

# THE DOMINION DISPATCH



International Association of  
Administrative Professionals®  
Old Dominion Chapter

Virginia

Celebrating 60 Years



Old Dominion Chapter, IAAP • P.O. Box 71412 • Henrico, VA • 23255 • <http://www.iaap-olddominion.org>

## OUR MISSION

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

## CHARACTERISTICS OF A LEADER



**KIM BROWN**  
**KEYNOTE SPEAKER**  
**TUESDAY, AUGUST 16, 2011**

Join us on Tuesday, August 16, 2011 for our August meeting located at the **Courtyard Richmond Northwest—Marriott**, 3950 Westerre Parkway, Richmond, VA 23233. Click on the following link below:

<http://www.marriott.com/hotels/travel/ricnw-courtyard-richmond-northwest/>

The theme is “Characteristics of a Leader!” Kim Brown will be the keynote speaker (Pfizer Consumer Healthcare). Please review the overview and biography on page 4.

**Who Will Benefit:** Administrators, Executive/Administrative Assistants, Office Managers, Secretaries, Clerical Support, Receptionists, Support Technicians, Purchasing Agents, Financial Personnel, Human Resource Personnel, Program Managers, and other administrative and supportive personnel

**Who Is Invited:** IAAP Members, Non-Members, and Guests

**REGISTER TODAY!** Please complete the registration form on page 3. If paying at the door, please complete the registration form appropriately. Guest are welcomed to all events!

# Please Register Today!

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# President Message

## Old Dominion Chapter, IAAP *Celebrating 60 Years*



Bonjour! Greetings from the International Education Forum & Annual Meeting (EFAM), Montreal Canada! Wow! This spectacular event was beyond what I had anticipated! EFAM is unique and valuable because it showcases administrative leadership. It's very rare to find an administrative professional in command of a room of well over 1,000 people. A report of this event will be available Tuesday, August 16.

The 2011-2012 IAAP theme is "Making the Leap to Remarkable!" The IAAP President is Tamra Goodall, CPS/CAP. She is a member of the Charleston Chapter,

Charleston, West Virginia.

The chapter has been very fortunate over the years to have very good speakers at our events. The July 19th Summer Social was no exception! If you missed this event, you missed a treat!!! The theme was "**12 Steps to Developing a Positive Attitude While Finding Joy in Your Work!**" We were honored to have Willa Brigham, Emmy Award-Winning Storyteller, TV Host, Performing Artist, and Storyteller. Willa has an unique way of communicating and professionally presenting theme related tips through humor, storytelling, dance, and theme related songs. Forty-six attendees were in attendance.

This year the Old Dominion Chapter will be celebrating 60 years! The theme is "**Effective Leading!**" As you know, with the rapidly changing workplace, keeping current on the latest trends and technology is essential to staying employed and in making you indispensable in the workplace!

Join us on Tuesday, August 16, 2011 for our August meeting. The theme is "**Characteristics of a Leader!**" Kim Brown, Manager, Pfizer Consumer Healthcare will be the keynote speaker. Kim manages a team of Workplace Learning Professionals. Please review the overview and biography on page 4.

We are your source to learn information about current and future office trends, learn ways to increase your office proficiency, learn ways to develop your leadership skills, and we are your prime networking resource with other office professionals.

How time is flying by and we are still going strong! Please make sure to take a look at the "Upcoming Events" on page 6, as there are more good programs to be attended!

To learn more about our chapter, check-out our website at <http://www.iaap-olddominion.org/>. You may contact any of our members or myself about attending our meetings. For additional information regarding joining our chapter contact Barbara Williams, CAP, Membership Chair via [Barbara.A.Williams@altria.com](mailto:Barbara.A.Williams@altria.com).

Now that we are settling into the new year and our failing economy has touched each of us in some form; try to be positive with your family, friends and coworkers. I believe we should always keep our spirits up and do whatever you can to help those in need. Maybe you can contact a member who you haven't seen for a while and check on them and see why they haven't attended a meeting or just call to chat. Someone out there just may need a "friend."

I look forward to seeing each of you Tuesday, August 16th!

Take care,  
Cynthia Robinson, CAP, President  
Old Dominion Chapter



**EFFECTIVE LEADING!**

## Board of Directors

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President

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*Celebrating 60 Years*

# CHARACTERISTICS OF A LEADER

## KIM BROWN

# KEYNOTE SPEAKER

**1 Recertification Point**



**Courtyard Richmond Northwest—Marriott**

3950 Westerre Parkway

Richmond, VA 23233—804.346.5427



5:30-6:00 p.m. ....Registration / Networking / Dinner  
 6:00-6:15 p.m. ....Welcome / Introduction  
 6:15-7:15 p.m. ....Program

***Please print:***

IAAP Member Name: \_\_\_\_\_ CPS: \_\_\_\_ CPS/CAP: \_\_\_\_ CAP: \_\_\_\_  
 Company Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Business Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
 E-mail Address: \_\_\_\_\_ Personal E-mail Address: \_\_\_\_\_

~  
 Non-Member/Guest Name: \_\_\_\_\_ CPS: \_\_\_\_ CPS/CAP: \_\_\_\_ CAP: \_\_\_\_  
 Company : \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Business Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
 E-mail Address: \_\_\_\_\_ Personal E-mail Address: \_\_\_\_\_

~  
 Total Attending: \_\_\_\_\_ Total Amount Enclosed: \_\_\_\_\_  
 IAAP Chapter: \_\_\_\_\_ Guest of IAAP Member? [ ] Yes - [ ] No Member's Name: \_\_\_\_\_

**Attending (check one): Meeting/Program only \_\_\_\_\_ Meeting/Program/Dinner \_\_\_\_\_ (\$10.00)**

**(Make checks payable to Old Dominion Chapter, IAAP) - (Tax ID #: 54-6053135)**

The menu includes a choice of Assorted Chef & Chicken Caesar Salads, assorted cookies and beverage catered by Jason's Deli. Complimentary coffee and water service will be provided. Meal is only \$10. And parking is free!

