annual membership drive.* We will be having **Evelyn Gray**, a certified Peak Performance Coach, Speaker and Author who specializes in organization! We will all **learn how to get better organized**-in our work and at home. This is a can't miss meeting that will help us all!

## • June 22, 2011

**IAAP Meeting:** Dave and Busters-**Neil Kupchin**-Professional Motivator and the Installation of Officers for 2011/12. Neil's subject will be "Planning and Managing Change Effectively"-especially in these times!

## • July 27, 2011

**IAAP Meeting:** Dave and Busters-**Game Night! Deal or No Deal!** More details to come, but this will be a fun night of friendly competition! This is also the first night of the new fiscal year for IAAP and welcomes a new and returning Board! Plan to join us for a fun evening and lots of networking!

## • August 2011

Dark...we will miss all of our friends, but we are gearing up for our next great year of fun!

## • September 28, 2011

**IAAP Meeting:** Dave & Busters—**Cindy Navaroli**-Personal Finance. Cindy will help us make sure we are doing our best at financial decisions!

## • October 26, 2011

**IAAP Meeting:** Dave & Busters—**Jack Lam**-City Manager for the City of Rancho Cucamonga. We are thrilled to have Jack come and speak with us-more details to follow!

## • December 2011

**Annual holiday party TBD**  
**Stay tuned for more information to come!**

## Events Around Town

• **February 26, 2011 (Saturday)**  
**Educational Seminar** hosted by the San Diego Chapter on Saturday from 8:30am to 12:30pm in Alpine, CA. See Donna for ore info!

• **March 6-9, 2011**  
**IAAP Spring Conference**  
Hyatt Regency Hotel, Tampa, Florida  
Sign ups are now being taken!

• **June 9-11, 2011**  
**California Division Meeting and Annual Educational Forum,**  
Hilton San Diego Mission Valley, San Diego, CA.  
Sign up information will be sent out in February-watch for it. This is a great opportunity to network and improve yourself with lots of great speakers. Donna and I are going-are you going to join the fun??

• **July 24-27, 2011**  
**International Education Forum & Annual Meeting (EFAM)**  
Montreal, Canada  
Watch for sign-up information soon!

• **October 1, 2011**  
**Professional Development Day**  
**Multi-Chapter Symposium**  
**Cucamonga Valley Chapter is a co-host to this exciting event!**  
Location and times TBA

**To reserve your spot for the meeting or to request a meeting flyer, please email:**  
**valerie.victorino@cityofrc.us**



**By Valerie Victorino, CPS Vice President**

**Member of Excellence**

**City of Rancho Cucamonga**

# January 26th meeting!

Our January meeting started off early with a Member Orientation. President Donna Kendrena gave a Member Orientation to 5 of our guests and members.



What a great meeting! Again, informative speaker, delicious food and great networking. I hope our five guests, Maria Belman, Elisa Delgado, Toni Pisciniri, Wanda



Tina Watson, had a wonderful idea to sell tickets for balloons that had ticket numbers hidden inside. Fun was had by all! Our guest speaker was Ray Patchett, who taught us about Leader-



ship at All Levels in Organization—Admin Professionals are leaders every day. We had a great time networking and learned a lot. Thank you, Ray!



Robinson and Loretta Schelin enjoyed it as much as I did. We inducted Cindy Cisneros and Areceli Gonzalez into our great Cucamonga Valley Chapter of IAAP. Next month we will introduce our newest members, Stella Ceballos and Loretta Schelin. We look forward with great anticipation to the next meeting.





# Crystal's Corner

By: Crystal Schultze, CPS  
City of Hesperia

PASSION &  
PURPOSE  
CUCAMONGA VALLEY CHAPTER

## What is a CPS and a CAP and WIIFM?

Okay, the first question I am sure you may be asking is, "What is WIIFM, a radio station?" No, it stands for **What's In It For Me**, a question you may also be asking every time you hear another member mention how important certification is.

