



SouthWest Metro News

The Official Newsletter of The SouthWest Metro Chapter of IAAP

www.iaap-swmetro.org

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March 17 Program

Did you know that each day about 10,000 Americans try chiropractic care for the first time? Each of us suffers from some type of ache or pain. It could be a headache, a backache, neck pain, etc.

Why do we put up with it? Is it because we don't understand what a chiropractor does and we are afraid of the bone crushing adjustments, so we just won't make that first move? Don't put it off any longer... Come to the March 17 IAAP meeting and meet Dr. Kurt B. Hornnes, D.C., FASA, P.A.



Dr. Hornnes will explain how safe, gentle, and effective chiropractic care can help you. He will talk about the effects of laser, nutrition, and answer any questions or concerns you have about chiropractic treatments.

This program will be held on Thursday, March 17, 2005 at the Crowne Plaza Hotel located at 5401 Green Valley Drive (Highway 494 & Highway 100), Bloomington, MN. Registration and social time start at 5:30p.m. Please join us for this very informative evening.

We encourage and welcome ALL administrative professionals to attend. The fee is \$18 for SWM members, \$20.00 for other IAAP members and \$25 for guests. This fee includes social/networking time, a terrific dinner, an informational program and a brief business meeting.

Chapter Members: A reminder that the "Bring a Guest" contest runs from March through June. Each member who brings a guest to a SWM chapter meeting will have their name entered into a drawing to be held at the June chapter meeting. The prize is unknown at this time, but it will be a good one!!

President's Highlights

Gloria Oveson CPS/CAP

Renee Raun CPS/CAP

**It's the differences
that bring us together**



At SouthWest Metro Chapter, “It’s the differences that bring us together”. This is the theme that we have selected for our chapter. The puzzle pieces represent each member of our chapter. Every piece is a little different from every other one, and each piece is as important and necessary as every other one. Since we are a new chapter, we thought this theme would be very appropriate. In the past few months and even before our chapter was chartered, members volunteered and gave us their ideas, time and talent to put the pieces together very nicely for the new SouthWest Metro Chapter.

We believe that for you to get the most out of your IAAP membership, you need to become involved with your chapter. It’s interesting that when we joined IAAP, we both had goals to attend as many meetings as possible, to network and to meet lots of people. We both served as Treasurer and Director at Large, in addition to being chairs and co-chairs on various committees. We both had two other important goals. One was to attain our CPS/CAP certification – which we did, and it provided us with great personal satisfaction. Secondly, we both had a goal to be president of a chapter. It’s a great feeling of personal accomplishment, and we know that it would be for you too.

With the Annual meeting quickly approaching, we would like each and every one of you to start thinking about yourselves and others as

pieces of this puzzle. It takes everyone working together side-by-side to put the picture together. By volunteering for one of the following offices you will realize that you do belong to a great organization and are part of the big picture of IAAP and the SouthWest Metro Chapter.

- President
- President-Elect
- Vice President
- Secretary
- Treasurer

Please contact our Nominating Committee -
Judy McCallion -
judy.a.mccallion@seagate.com and/or
Luanne Jorgenson -
luanne.d.jorgenson@seagate.com to
nominate yourself or another chapter member.

Please feel free to contact us about anything you would like to discuss.

See you at the March chapter meeting!

SWM Chapter Meeting Info

The SouthWest Metro Chapter meets the third Thursday of every month at the Crowne Plaza Hotel, 5401 Green Valley Drive, Bloomington MN 55437 (Highway 494 and Normandale Boulevard).

5:30 social/networking & registration;
6:00 dinner - followed by an educational program and a short business meeting.

Cost is \$18 for chapter members, teachers, and students; \$20 for other IAAP members; and \$25 for non-members. Meetings are open to all administrative professionals.

To RSVP or for further information visit www.iaap-swmetro.org.