**\*\*It is chapter policy that if a member or guest registers for dinner and cancels, they will be billed for their meal.**

**Registration Deadline—Monday, August 15, 2011**

Please mail registration form and fee to:

**GALE BARNEY, Corresponding Secretary**  
c/o County of Henrico, Virginia, Public Works

4301 E. Parham Road, Administration Annex Bldg.—3rd Floor,

Henrico, VA 23228 804.501.4398 - 804.501.7470 (fax) - [bar27@co.henrico.va.us](mailto:bar27@co.henrico.va.us)



## CHARACTERISTICS OF A LEADER

### Overview

The seminar will include:

- What is Leadership
  - Definition
- Leading at all Levels
- Characteristics of a Leader
  - Influential
  - Inspirational
  - Communication Skills
  - Strategic
- Management vs. Leadership
- Types of Leadership
  - Autocratic Leadership
  - Transformational Leadership
  - Situational Leadership
- Effective Leadership

## Kim Brown Biography



Kim Brown is currently employed by Pfizer Consumer Healthcare where she manages a team of Workplace Learning Professionals. While in this role, she has led her team through several projects which helped the site attain awards in workforce development and recognition from Pfizer's Global Learning team. Kim has held various positions during her 21 year career with Pfizer but found her niche in the arena of adult learning. She currently holds a Bachelors degree in Business Administration from Averett College, a Master degree in Education with an emphasis in Curriculum and Instruction from VA Tech and is currently a Doctoral Candidate in Higher Education and Adult Learning at Walden University. Kim has a passion for life-long learning, and works diligently to help create that same passion in others.

Kim has two children who are actively involved in sports and church related activities. In addition, she is very competitive when it comes to sports and always welcomes a challenge especially in basketball, softball, and her favorite sport, golfing. **See registration form on page 3.**

## IAAP Acronyms



APD	Administrative Professionals Day
APW	Administrative Professionals Week
BOD	Board of Directors
CAP	Certified Administrative Professional
CPS	Certified Professional Secretary
EFAM	Educational Forum and Annual Meeting
IAAP	International Association of Administrative Professionals
LAN	Leaders Actively Networking
ODC	Old Dominion Chapter
NSA	National Secretaries Association
PDS	Professional Development Seminar
PEC	Professional Education Seminar
PMOY	Professional Member of the Year
PSI	Professional Secretaries International
VDAM	Virginia Division Annual Meeting



*Celebrating 60 Years*  
**UP YOUR GAME FOR SUCCESS:  
HOW TO SUCCESSFULLY  
NAIL AN INTERVIEW!  
JAMIE WHITE  
KEYNOTE SPEAKER**

**1 Recertification Point**

**Courtyard Richmond Northwest—Marriott**  
3950 Westerre Parkway  
Richmond, VA 23233—804.346.5427



5:30-6:00 p.m. ....Registration / Networking / Dinner  
6:00-6:15 p.m. ....Welcome / Introduction  
6:15-7:15 p.m. ....Program

**Please print:**

IAAP Member Name: \_\_\_\_\_ CPS: \_\_\_\_ CPS/CAP: \_\_\_\_ CAP: \_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Business Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

E-mail Address: \_\_\_\_\_ Personal E-mail Address: \_\_\_\_\_

Non-Member/Guest Name: \_\_\_\_\_ CPS: \_\_\_\_ CPS/CAP: \_\_\_\_ CAP: \_\_\_\_

Company : \_\_\_\_\_

Address: \_\_\_\_\_

Business Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

E-mail Address: \_\_\_\_\_ Personal E-mail Address: \_\_\_\_\_

Total Attending: \_\_\_\_\_ Total Amount Enclosed: \_\_\_\_\_

IAAP Chapter: \_\_\_\_\_ Guest of IAAP Member? [ ] Yes - [ ] No Member's Name: \_\_\_\_\_

**Attending (check one): Meeting/Program only \_\_\_\_\_ Meeting/Program/Dinner \_\_\_\_\_ (\$10.00)**

**(Make checks payable to Old Dominion Chapter, IAAP) - (Tax ID #: 54-6053135)**

The menu includes a choice of Pasta Feast (hot pasta, salad, dessert and beverage catered by Jason's Deli. Complimentary coffee and water service will be provided. Meal is only \$10. And parking is free! **\*\*It is chapter policy that if a member or guest registers for dinner and cancels, they will be billed for their meal.**

**Registration Deadline—September 16, 2011**

Please mail registration form and fee to:

**GALE BARNEY, Corresponding Secretary**

**c/o County of Henrico, Virginia, Public Works**

4301 E. Parham Road, Administration Annex Bldg.—3rd Floor,



Henrico, VA 23228 804.501.4398 - 804.501.7470 (fax) - [bar27@co.henrico.va.us](mailto:bar27@co.henrico.va.us)

For additional inquiries, contact Cynthia Robinson, CAP, President, [rob12@co.henrico.va.us](mailto:rob12@co.henrico.va.us), or 804.921.2293



# Old Dominion Chapter, IAAP

## *Celebrating 60 Years*

### Upcoming Events At A Glance

<http://www.iaap-olddominion.org>

Registration begins at 5:30 p.m. for all monthly meetings

#### **August 16, 2011**

Monthly Meeting

Speaker: Kim Brown—6 p.m.—7:45 p.m.  
Topic: How To Become A Better Communicator (Revised)  
Location: Marriott-Courtyard Richmond Northwest  
3950 Westerre Parkway  
Richmond, VA 23233

1 Recertification Point

#### **September 20, 2011**

Monthly Meeting

Speaker: Jamie White—6 p.m.—7:45 p.m.  
Topic: ***Up Your Game for Success: How to Successfully Nail an Interview!***  
Location: Marriott-Courtyard Richmond Northwest  
3950 Westerre Parkway  
Richmond, VA

1 Recertification Point

#### **October 13, 2011**

Boss's Day Appreciation Breakfast—8—10 a.m.