You may not realize all of the benefits associated with becoming a CPS (Certified Professional Secretary) or CAP (Certified Administrative Professional), or obtaining certification in both, so I hope that what I write in this article helps answer some of those questions for you.

When I first joined the IAAP, I too was always hearing something about becoming certified, or seeing an entire group of members getting all excited and happy for someone who had just obtained their CPS or CAP (sort of like how Valerie and I are right now, and if you were at our last meeting, you know what I mean); however, that's all I would hear, nothing too much of any substance as far as I was concerned, so I just left it at that.

As time went on, I became too embarrassed to actually ask anyone in my own Chapter, because I felt that I should **know**, so I waited until I attended an event sponsored by another Chapter. I then decided to approach a woman I saw that had those infamous CPS/CAP initials on her badge, and inquired as to what those really meant. She was very patient and explained it all very well, but it was what she said to me at the end of our conversation that stuck with me and made me determined to obtain my certification. What she said to me was, "You know how you probably feel, at times, like no one *really* takes you seriously (she meant not just co-workers, but my boss and others in those *power* positions), and of course, I did feel like that most of the time. She then went on to say, "Well, there are all sorts of degrees out there like Office Management, etc., but nothing for a degree as an Administrative Professional (or in my case, an Executive Secretary), so when you obtain your CPS, CAP or both, then it's sort of like telling everyone, "Hey, look at me now, this IS my degree as a Professional in the Administrative

world, so take me seriously in my profession!"

Well, *THAT* I could understand and completely relate to, so I asked her more about it.

She explained that there are three parts to the CPS exam and one additional part to obtain the CAP certification. During the exam(s), you will be tested on the following:

1. Finance and Business Law
2. Office Systems and Administration
3. Management
4. Organizational Management (CAP)

I thought, "Wow! Am I really knowledgeable in all of those areas? I guess, there's only one way to find out."

I did some more research on the IAAP HQ website and found that since 1951 (when certification first began for the CPS title) there are only 68,052 Certified as CPS and only 1,331 in **all** of California. As for the CAP certification, that began in 2001 and there are currently only 4,838 Certified CAPs and only 178 in **all** of California.

So, the bottomline is this ladies, the Certified Professional Secretary and Certified Administrative Professional ratings are the industry's recognized standards of proficiency.

You'll improve your professional qualifications, increase your skills and knowledge and raise your self-esteem by taking and passing the exams. You may also obtain college credit and, according the latest survey from OfficeTeam, get up to a 7 percent increase in salary.

The CPS and CAP exams are based on the premise that an administrative professional should have basic knowledge of office systems, technology, office administration, and management, and know how to apply the principles of good human relations and communications. Some of the examinations are based on knowledge acquired by the office professional through formal education and informal reading. Employers also expect their admin to be thoroughly familiar with current techniques in office practice and procedures and aware of developments in office systems and technology. Why wait? Do something for yourself and your career today. Get certified!

# Proofreading Tips

Grammar Girl here.

Today's topic is proofreading. Here's a question from Corinne that's pertinent to a news story that came out yesterday:

*I have always had a problem of with my writing I forget the word "the" or I forget to put an "ed" on the end of a word, and it's not because I don't know to do it, but as I type I just seem to forget to put that there. I continue to read over it, I don't find anything, but this has come back to bite me a couple times. So I am wondering if you have any helpful suggestions that you might be able to provide me for how I could improve my writing skills, so when I'm actually typing something, when I go back and reread it that if I forget the word "the" or "of" or something to that extent, that I actually find it. It's always hard to go back and proof your own writing. And especially with today's technology age, when you have to send out e-mails rapidly with only a response back, I was wondering if there's a way, or something that you do in particular, that helps you with that function.*

Well Corinne, the Bank of Kazakh\* is probably wondering the same thing, because [Reuters](#) and the [BBC](#) are reporting that someone at the institution misspelled the word *bank* on its newly released notes, and they were printed and entered into circulation. So, they have a big, embarrassing proofreading problem