Meet a SWM Member

Hello, my name is Louie Goodnough with the given name of Luana, I prefer Louie, however, I am called both. I am single and making life on my own as a Senior Administrative Assistant for two wonderful VPs at UnitedHealth Group (Optum) in Golden Valley (since October 2004). I support many others (30) as well, which help the work days and weeks go by, like we really need to wish our lives away right, it goes fast enough. However, at this time in my life I feel being busy is essential, especially when you have to start over in many aspects of life. I've had many major changes in the past few years with getting divorced (20 years) and being laid off from a job of 23 1/2 years (Seagate), these times can be very tough to keep your head up and move forward. I've been doing well, thanks to my family & friends, and of course, father time. I try to laugh about it (now anyway), I believe there's humor in everything and it's the best healing medicine out there. If you don't have the humor you sure better know how to swim!! Ha ha ha ha. Then again, I'm a strong believer that every thing in life happens for a reason.

I have no kids and sorry to say I never wanted them. I did a lot of baby-sitting in my early years and kind of feel like, "been there done that". Plus I have a ton of nieces and nephews I borrow for a time, for me it's nice because I can spoil them and send them on their way - ha ha ha ha. I'm a kid that NEVER wants to grow up, so I enjoy my freedom immensely. However, I do have another responsibility other than myself and a home, my horse Champ, who acts like a big dog, comes when I call him and follows me like a puppy, especially when I have treats, go figure!! I enjoy horse back riding, reading, traveling (lately I've been preferring Caribbean side of Mexico, guaranteed sun and turquoise waters. I do enjoy cruises (for the same reasons), taking care of my house and yard, being with my friends and family and most of all being spontaneous and adventurous. Life is too short, so enjoy each day with everything you do, make the best of each situation and roll with the punches; this will take you far!

I attended an IAAP meeting in November of 2004 with an invitation from Luanne Jorgenson (she is a wonderful, dear friend of mine, a lifer indeed) and joined the IAAP SouthWest Metro Chapter with compliments of a drawing I won, which I would have joined anyway. This is a GREAT way to network and gain more skills. I look forward to every month's meeting and learning more of what IAAP has to offer along with seeing my new found buddies, two (many) for one!

Exceptional Member Award

Is there a member at SouthWest Metro chapter who you think is truly exceptional? You can nominate that person for the "Exceptional Member Award"! Honor her for accomplishments and contributions both at work and in the chapter. If you know someone who has gone above and beyond to accomplish something, someone who has stepped out of their comfort zone, someone who has taken on a leadership role as a Board or committee member at SouthWest Metro, then you should nominate her for this award.

Forms will be available on the tables at each chapter meeting, or you can send an email to any Board member with the nominee's name and why you feel she should be recognized. Each recipient will receive an appreciation candy bar and a certificate of recognition.

Bylaws & Standing Rules

Char Wilkinson CPS

Drafts of the chapter Bylaws and the Standing Rules were e-mailed to all chapter members for your review prior to the March Chapter Meeting. The recommended Bylaws and Standing Rules will be voted on at the March Chapter meeting so members please take time to review these documents prior to the meeting.

Community Service

Kathy Kelash

February's Feed My Starving Children was a great community service project. Members of the SouthWest Metro Chapter helped out at the Feed My Starving Children project in Eagan. Members said it was a gratifying project and they will plan to participate again.



Left to Right: Lynn Boergerhoff, Elaine Parker, Dawn Olson CAP, Marvel Thorne, Kathy Kelash, Maria Diiorio, Judy McCallion, Luanne Jorgenson, Cindy Wolf

We will continue supporting this organization by filling "Quarter containers" at future meetings. Each container filled with quarters and returned to Feed My Starving Children will feed 84 children. Please bring your quarter containers to the March meeting. If you don't have a container, just bring lots of quarters!! We will provide containers.

We will have an ongoing community service to Ready for Success. We can bring items to any meeting and give them to Char Wilkinson. She will also let us know if there is a specific need and if so, we will arrange a larger clothing/supply drive.

We are planning a "Baby Shower" donation for the Crisis Nursery for the April chapter meeting. More info will be provided at the March chapter meeting.