Speaker: Melanie Green, PhD  
Topic: ***Leadership: Grow Your Career For Success!***  
Location: Marriott-Courtyard Richmond Northwest  
3950 Westerre Parkway  
Richmond, VA 23233

Recertification Point Pending

#### **October 29, 2011**

PDS – Professional Development Seminar

Location: Holiday Inn-Kroger Center  
1021 Kroger Center Blvd.  
Richmond, VA 23235

Hosted by: Southside and Tri-City Chapters

Recertification Point Pending

#### **November 1, 2011**

Annual Seminar—Old Dominion Chapter 60th Anniversary

Speakers: TBA  
Presenters: TBA  
Topic: ***The Road To Excellence: Can I Lead?***  
Location: Westwood Club  
Recertification Point Pending

#### **December 6, 2011**

Holiday Event

Speaker: TBA  
Location: Marriott-Courtyard Richmond Northwest  
3950 Westerre Parkway  
Richmond, VA 23233

#### **January 17, 2012**

Certification Committee

Speaker: Dr. Poindexter  
Topic: TBA  
Location: Marriott-Courtyard Richmond Northwest  
3950 Westerre Parkway  
Richmond, VA

Recertification Point Pending

#### **June 28-30, 2012**

Annual Meeting-VA/WV Division

Location: Lynchburg, VA  
Contact: Ava Oxley, CPS – [aoxley@mail-america.com](mailto:aoxley@mail-america.com)  
Yvonne Younger, CAP—  
[yvonne.younger@centrahealth.com](mailto:yvonne.younger@centrahealth.com)

Recertification Point Pending

**OLD DOMINION CHAPTER, IAAP**

*Celebrating 60 Years*



International Association of  
Administrative Professionals  
Old Dominion Chapter

**BOSS'S DAY APPRECIATION  
BREAKFAST**

**LEADERSHIP:  
GROW YOUR CAREER FOR SUCCESS!**

**DR. MELANIE GREEN  
KEYNOTE SPEAKER**



**OCTOBER 13, 2011**

**REGISTRATION: 7:30 a.m. – BREAKFAST: 8 a.m.**

**RECERTIFICATION POINT PENDING**

**Courtyard Richmond Northwest—Marriott**

**3950 Westerre Parkway**

**Richmond, VA 23233**

**COST: \$25 PER PERSON**

# Leadership-Grow Your Career For Success!

## Melanie H. Green Biography

**Melanie Green, PhD, RN, CNE**, is Vice President and Provost of the Bon Secours Memorial College of Nursing, a position she has held since July 2010. As chief academic officer and lead administrator of a newly transitioned hospital-based diploma program to a baccalaureate degree-granting col-



lege, Dr. Green serves BSMCON, an institution that has provided excellence in nursing education since 1961 to the Richmond area. With an enrollment of approximately 300 students, a full-time faculty of 40, and a staff of 25, future plans include development of health sciences programs and provision of centralized educational services for Bon Secours Health System, a \$3 billion healthcare system with locations in 7 states along the Atlantic seaboard.

Prior to her arrival at BSMCON, Dr. Green served as Dean of the School of Nursing at Our Lady of the Lake College in Baton Rouge, LA, for six years. The School of Nursing, with a budget of approximately \$8,000,000 encompassed 45 full-time faculty and 14 support staff, and had programs at the associate, baccalaureate, and master's levels with locations in both Baton Rouge and New Orleans. These programs include: traditional ASN, accelerated ASN, LPN-RN transition, RN-BSN transition, MSN (educator and adminis-

trator tracks), and MS in nurse anesthesia. With an enrollment of approximately 600 students and 500+ pre-nursing students awaiting admission to its programs, the School of Nursing is the largest unit of Our Lady of the Lake College.

Dr. Green worked for 20 years at Our Lady of the Lake in various positions, including Associate Professor of Nursing, Acting Vice President for Academic Affairs, Associate of Science in Nursing Program Director and RN-BSN Program Curriculum Coordinator.

She worked as a staff nurse at Woman's Hospital in Baton Rouge from 1983 to 1990.

Her professional experience also includes:

- Southern Association of Colleges and Schools Commission on Colleges On-Site Peer Reviewer
- Louisiana Association of Independent Colleges and Universities Representative on standing committees for the Louisiana Nursing Supply and Demand Council
- National League of Nursing Ambassador Louisiana State Board of Nursing, Taskforce on Nursing Education, 2004 – 2007, member

Developed examination items for National Council of State Boards of Nursing, National Council Licensure Examination (NCLEX-RN), and Educational Testing Services, Princeton, N.J.

Dr. Green has secured funding and grants totaling over \$6 million for numerous projects in a variety of health-related topics. She has presented programs at local, regional, and national, and international conferences on nursing and education. She was an integral force in the revitalization of the Louisiana League for Nursing and served as its President from

2009 to 2010.