Before we go any further, I do have some tips, but I also have to say that I feel like a fraud for covering this topic, because I make as many errors as everyone else, and sometimes typos slip through. I try *so* hard, but typos seem to evade me with impunity. As my father would say, "If you miss one typo, all the others will know," implying that I will forever be an easy mark for sneaky, calculating typos that are out to get me

So, given my long history with typos, it has become my belief that it's nearly impossible for someone to accurately proofread their own writing and be consistently successful. Think about it: If I produce 1,000 words a day, and I let 1 typo slip by every week, that's actually a 99.986% success rate. If you think about it in terms of letters rather than words, since most typos happen at the level of letters, that 1 typo a week equates to about a 99.997% success rate.

Anyway, I know that's kind of a silly example because for native English speakers every letter isn't a typo waiting to happen, and typos are bad and can get you in a lot of trouble; but my point is that even though you should do your very best to catch them, I also think it's important not to beat yourself up too badly when they happen and to realize that human error is inevitable.

The real key to avoiding typos is to have someone else proofread your copy, and this actually also relates to a question that at least one other person asked, which is if I could discuss the poor state of writing on the Internet.

In addition to the fact that most people don't get a good grammar education, I believe a significant reason you see so many typos and errors on web pages is that most web copy never gets reviewed by anyone but the writer before it goes live. By contrast, copy that you see in newspapers and magazines (in addition to being written by professional writers) goes through an extensive editing process. After a writer turns in a story, it's usually reviewed by multiple editors, including the department editor who assigned it, a senior editor, and a copy editor. Of course

Grammar Girl™  
Quick AND Dirty Tips  
FOR BETTER WRITING



Hosted by  
Mignon Fogarty

Quick  
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these editors all have more training in grammar and writing than the average person writing a blog, and even if you consider text on a commercial website, in my experience, these companies tend to run lean editorial departments and may only have one editor looking at copy before it goes live.

So my primary advice on avoiding typos is to have someone else proofread your work. On the other hand, I know this isn't possible for things like e-mail or rushed projects, so here are four proofreading tips I've collected over the years.

**1) Read your work backwards\*\***, starting with the last sentence and working your way in reverse order to the beginning. Supposedly this works better than reading through from the beginning because your brain knows what you meant to write, so you tend to skip over errors when you're reading forwards.

**2) Read your work out loud.** This forces you to read each word individually and increases the odds that you'll find a typo. This works quite well for me, and most of the typos that make it into my transcripts seem to be things you wouldn't catch by reading aloud, such as misplaced commas.

**3) Always proofread a printed version of your work.** I don't know why, but if I try to proofread on a computer monitor I always miss more errors than if I print out a copy and go over it on paper.

**4) Give yourself some time.** If possible, let your work sit for a while before you proofread it. I'm just speculating here, but it seems to me that if you are able to clear your mind and approach the writing from a fresh perspective, then your brain is more able to focus on the actual words, rather than seeing the words you *think* you wrote.

That's all on proofreading. If anyone has other proofreading tips, please post them in the comment section of the *Grammar Girl* transcripts at [quickanddirtytips.com](http://quickanddirtytips.com). I can always use more proofreading tips, and I'm sure everyone else would appreciate it too!

Moving on to another topic, two people have asked me to clarify the pronunciation of the word *et cetera*. It is pronounced *et-cetera*, with a *t* sound, and not *ek-cetera* as I apparently said in a previous show. Two of my dictionaries define *et cetera* as meaning "and so forth," and it's my understanding that in Latin, *et cetera* means "and the rest" or "and the others," and it is written out as two words: *et* and *cetera*. Although the use of *et cetera* in English is obviously adopted from the Latin phrase, you write it out as one word, *etcetera*, in English. You generally use it at the end of a list of items to indicate that the list could contain more items and for some reason you didn't list them. Here's a title that uses *et cetera*: "Question words: who, what, where, etc." And, *et cetera* is abbreviated *etc.* So, I've said *et cetera* enough times now that I hope everyone is clear on the pronunciation.