Membership

Joan Dietz CPS

The following article is from the IAAP headquarters website:

Renew Your IAAP Membership Online

With the new e-series system on the IAAP Web site, renewing your membership online is a breeze. Here are step by step instructions:

1. Go to the IAAP Web site, www.iaap-hq.org
2. Click on link to "Members' Place" on left-side menu.
3. Login to "Members' Place" following instructions on the registration/login page (if new to the system, see link to "Existing Members" login information).
4. Once you're logged in, you will see your "Profile" link on top left menu. If you have membership dues to be paid, an e-billing reminder will appear below your ID number. Click on the e-billing reminder or your name in the Profile link.
- 5a. If you clicked on the e-billing reminder, you will be taken straight to page showing what payments are due.
- 5b. If you click on your name in the Profile menu, then the main Profile page will show information from your membership record at Headquarters (note that you can submit changes to your membership record, such as changing preferred e-mail address here). If you have dues to be paid, one of the top menu buttons in the Profile page will be "Billing"—click on the "Billing" button link, and a page will come up showing what payments are due.
6. Once you've reviewed your dues amounts, click on "Add to basket" button on bottom right. This will take you to secure payment screen to enter your credit card information.

Once completed, hit "Submit" button only once. If your credit card is approved, you will be taken to a receipt page, and you will also receive an e-mail verifying payment, which serves as a receipt.

Note that the above process is for standard, regular dues payments. Special

Membership *(continued)*

circumstances such as membership transfers, membership status changes, or reinstatements cannot be done online. Contact the Membership Department at Headquarters if you think the e-billing information is not correct, or if you wish to transfer to another chapter or any other status change, such as transferring from/to member-at-large. If you have questions or need help with the billing process, contact the Membership Department at Headquarters, e-mail: membership@iaap-hq.org or call 816.891.6600.

Newsletter Articles

Gloria Oveson CPS/CAP and Brenda Kougang

The Newsletter team would like to invite you to submit articles, tips or suggestions for the monthly newsletter. If you enjoy writing articles or have any computer tips, time management or organizational tips that you would like to share, please forward them to Gloria. The deadline to submit tips or articles for the next newsletter will be the **28th** day of each month. **Please note change of date on deadline!**

Nominating Committee

Judy McCallion and Luanne Jorgenson

Election of officers for fiscal year 2005-2006 will be held at our May meeting. If you are interested or know of someone who is interested in being an officer for the SWM Chapter for the 2005-2006 fiscal year, please contact Judy McCallion - judy.a.mccallion@seagate.com and/or Luanne Jorgenson - luanne.d.jorgenson@seagate.com

Ways & Means

Luanne Jorgenson & Gloria Oveson CPS/CAP

We would like to thank the admins from Seagate for donating the Candy Bouquet for the February meeting. Gloria Oveson was the lucky winner of the bouquet!

Public Relations

Gloria Oveson CPS/CAP

The Chapter Meetings are listed in the Sun Current Newspapers in the Community Events column. Watch for these in your neighborhood newspaper.

Sunshine Committee

Brenda Kougang

On behalf of our chapter, the Sunshine Committee will send cards to chapter members to recognize various occasions - new jobs, promotions, births, get well, thinking of you, sympathy – whatever the occasion. Please send Brenda Kougang bkk@bcov.org an e-mail if there is such an occasion that you would like recognized.

Website

Joan Dietz CPS and Renee Raun CPS/CAP

Remember to update your personal information in the Members Only section of the website.

We'd like to encourage each of you to take advantage of the **IAAP Bits & Bytes newsletter** that is posted on the headquarters website. There are many interesting and informative articles!!

Happy St. Patrick's Day!

Happy St. Patrick's Day!



Committee Teams

Bylaws & Standing Rules Committee

Char Wilkinson CPS

Certification Committee (CPS/CAP)

Karen Brugman

Community Service

Kathy Kelash

Historian

Luanne Jorgenson

Hospitality & Registration

Cindy Wolf and Dawn Olson CAP

Membership

Joan Dietz CPS and Renee Raun CPS/CAP

Newsletter

Gloria Oveson CPS/CAP & Brenda Kougang

Programs & Education

Chantel Szambelan and Cindy Wolf

Public Relations

Gloria Oveson CPS/CAP

Sunshine

Brenda Kougang

Ways & Means

Luanne Jorgenson & Gloria Oveson CPS/CAP

Website

Jim Rivord,

Joan Dietz CPS & Renee Raun CPS/CAP

Contact any chairperson if you are interested in joining their committee.