During her career, she has received many honors, including:

- Nursing Excellence Award, 21<sup>st</sup> Annual "Celebrate Nursing" Banquet, Baton Rouge District Nurses' Association
- Recognized as one of the "85 Who Made A Difference," Our Lady of the Lake College Alumni Association
- Nursing School Administrator of the Year, 2008, Annual Nightingale Awards sponsored by the Louisiana State Nurses' Association and Louisiana Nurses' Foundation
- Our Lady of the Lake College Endowed Professorship, 2007-08 and 2004-05
- Sigma Theta Tau International Honor Society of Nursing
- Phi Kappa Phi Honor Society

She has served on a number of educational committees and been an active community volunteer.

Dr. Green received her Diploma in Nursing from our Lady of the Lake School of Nursing and her Bachelor of Science from Southeastern Louisiana University, Master of Nursing from Louisiana State University Health Sciences Center in New Orleans, and Doctor of Philosophy degree from Louisiana State University in Baton Rouge.

She and her husband, Neal, have two children, Ashley and Meghann, and two dogs. Her hobbies include reading, knitting, walking/running, yoga and travel.

Bon Secours Virginia, the fourth largest and only faith-based health system in the Commonwealth, is comprised of Bon Secours Richmond and Bon Secours Hampton Roads. Bon Secours Virginia includes seven award-winning hospitals; four in Richmond and three in Hampton Roads. Bon Secours brings together a network of hospitals, primary care practices, ambulatory care sites and continuing care facilities to provide quality health care services to thousands of Virginians. The not-for-profit Catholic health system employs about 11,000 people.

Bon Secours Memorial College of Nursing, 8550 Magellan Parkway, Suite 1100, Richmond, VA 23227, e-mail: [melanie\\_green@bshsi.org](mailto:melanie_green@bshsi.org).

OLD DOMINION CHAPTER, IAAP  
*Celebrating 60 Years*

60TH ANNIVERSARY  
THE ROAD TO EXCELLENCE:  
CAN I LEAD?

KEYNOTE SPEAKERS,  
PRESENTERS, AND MORE...

NOVEMBER 1, 2011

**COST: IAAP MEMBER \$60 — NON-MEMBER \$65**

Who Will Benefit: Administrators, Executive/Administrative Assistants, Office Managers, Secretaries, Clerical Support, Receptionists, Support Technicians, Purchasing Agents, Financial Personnel, Human Resources Personnel, Program Managers, and other administrative and supportive personnel

Who Is Invited: IAAP Members, Non-Members, and Guests

**RECERTIFICATION POINTS PENDING**

Westwood Club  
6200 West Club Lane  
Richmond, VA 23226  
804.288.6028

# Old Dominion Chapter, IAAP 2011-2012 Committee Chairs



June Pegram, CAP—Budget



Certification—Barbara Williams, CAP



Community Services—Gail Arthur, CPS/CAP



Financial Review—Gail Arthur, CPS/CAP



Membership—Barbara Williams, CAP



Mentoring Program—Audrey Roberts, CAP



Programs/60th Anniversary/APW—Linda Taylor



Publicity/Marketing—Rukiya Wilkins



Scholarship—Audrey Roberts, CAP



Social Media—Dominique Henry



Ways & Means—Christina Burton, CPS

Enhancing the success  
of career-minded administrative professionals by  
providing opportunities for growth through  
education, community building and  
leadership development.



## Advance Your Administrative Career

For over 60 years, the International Association of Administrative Professionals has been helping office professionals reach their career goals through education, community building and leadership development. Our certification programs are recognized AS the industry standard of proficiency. Our educational programs, including OPTIONS Training, help admins advance their careers without putting their life on hold. With three annual conferences a year, members have numerous opportunities to learn and grow, not just at their job but in their life. We produce three different publications that go out to our members, which impart cutting-edge information about today's office.

If you've been searching for a community to help you thrive in today's office culture, you've come to the right place. Come join us as we create a better workplace, one admin at a time.

## Benefits of Membership

### Get Connected

IAAP offers exceptional networking and professional development activities through its 600+ chapters and affiliate associations worldwide. You'll connect with your peers from virtually every type of business and service.

### Keep Up With the Latest Trends

IAAP's award-winning *OfficePRO* magazine, published nine times a year, contains cutting-edge information on trends, new technology, and career development. *Bits & Bytes* newsletter offers information on current events in the association.

### Obtain Professional Certification

IAAP's certification program is the most widely recognized for office professionals like you. Members receive special discounts on certification study materials and resources.

### Enhance Your Skills

IAAP offers member discounts on more than 250 self-study materials. There are also many conferences you can attend throughout the year. Use these resources to further your personal and professional development and qualify for the CEU (Continuing Education Unit) and recertification points.

For additional information regarding joining our chapter contact Barbara Williams, CAP, Membership Chair via [Barbara.A.Williams@altria.com](mailto:Barbara.A.Williams@altria.com).

## Members Spotlight

The Pathways to Excellence program is based on the following ten principles: certification; commitment; communication; education and training; fiscal responsibility; leadership development and roles; marketing, research, and community outreach; programs and participation; recruitment and retention; and strategic planning.

Congratulations to the following members upon meeting the Pathways to Excellence requirements during the 2010-2011 Passion & Purpose Year and becoming a 2010-2011 Member of Excellence.

**Betty Blodgett, CPS/CAP**

**June Pegram, CAP**

**Audrey Roberts, CAP**

**Cynthia Robinson, CAP**

**Linda Taylor**

You too can become a Member of Excellence! To review the criteria and additional information, **see page 13**.



## Social Blogging : Partnering for Our Future



The chapter social networking accounts are:

### Facebook:

username: [dominionchapter@gmail.com](mailto:dominionchapter@gmail.com)

### Twitter:

username: old dominion iaap (or gmail account)

### LinkedIn:

username: [dominionchapter@gmail.com](mailto:dominionchapter@gmail.com)

### Gmail account:

[dominionchapter@gmail.com](mailto:dominionchapter@gmail.com)

For additional information regarding chapter social networking, contact Dominique Henry via 804.646.7073.