That's all. As always, this is Grammar Girl, striving to be your friendly guide in the writing world. You'll find a transcript of this podcast at [www.quickanddirtytips.com](http://www.quickanddirtytips.com).



Fun, friendly, practical advice  
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## MEMBER SPOTLIGHT

## Job Postings



**Name:** Vicki Hahn  
**Title:** Exec. Assistant to the Board of Directors  
**Business Name:** Three Valleys Municipal Water District  
**Years:** 2.5 years

### What do I enjoy most about being an Admin Professional:

I enjoy the diversity of the assignments I am given to handle. Some are routine while others may be more challenging. I think the thing I enjoy the most though is working around different people all the time and being part of a team.

### How did I hear about IAAP:

Nearly five years ago I was seeking opportunities that would enable me to network with like-minded administrative professionals and hopefully secure additional training. I was one of those members that joined in July, attended my first chapter meeting and applied to take the certification exam in August, sat and passed the CAP examination in November. I don't think there is anything special about how I became involved with IAAP. What is special is that my expectations were exceeded beyond my imagination. I have professional colleagues that I can call upon all over the world at a moment's notice to help me out in their area of expertise. Locally I have developed some lifelong friendships and have been given opportunities to develop my leadership skills and offer mentoring to my peers. I was part of the inaugural group to participate in the *Member of Excellence* program that IAAP offers and have obtained my certification for both years. I am presently on target to obtain for 2010-2011 as well.

### My interests and hobbies:

I have many interests and passions but few hobbies. I am especially fond of any agencies that work with disabled populations, particularly those on the autism spectrum. In 2008 I returned to school as a part time student pursuing my bachelor's degree in Public Administration. I still have a few years to go, but I keep chugging along. During my downtime (you can all smile now) I enjoy reading and watching television – what you might not guess is that my favorite genre is crime dramas. I love the entire Law and Order franchise and have gone back to Netflix and watched every episode from day one. I also enjoyed 24 and was sad that it stopped filming. I love country western music and could see spending my retirement years in a place like Nashville, Tennessee that offers the best country music around – I don't drink, but I can "honky tonk".

In March I will be obtaining certification as a board secretary through California Special Districts Association where I will spend two training days in beautiful Monterey.

I have been married to my wonderful husband Frank since 1984. We share two lovely children, Laura, 16 and Philip 14.

### *Around and in the Inland Empire.....*

To access new employment opportunities from our web site Employment Opportunities page, please visit our web page ([www.cucamongavalleyiaap.com](http://www.cucamongavalleyiaap.com)) and click on the "Employment Opportunities" button.

### Superior Court of San Bernardino jobs:

**Legal Processing Assistant Trainee – All Districts**  
**Supervising Accountant**

Please visit [www.sb-court.org](http://www.sb-court.org)

**Mt. San Antonio College:** If you are interested in applying for a position or obtaining information about any employment opportunities at the Mt. San Antonio College, please visit our website to create an online application at <http://hrjobs.mtsac.edu>.

You may also contact the Office of Human Resources at 909.594.5611 ext. 4225, E-mail [employment@mtsac.edu](mailto:employment@mtsac.edu) or in person in building 16E, 1100 N. Grand Avenue, Walnut, CA 91789 .

### Citrus College has jobs available online at their site:

<http://www.citruscollege.edu/stdntsrv/ses/layouts/jobPostings.aspx> For Job Information, call 909.652.6534

**Daily Bulletin Newspaper** has jobs listed in their newspaper online at: <http://hotjobs.yahoo.com/jobs-Clerical-Administrative?partner=ladailynews>

If you hear of a job opening, please send the tip to Debbie Cabana for posting on our Chapter Website and Newsletter. If you would like to be notified right away of any new job postings, then add your email address to the Job Opportunities HOT LINE distribution list by contacting Debbie Cabana at [dcabana@yahoo.com](mailto:dcabana@yahoo.com).