Upcoming Events

March 17 – SouthWest Metro Chapter

Meeting at Crowne Plaza Hotel in Bloomington – 5:30 registration and social time, 6:00 dinner. Program Speaker: Dr. Kurt B. Hornnes, D.C., F.A.S.A., P.A.

April 7 – SouthWest Metro Board Meeting

at 5:45pm – **(Please note change of date)** Southgate Office Building - 5001 American Blvd West, suite 1000, Bloomington. All committee chairs are encouraged to attend and all chapter members are welcome to attend

April 21 – SouthWest Metro Chapter

Meeting at Crowne Plaza Hotel in Bloomington – 5:30 registration/social networking, 6:00 dinner. Program Speaker: Sharon Sayles Belton, Former Mayor of Minneapolis and Public Policy Advisor, GMAC-RFC

April 25-29 – Administrative Professionals Week

April 27 – Administrative Professionals Day

May 6 - CAP Exam - Century College

May 7 - CPS Exam - Century College

May 13-15 – MN-ND-SD Annual Meeting and Spring Conference – St. Cloud Holiday Inn, St. Cloud MN

May 19, 2005 – SouthWest Metro Annual Chapter Meeting (Members Only)

June 16, 2005 – SouthWest Metro Chapter Meeting - Strategic Planning Meeting & Installation of 2005-2006 Officers

July 17-20 – IAAP International Convention – Adam's Mark Hotel, Denver CO. Reservations can be made by calling 800.444.2326

Employment Postings

Please remember that job openings will be posted on our website. If you want to post a job opening, please contact Debi-Cain Rivord at debicain@rivord.org

IAAP Websites

International: www.iaap-hq.org

Division: www.iaap-mnndsd-division.org

SouthWest Metro: www.iaap-swmetro.org



Happy Birthday!!

- March 5:** Beth Larson
- March 13:** Linda Solmes
- March 17:** Jim Rivord
- March 31:** Judy McCallion

Enjoy your special day!!

Happy Anniversary!

No anniversaries are listed for chapter members in March. If you haven't done so, please go into the "Members Only" section of the SWM website to update your info.

Chapter Dinner "No-Show" Policy

Just a reminder that "no shows" will be billed for the monthly fee unless your reservation is cancelled prior to the deadline stated on the reservation RSVP (Monday prior to the meeting).

We know that "things happen" and sometimes we just can't make it at the last minute. However, the hotel still requires payment for your meal. For this reason, we must collect from you. Thanks for your understanding!

BENEFITS OF MEMBERSHIP

Continuing Education – Earn Continuing Education Credit (CEUs) and/or CPS Recertification Points at Chapter, Division, and International meetings or conferences.

Networking – Meet and exchange ideas with other office professionals.

Professional Growth – Enhance your career and develop self-confidence.

Certified Professional Secretary® (CPS®) and Certified Administrative Professional® (CAP®) Programs – Attain the recognized standard of measurement of secretarial and administrative assistants' proficiency through an extensive written examination.

Leadership Development – Learn team-building and organizational skills as a committee member, committee chair, and/or officer.

Technology Updates – Keep up-to-date on industry trends and technological advances.

Professional Publications – Receive timely information on issues facing business professionals today.

The SWM Board of Directors has set a goal to obtain five new members by the end of this fiscal year (June 30).

All members are encouraged to share IAAP information and the benefits of membership with your co-workers and friends. Please invite them to attend our meetings!!

For every guest you bring to a meeting from now through June, your name will be entered into a drawing for a "surprise" gift.

Want to become a member?