## Already a Member?

Thank you for your continued membership, chapter involvement and support of the Old Dominion Chapter, IAAP.

The division board encourages you to become involved with every aspect of your chapter. If you are a division member-at-large, we also encourage you to visit chapters in your area and network with chapter members. Educational opportunities are available as well as professional and personal development growth. Leadership in the chapter can be attained through your board of director positions.

In today's changing corporate atmosphere, IAAP can help you get promoted, obtain pay raises and develop best practices that will make your employer take notice.

If there is something you don't see on the website, but feel it would be valuable to your peers as well as yourself, please send us an email and give us your suggestion(s). Your ideas and participation count!

Thank you for your support and your participation.

*Old Dominion Chapter Board of Directors*

## Gift of Membership

Do you have a special co-worker or friend who is also an administrative professional? If you'd like to do something special for him or her we have the perfect idea: The **Gift of Membership**. It's a great way to introduce your friends and co-workers to IAAP. Maybe it's a way to help that admin that just got laid off, or as a special gift for your son or daughter who is now a part of the profession.

It's easy to give the **Gift of Membership**. You can either mail/fax in the **Gift of Membership** form or call Headquarters with your information, including payment, and the name and contact information of the recipient. After the membership department gets the information, they will send out an e-mail informing the recipient of his or her **Gift of Membership**. It only takes a few minutes but gives a gift that lasts an entire year.

Don't let another day go by. Give the perfect gift, the **Gift of Membership**. For additional information regarding "**Gift a Membership**" and/or "**Gift a Membership Renewal**" click on <http://www.iaap-hq.org/join>.

## IAAP Core Values

**Integrity:** We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.

**Respect:** We create respect within our profession and association through listening, understanding and acknowledging member feedback.

**Adaptability:** We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.

**Communication:** We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.

**Commitment:** We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.

**Encouragement:** Offer inspiration for administrative professionals to fulfill their potential and advance their careers.

**Leadership:** Members serve as positive ambassadors and role models for both the profession and association; leadership development is a key purpose of IAAP.

**Loyalty:** Loyalty to the profession, to employers, and to IAAP is a characteristic of true professionals and is highly valued in business.

**Professionalism:** A commitment to excellence, both individually and collectively, is a hallmark of IAAP.

**Relevance:** To assure that IAAP continues to offer worthwhile programs and services—and meet members' evolving needs.

**Pride:** Pride in our chosen career field and membership in IAAP.

**Connection:** IAAP offers invaluable opportunities to develop long-term friendships, to share information and build camaraderie among professionals.

**Individual Importance:** Each member is an important individual contributor and asset to the organization.

# Pathways to Excellence

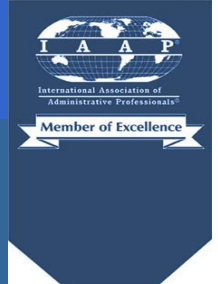


THE IAAP PATHWAYS TO EXCELLENCE RECOGNITION PROGRAM is designed to raise your value as a career-minded administrative professional by becoming a Member of Excellence, a Chapter of Excellence or a Division of Excellence. The program has a set of guiding principles; learn more under the "Principles" tab via <http://pathways.iaap-hq.org/Home/>. You can learn more about these distinctions under their individual tabs, or you can consult our Pathways to Excellence FAQ for more information.

## Member of Excellence

### Revised, to take effect for 2011 - 2012 IAAP Year

*Beginning July 2011, the wording of criterion 6 has changed, waiving the mandatory requirement for new members who joined in the current fiscal year. The criterion is still mandatory for renewing members. Revisions and clarifications to the 2010-2011 criteria are identified by bold/underlined text.*



*IAAP Headquarters Membership Department reserves the right to request original documentation of criteria earned.*

## Revised Criteria as of July 1, 2011

A **Member of Excellence** will receive a certificate (first four years), Pathways to Excellence certificate cover, and Member of Excellence pin (the fifth year). A **Member of Excellence** will attain a minimum of 8 of the following 11 criteria:

1. **Hold a current IAAP Certification (i.e. CAP as prescribed by the new curriculum.)**
2. Download the Member of Excellence Commitment form; sign and date the form
3. Actively participate in the IAAP web community forum discussions or write an article (**minimum 200 words**), and have it published in an IAAP publication (chapter, division, or international level.) **Recommending another author's article does not qualify.**
4. Attend **at least one** professional educational workshop, seminar or conference (**at least 60 minutes in length**) and provide a **short paragraph on how the training relates to your job or your role in IAAP. It can be an IAAP or non-IAAP workshop, seminar, or conference; however, it cannot be included in your calculations to meet the requirement of criterion #9.**
5. Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or university or hold a Microsoft certification
6. Pay membership dues on or before anniversary date. This criterion is a mandatory requirement. **This mandatory requirement will be waived in the case of new members joining IAAP in the current IAAP fiscal year who want to work towards becoming a Member of Excellence.**
7. Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a student chapter advisory board or the school's advisory board for the office administration program.
8. Conduct a public presentation, program or training at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points).
9. Attend a minimum of eight (8) **IAAP** chapter, division or international sponsored meetings, programs or events (any combination.) **These meetings, programs, or events cannot include an event used to meet the requirement of criterion #4.**
10. Recruit at least one new member.
11. Integrate

# Pathways to Excellence



## Chapter of Excellence

Revised, to take effect for 2011 - 2012 IAAP Year



**Note that beginning in July 2011, all of the 8, newly revised, Chapter of Excellence Criteria are mandatory and must be earned to become a Chapter of Excellence.**

*IAAP Headquarters Membership Department reserves the right to request original documentation of criteria earned. All forms and information submitted must be received by the specified deadlines.*

## Revised Criteria as of July 1, 2011

A Chapter of Excellence will receive a podium banner (first year) and in subsequent years will receive a banner year patch. Each year, the COE award will include one of the following two options: a \$100 IAAP gift certificate **or** \$150 credit toward subscription to the IAAP Web Community.