Watch for future postings!



# 2010-2011 IAAP CALIFORNIA DIVISION BOARD OF DIRECTORS



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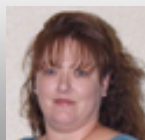
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### Links to IAAP Resources:

- CA Division:**  
<http://www.iaap-ca.org/index.html>
- IAAP Headquarters:**  
<http://www.iaap-hq.org/>
- IAAP Web Community:**  
<http://community.iaap-hq.org/IAAPHQ/IAAPHQ/Home/>

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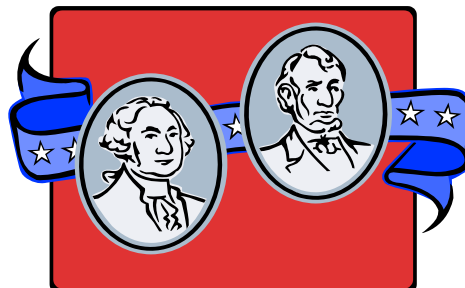
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Please visit us on the web at [www.cucamongavalleyiaap.com](http://www.cucamongavalleyiaap.com)

# Headquarters and CA Division News!

## Headquarters & CA Division News. . .

At the CA Division Leadership meeting in San Diego, we learned that the Annual Conference in June is going to be “outside of the box”! The Board has invited the services of two exciting professional planners to make this an “over the top” experience! Valerie and I were so impressed last year in Pleasanton; I can’t begin to imagine how amazing it will be in San Diego! Stay tuned for more news. . . the conference brochure should be out by mid-February.

The hot topic from IAAP Headquarters is compliance with new IRS laws. We have thoroughly checked our practices and the good news is we’re doing everything right! Also heard that we are one of eight chapters in California that submitted the Avery Great Results application, and we’re anxiously awaiting the results!

Kudos to our Past President Ida Martinez, CPS for being the Nominations Committee Member-South for CA Division IAAP along with Barbara Murphy, CPS/CAP. If you’re thinking of running for a Division Office, your paperwork needs to be in by February 15th. Forms and details are on the CA Division website.

Wishing all of you a Happy Valentine’s Day. . here’s a little poem especially for us!



## Valentine to an Administrative Professional

by Todd Hunt

She's first one in and last to leave,  
her mark is everywhere.  
But like a watchful angel,  
we seldom know she's there.

She guards the gate, protects the boss,  
efficient through and through.  
Those binders for this afternoon?  
All set in Boardroom 2.

Mind-reading is among her skills,  
and putting fires out.  
She juggles tasks and jumps through hoops,  
yet never one to pout.



**International Association of  
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Three hands, you see, she does possess  
and intellect well-bred.  
Plus humor, tact, diplomacy  
and eyes behind her head.  
Computer tech and referee,  
yes, party planner too.  
Committee head, Excel sheet queen -  
there's nothing she can't do.

We've used the female pronoun, true,  
throughout this love decree,  
but sometimes (though it's rather rare),  
that admin pro's a he!

Feel free to share it with your members, with this attribute at the end:

Business humorist Todd Hunt speaks for IAAP and other groups that want to add fun to their events and send members back to work smiling -- with tips to improve communication and success. His world's shortest email newsletter (30 seconds twice a month) is available free at [www.ToddHuntSpeaker.com](http://www.ToddHuntSpeaker.com)