Contact Joan Dietz, Membership Chair, at joan.m.dietz@supervalue.com and ask that a prospective membership packet be sent to you. Better yet, attend one of our meetings and see for yourself how IAAP® can help you achieve success in the administrative profession.

Here's a special offer from **Glenrose Floral**.

Dear IAAP Members;

Glenrose Florals would like to extend a special offer – Just For You!

When you place an order from one of our 5 floral shops and mention that you are an IAAP member, we will give you a 10% discount on your purchase. Please mention this special offer when placing your order. We welcome you to use this special when placing your corporate orders too!

At Glenrose Floral, we are committed to offering nothing less than the finest products, backed with service that is fast, friendly, and guaranteed! We are proud to offer you SAME DAY floral & gift delivery ~ A huge selection flowers ~ the largest selection of roses in the Twin Cities ~ Lush green & tropical plants and European dish gardens ~ Gourmet, Fruit and Gift baskets Gift baskets and more....

For more information about our wide range of products – please visit our website at <http://www.glenrosefloral.com/>.

In addition, please visit our Glenrose Bridal Shop – We carry a vast selection of bridal gowns, bridesmaid and mother of the bride dresses, tuxedo rentals, invitations and of course – designer flowers! Our Bridal Shop website is <http://www.glenrosebridalshop.com/>.

Education: Quickbooks with Quickpay *By Joan Dietz CPS*

The four Saturday mornings (9 a.m. - 12 p.m.) I recently spent taking this course at Kennedy High School in Bloomington was well worth the weekend sleep-in sacrifice. Though Frank Schadewald is not an accountant (as he immediately informs us at the first class), he does an excellent job not only in the Quickbooks “How To’s”, but also the “Whys.” I came out of this program not only familiar with the software, but with a general understanding of accounting (i.e. the value of software which allows single entry as opposed to the historical double entry, etc.).

My purpose in taking this course was twofold: I felt I needed a better understanding as I did payroll at my job through Quickbooks, and also to help administrate the accounting aspect of my husband’s business. In our class of four women, the other three had enrolled with the purpose of learning better accounting systems for their own businesses.

One of the most valuable aspects is the background Mr. Schadewald walked us through - we learned the importance of each step, for our accounting as well as for the IRS.

From the importance of lists, to the various functions (Accounts Payable, Accounts Receivable, Payroll, etc.), I felt we covered a great many aspects needed for keeping reliable and necessary records.

This program is offered through the Bloomington/Richfield Community Education winter course. The catalogue can be found at www.bloomingtonrichfieldcommunityeducation.com.

If you have had a good experience with training and would like to share in our newsletter, please feel free to submit articles to Gloria Oveson at gloria.oveson@nwa.com.

2005 Compensation Trends

from OfficeTeam

The year 2005 looks promising for administrative professionals. Many firms are re-evaluating their human resources needs in anticipation of business growth. As a result, skilled job candidates are likely to see higher starting salaries as competition for their talents heats up. In fact, according to the newly released *OfficeTeam 2005 Salary Guide*, average base pay for administrative professionals overall is expected to rise 3 percent in 2005.

Senior executive assistants will see the greatest increase in starting compensation of any single administrative job classification in 2005, with base salaries expected to increase 6.3 percent, to the range of \$35,000 to \$46,250 annually. Average starting salaries for executive assistants are expected to be between \$30,000 and \$38,000, 5.6 percent higher than last year.

Medical customer service representatives also are likely to see significantly higher salaries in 2005, as their base compensation will increase 5.9 percent to between \$22,250 and \$27,500 annually. Patient registration/admissions clerks can expect starting pay to rise 5.2 percent, to the range of \$22,250 and \$28,000. Medical records clerks will see starting salaries between \$20,000 and \$24,000, a 4.8 percent increase from 2004 levels.

To take full advantage of the opportunities in today's job market, all administrative professionals, regardless of position, must build key skills and experience. Factors hiring managers are closely evaluating include:

Technology skills. Candidates with in-depth knowledge of the Microsoft Office suite of applications, as well as database- and schedule-management software, are in high demand. Those who possess certifications such as the Microsoft Office Specialist designation may see starting salaries rise by up to 10 percent.