1. Chapter submits annual meeting calendar with education and/or training topics to the members with a copy to the division by October 1.
2. Chapter submits budget and annual financial review/audit report to the members with a copy to the division by December 31.
3. Chapter holds at least one Membership Drive between July 1 and May 31. Chapter submits completed Membership Drive Evaluation form to the division by June 1.
4. Chapter holds at least one New Member Orientation between July 1 and June 25. (New members in attendance must have joined IAAP within the current IAAP fiscal year.) Chapter submits New Member Orientation Evaluation form to the division by June 25.
5. Chapter develops and updates business plan. Chapter submits business plan to members with a copy to the Division by April 30.
6. Chapter sends a delegate or submits a proxy (if allowed by division bylaws) to the Division Annual Meeting held in the current IAAP fiscal year.
7. Chapter sends a delegate or submits a proxy to the International Education Forum and Annual Meeting held in the current IAAP fiscal year.
8. As of June 30, at least 7% of the chapter members (minimum of 2 members) qualify for Member of Excellence.

# Pathways to Excellence



## Division of Excellence



## Revised, to take effect for 2011 - 2012 IAAP Year

**Note that beginning in July 2011, all of the 8, newly revised, Division of Excellence Criteria are mandatory and must be earned to become a Division of Excellence.**

IAAP Headquarters Membership Department reserves the right to request original documentation of criteria earned. All forms and information submitted must be received by the specified deadlines.

## Revised Criteria as of July 1, 2011

A Division of Excellence will receive a podium banner (first year), and in subsequent years will receive a banner year patch. Each year, the DOE award will include one of the following two options: a \$200 IAAP gift certificate or a full year subscription to the IAAP Web Community.

1. Division submits Chapter Education/Training Evaluation form to IAAP Headquarters Membership Department by October 15.
2. Division submits division budget and annual division financial review/audit report to the International Treasurer by December 31. Division submits Chapter Financial Evaluation form to IAAP Headquarters Membership Department by January 15.
3. Division submits completed Chapter Membership Drive Evaluation form to IAAP Headquarters Membership Department by June 15.
4. Division submits completed Chapter New Member Orientation Evaluation form to IAAP Headquarters Membership Department by June 30.
5. Division develops and updates the division's business plan. Division submits business plan to International President-Elect by April 30. Division submits completed Chapter Business Plan Evaluation form to IAAP Headquarters Membership Department by May 15.
6. Division submits a completed Division Annual Meeting Credentials Verification form to IAAP Headquarters Membership Department by June 30.
7. Division sends a delegate or submits a proxy to the International Education Forum and Annual Meeting held in the current IAAP fiscal year.
8. As of June 30 of the current IAAP fiscal year, at least 20% of the division's chapters qualify for Chapter of Excellence and at least 7% of the division members qualify for Member of Excellence.

# From the Certification Committee...

## Barbara Williams, CAP, Chair Recertification: A Key to Continued Professionalism



Congratulations—you passed the CPS/CAP exam. Now what? Recertification is required every five years to keep your professional certification status. To ensure maintenance of these high standards, periodic reassessment is used to verify that competencies are maintained. For IAAP certification, that reassessment is accomplished through a program of recertification.

The recertification application may be found on the IAAP website. The recertification fee is \$75 for IAAP members and \$100 non-members. CPS and CAP holders must document their continuing education on the recertification spreadsheet. The Excel spreadsheet may be downloaded from the IAAP website. Sixty points must be earned within the CPS/CAP holder's five-year time limit in the areas of Continuing Education, Other Certifications, and Leadership.

In the area of Continuing Education up to 60 hours may be earned with a minimum of 30 hours required. This category includes seminars or programs attended or conducted, college courses with content specific to the CPS/CAP exam, and online courses or self-study, such as the 50-Minute Crisp books, or OPTIONS training with content of education specific to the CPS/CAP examination outline.

Up to 20 points may be obtained in the area of Other Certifications. This includes technical certifications attained or other professional certification attained or recertified.

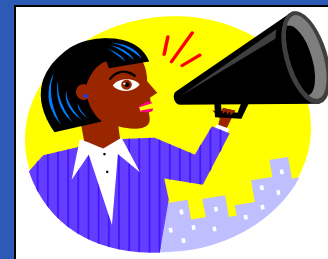
Up to 20 points may be obtained in the area of Leadership where an office or chairmanship is held in IAAP, work, civic, religious, etc. With a very few exceptions, the committees recognized and tracked by the IAAP Membership Department will count as fulfilling the requirement. Please consult the "Officers & Committee Chairmen" listing, Document #531 in the Web Community Resource Library, for a list. As a general rule, the committee must be a standing one (active for at least 7 of 12 months) and its work must be far-reaching; not limited to a singular, time-based project or event.

A list of required backup documentation and examples of topics that do and do not count for recertification may be found on the IAAP website. An education session in the content areas of the exam would count toward recertification. An information session: a program specific to IAAP; a tour, such as a library, post office, etc., would not count toward recertification. All programs must provide at least one hour of education.

All individuals who applied for certification January 1, 1988, or later are required to recertify. Individuals not keeping current through recertification will have their rating marked inactive and are no longer eligible to use the ratings. A certificate, valid for five years, and a recertification pin will be issued each time an individual is recertified.