Cucamonga Valley Chapter of Excellence Scoreboard and Criteria		2010 - 2011		
		YTD		
		Target	Actual	% Achieved
1	Sixty percent of the chapter meetings offer recertification points	6	4	66%
2	At least one member of the chapter obtains their CPS and/or CAP certification during the current IAAP fiscal year.	1	2	200%
3	Download the Chapter of Excellence Commitment form; sign and date the form	1	1	100%
4	Publish at least six (6) newsletters/e-newsletters	6	4	66%
5	Participate in the IAAP Web Community by hosting chapter's web site on the IAAP Web Community	1		Debbie
6	Publish annual meeting calendar with education and/or training topics by October 1 <sup>st</sup> and establish marketing plan to encourage members to attend chapter, division and international meetings and events	1	1	100%
7	Create and maintain an annual budget; provide a monthly financial statement to the membership and submit annual audit report to the division treasurer. <b>This criterion is a mandatory requirement.</b>	12	6	50%
		2	1	50%
8	Maintain a full slate of officers (minimum four offices); maintain committee chairs for the Bylaws, Certification, Education and Membership Committees and submit new officers and committee chair listing to HQ by July 1 deadline	2	1	50%
9	A minimum of four (4) officers and chairs of the Bylaws, Certification, Education and Membership Committees; participate in at least one IAAP Leadership/Succession Planning training event.	4	4	100%
10	Send a delegate to the Division Annual Meeting and send a delegate or submit a proxy to the International Convention and Education Forum.	2		Registered 3 for DIV.
11	At least one (1) member serve in a division office or committee; or serve on an international committee; or as an international officer or as an RTF Trustee.	1		Ida?
12	Sponsor or co-sponsor a professional development seminar or sponsor/co-sponsor an APW/APD and/or annual executives' event.	1	1	100%
13	Submit a completed application for the Avery Chapter/Division Achievement Awards Program and/or submit a nomination in the Award for Excellence program	1	1	100%
14	Maintain a minimum of 15 members and achieve an annual retention rate of at least 80% (To meet this criteria, we must retain 40 of the beginning membership of 50)	40	49	144%
15	Conduct at least one Member Recruitment Meeting. <b>This criterion is a mandatory requirement.</b>	1		Scheduled For May
16	Conduct a new member orientation program	1	1	100%
17	Achieve a net membership increase of at least 12 percent (minimum required is a net 6 member increase) (We grow our membership to 56 to meet this criteria)	56	49	
18	Sponsor a new IAAP Professional Chapter or Student Chapter	1		
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	4	3	75%
<b>Total Results</b>				



# Fundraiser

## Delicious Buffet Dinner Included Fun - Prizes & More

### \$25.00 Donation Per Person

Friends, Co-workers or  
Family Welcome



Co-Ed



This is an Adult Only Event, BYOR  
(Bring Your Own Refreshments)

## When: Saturday, March 19, 2011

### Time: 5 o'clock to 9 o'clock

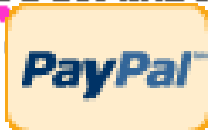
### Where: Donna's House - Rancho Cucamonga

RSVP By: March 15, 2011 to:

[valerie.victorino@cityofrc.us](mailto:valerie.victorino@cityofrc.us)

[tina.watson@cityofrc.us](mailto:tina.watson@cityofrc.us)

### Payment Due: March 17, 2011



# SAVE THE DATE



## WELCOME IAAP 2011 to the Hilton San Diego Mission Valley

June 9-12, 2011

\$109.00 per night rate standard room single/double occupancy; rate valid 3 days pre and post

Complimentary self parking (\$14.00 value)

Complimentary high speed internet access in guest rooms (\$9.95 value)

15+ restaurants within walking distance: Benihana, Gordon Biersh, Friday's, PEI WEI, etc.

Walking distance to Mission Valley & Fashion Valley Malls...the SD Trolley goes to all SD Locations



901 Camino del Rio South  
San Diego, California 92108  
Tel: 1-619-543-9000 Fax: 1-619-543-9358



**WE CANNOT WAIT TO BE YOUR HOST!**  
Please call if you have any questions: 619-543-9000  
Your booking link will be posted on the Registration Web Site.