Professional designations. Firms are often willing to increase starting salaries up to 7 percent for candidates with credentials such as Certified Administrative Professional or Certified Professional Secretary.

Industry experience. Professionals who wish to work within certain industries must possess highly targeted knowledge and experience. In a recent survey conducted by our firm, 53 percent of executives polled said industry experience is the first thing they notice when reviewing a candidate's resume.

Interpersonal skills. As administrative professionals play larger roles in the success of many businesses, organizations seek strong communicators with the tact and diplomacy to effectively collaborate with a wide range of internal and external contacts.

OfficeTeam is the world's leading staffing service specializing in highly skilled administrative and office support professionals. The company has more than 300 locations worldwide, and offers online job search services at www.officeteam.com. For more information, or to order a free copy of the *OfficeTeam 2005 Salary Guide*, call (800) 804-8367 or visit www.officeteam.com.

Windows PC Security – There is a Free Lunch

By Glen Oveson

Personal computer security has become more and more of a concern to everyone, and rightfully so. The number of viruses, worms, trojans, spyware, adware, etc. (commonly called malware) grows daily. Fortunately, the PC user has access to a variety of software tools that can prevent or remove malware. There are many commercial packages, available for a license fee and ongoing support charges, that will prevent and remove malware. But, better yet, there are no-cost packages available for personal use that are as professionally done as the “pay-for” packages. This article will identify some specific programs, what they do, and where they can be obtained.

Computers connected to the Internet are vulnerable to attacks by hackers using scanning tools. Microsoft Windows XP includes a basic software firewall that will help prevent incoming attacks if it is enabled. However, there is a free firewall package named ZoneAlarm that will not only prevent incoming attacks, but will also alert a user if an already installed malware program, such as a keystroke logger, tries to send information it has recorded. ZoneAlarm is available for free download for personal use, from its developer and publisher, Zone Labs. The web site download URL is:

http://www.zonelabs.com/store/content/company/products/znaln/freeDownload.jsp?lid=zaskulist_download

The download package has an easy-to-use installer and provides extensive help to get a new user started. Initially, the package asks about every new application that wants to send or receive data from the Internet. Once the user approves trusted applications for ongoing access, the operation quiets down. Updates are available from time to time and the program can be set to check for them automatically.

Virus detection software is a must-have in today's computing environment. Alwil Software sells a well-done commercial virus protection product called avast!. To their credit, they also offer a single workstation version free of charge for personal use. They also offer a free online subscription for virus pattern updates and

program upgrades that is good for one year and can be renewed as long as free subscriptions are offered. Virus pattern updates occur often (sometimes daily) and can be downloaded and installed automatically without user intervention. Alwil's web site is:

http://www.avast.com/eng/down_home.html

avast! automatically checks each application and document for infections as they are opened. It can be configured to check incoming email for virus attachments and to automatically scan disk drives while a screensaver is running.

Spyware which includes adware, browser tracking cookies, rogue browser helper objects, keystroke loggers, and other malware is another computer-security concern. A free version of a product called Spybot – Search and Destroy will allow a user to scan a computer and eliminate many of these spyware packages. Spybot can also “inoculate” a browser to ask permission or prevent the download of spyware, such as rogue ActiveX scripts, tracking cookies, or malevolent browser helper objects. Spybot S&D is available at:

http://www.download.com/Spybot-Search-Destroy/3000-8022_4-10289035.html?tag=prod

Another free spyware scanning package called Ad-aware SE Personal Edition, will sometimes find spyware that Spybot S&D doesn't. Using both packages periodically is a good idea as they complement each other. Ad-aware is available for download at:

http://www.download.com/Ad-aware-SE-Personal-Edition/3000-8022_4-10045910.html?tag=prod

All of these security tools are used on our home computer and I can personally recommend them for a safer computing experience. Just remember that they are licensed for your non-business use and should not be installed on a business computer. Additionally, your company IS department may take a dim view of any attempt to install unapproved software on a company-owned computer.