Recertification requirements have recently changed. If you have any

questions, you may refer to the IAAP recertification webpage, email the IAAP Certification Department at [certification@iaap-hq.org](mailto:certification@iaap-hq.org), or call 816-891-6600, ext: 2225.



### Calling On Membership

The Certification Committee is calling on the membership to inform them of any recipients who have received their credentials for May 2011. Additionally, please let the certification committee members know if you have recertified for the timeframe of July 1, 2011 - June 30, 2012.

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### Certification Reminder

After November 2011, all active CPS ratings will be changed to CAP, and all active CAP ratings will be changed to CAP-OM.

# Recertification Changes FAQ

## How will the recertification requirements change?

Here is a list of the largest changes to IAAP's recertification program:

- The number of points required for recertification will be reduced from 90 to 60.
- The Experience category will be renamed "Other Certifications." 5 points will be awarded for each certification, up to a maximum of 20.
- The Leadership category will award points for officer or chair positions for committees active for at least 7 of the 12 months in the IAAP year. 5 points will be awarded for each position held, up to a maximum of 20.
- The Education category will be renamed Continuing Education and will tightly follow the exam outline; credit will only be given for education in these areas. 30 points will be a minimum requirement in this area.
- The Workplace Projects category will be eliminated.
- The Elective category will be eliminated.

## When will these changes become effective?

These changes are effective immediately. However, the Certification Department will accept applications under either the new guidelines or the old guidelines until April 1, 2011.

## What topics are covered in the exam outline?



While it's impossible to be exhaustive in a document such as this, the general categories are:

- Computer hardware, systems & configuration
- Document layout, design & reproduction
- Software
- Managing Physical Resources
- Records Management
- Communication
- Human Resources
- Accounting Procedures & Analysis
- Time Management
- Organizational Planning
- Advanced Administration
- Team Skills
- Advanced Communication

## How does this change affect programs that chapters and divisions submit for recertification credit?

With the elimination of the Elective category, chapters and divisions should adhere closely to the exam outline when submitting programs for recertification approval. Look for new application documents soon from the

Certification Department. The Recertification Program Application, Directions and What Counts and What Doesn't Count have all been revised and are available on the website and in the web community.

## What IAAP committees "count" in the Leadership category?

With a very few exceptions, the committees recognized and tracked by the Membership Department will count as fulfilling the requirement. Please consult the "Officers & Committee Chairmen" listing, Document #531 in the Web Community Resource Library, for a list. As a general rule, the committee must be a standing one (active for at least 7 of 12 months) and its work must be far-reaching; not limited to a singular, time-based project or event.

## Why is IAAP changing the requirements for recertification?

There are many reasons for the changes. First, to bring our program more in line with generally accepted standards for recertification across the board; most programs require 60 hours per recertification period. Over the years, we have also noticed the frustration applicants have had with the nebulous quality of some of our recertification categories. This change attempts to combine these two changes to make for a more tightly defined program that adheres more closely to accepted principles.

**Why wait?**

Do something for yourself and your career today.



# Upcoming Changes To The IAAP Certification Program Effective November 2011

## Recertification FAQ (CONT'D)

tightly defined program that adheres more closely to accepted principles.

### How do I submit my documentation?

Maintain a file and spreadsheet of all activities eligible for recertification. The recertification spreadsheet is available at [www.iaap-hq.org/prodev/certification/Recertification\\_Spreadsheet\\_Revised\\_July\\_10.xls](http://www.iaap-hq.org/prodev/certification/Recertification_Spreadsheet_Revised_July_10.xls)

Submit copies of the completed application, fee, spreadsheet and all backup documents.

### If CEU is granted for a seminar/course, may I receive recertification points?

Not necessarily. The seminar/course must also pertain to the Examination Outline. See **what counts and what does not count** for examples.

### I did not receive CEU or a certificate for a course I attended. How do I document this course?

Submit a letter from the presenter documenting your attendance, with a course outline or a letter from your company's personnel department verifying your attendance. In all cases, documentation must include program date, hours of education and content.

### What happens to my rating if I do not recertify?

Your certification status will be changed to inactive, and you will no longer be eligible to use your certification.

### Can CPS or CAP holders who do not

### recertify regain their certification?

Failure to comply with mandatory recertification requirements will require individuals to reapply and test again to regain active certification status.

### Is there due process for those who fail to meet their mandatory recertification deadline?

Effective January 1, 2009, CPS and CAP holders who do not recertify by their time limit may have a 120-day grace period to submit their complete recertification paperwork. Those individuals will pay the initial \$75 recertification fee plus a \$100 late fee. Additionally, those with extenuating circumstances may submit an appeal. This type of appeal is usually for medical reasons and does require verification from a physician. If the appeal is accepted, the CPS or CAP holder will be given up to 60 days to provide the required documentation. If the documentation is not received in the required 60 days, the certification status will remain inactive without further notice to the CPS or CAP holder. In both instances, all recertification points need to be earned within the original five-year period, and if approved, recertification will be back-dated to that time.

### What are the requirements for someone who is retired?

CPS or CAP holders who retire prior to their recertification deadline are not required to recertify. However, the Certification Department must receive a letter from the CPS or CAP holder providing their date of retirement.

### What are the requirements for a CPS holder who gains the CAP rating?

CPS holders who gain the CAP rating start a new recertification period when the CAP rating is attained. Recertifying every five years thereafter keeps both your CPS and CAP rating active.

### Reminder:

After November 2011, all active CPS ratings will be changed to CAP, and all active CAP ratings will be changed to CAP-OM.

**Why wait?**

Do something for yourself and your career today.



# Why wait?

# GET CERTIFIED!



Do something for yourself and your career today.

## Tip of the Month

Submitted by Teresa Rosbaugh, CPS/CAP

Take advantage of employer training opportunities. These no-cost classes or seminars may count toward your recertification. Topics must fall within the outline categories of the CPS/CAP exams. Click [here](#) to see the list of categories or contact the certification department at [certification@iaap-hq.org](mailto:certification@iaap-hq.org).

To receive one recertification point, attend Old Dominion Chapter meetings when a qualified speaker is scheduled. It's free – it costs you nothing. If you have any questions, you may refer to the IAAP recertification webpage, email the IAAP. Certification Department at (816) 891-6600, ext: 2225.

## Questions & Answers!

1. Analyzing how time is spent helps to identify problem areas in the workplace including common time-wasters such as:

- A) disorganization
- B) information overload
- C) time constraints
- D) internal controls

2. Applying the Simplified Filing Standard Rules established by ARMA International for alphabetizing business names, which one of the following is placed first using alphabetical ordering?

- A) \$ One Jewels, Inc.
- B) \$ Discount Store
- C) Dollar or Two Store
- D) The \$ Off Store

3. Which test performed when installing new software verifies that the program works by itself?

- A) Integration
- B) Systems
- C) Acceptance
- D) Unit

4. In a simplified style of letter

- A. The subject line is in all caps
- B. Punctuation follows the salutation and complimentary close
- C. The first line of each paragraph is indented 0.5 inches
- D. Single spacing is used before and after the subject line

See answers on page 22

## LCD Projector Needed!

A log for keeping track of borrowing an LCD projector for the 2011-2012 monthly meetings will be initiated immediately. I have volunteered my laptop to be used at monthly meetings for the 2011-2012 year. **If you or your organization is willing to let the chapter borrow a LCD projector for a monthly meeting**, please contact Gale Barney, Corresponding Secretary via [bar27@co.henrico.va.us](mailto:bar27@co.henrico.va.us) or 804.501.4398.



Ways and Means Committee Fundraiser  
Christy Burton, CPS, Chair



# *Krispy Kreme Fundraiser*

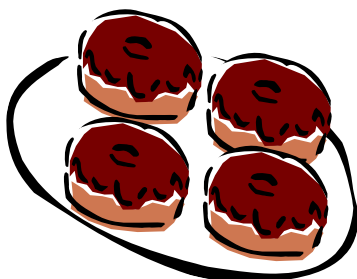
**Old Dominion Chapter of the IAAP will  
be hosting a Krispy Kreme Fundraiser  
August 16-September 16**

- 1 Dozen Glazed – \$4.50**
- 1 Dozen Assorted – \$5.00**
- 1 Bag of Coffee – \$7.00**

Please contact Christina Burton, CPS, Chair (Ways and Means) @ [cmburton@co.hanover.va.us](mailto:cmburton@co.hanover.va.us) (804) 365-6821 to sign up.

(see spreadsheet)

(Make checks payable to Old Dominion Chapter, IAAP) - (Tax ID #: 54-6053135)



# Tech Tips

Submitted by Audrey Roberts, CAP

Press	To
	Display or hide the <b>Start</b> menu.
 +BREAK	Display the <b>System Properties</b> dialog box.
 +D	Show the desktop.
 +M	Minimize all windows.
	Restores minimized windows.
+Shift+M	
 +E	Open My Computer.
 +F	Search for a file or folder.
CTRL+  +F	Search for computers.
 +F1	Display Windows Help.
 + L	Lock your computer if you are connected to a network domain, or switch users if you are not connected to a network domain.
 +R	Open the <b>Run</b> dialog box.
	Display the shortcut menu for the selected item.
 +U	Open Utility Manager.

**Attention Chapter Members**— Tech Tips will be a monthly feature in the newsletter. If you have a Tech Tip you would like to share or have a tech question, please send an e-mail to Cynthia Robinson, CAP

## Reach Your Goals



If you really want to make sure that you accomplish your personal and/or career goals, start by writing them down and sharing them with family and friends.

The more reminders and support you have, the more likely you are to see them through to completion.

Here are some things to consider as you start your list:

- Keep your list to 8–10 goals. Too many and you'll be overwhelmed.
- Write them down and post them where you will frequently see them to remind you of what you want to accomplish in the upcoming year.
- Surround yourself with others who are doing the same thing or have already accomplished it. For example, if you want to be a published author, subscribe to a writer's magazine and get to "know" the contributors and/or join a local writer's organization.
- Constantly be on the lookout for opportunities to attain these goals. It's amazing—once you know what you want to do, you'll find numerous openings where you never saw them before.
- Visualize yourself succeeding. If you want to be slimmer, picture yourself looking the way you want

to look. Imagine that you have already lost weight. If you think thin, you'll start living thin.

- Let everyone know what you want to do. People want to help others and see them succeed. If they know where you want to go, they will help you get there.
- Free your life of other interests or time-consuming endeavors that no longer fit your goals. Let go of what's not working or is no longer relevant.
- Talk to people who are doing what you want to do. Ask for their advice and assistance.
- As you meet a goal, replace it with another one. Keep stretching your mind and ambitions.

(Source: *IAAP Bits & Bytes* association newsletter)

## Did You Know...?

- Q. **What year was IAAP founded?**  
A. In 1942, 69 years old
- Q. **What is IAAP (headquarters) website?**  
A. [iaap-hq.org](http://iaap-hq.org)
- Q. **Who is the IAAP 2011-2012 President?**  
A. Tamra Goodall, CPS/CAP - Charleston Chapter member
- Q. **What year was Old Dominion Chapter founded?**  
A. In 1951, 60 years old
- Q. **What is the ODC website address?**  
A. [iaap-olddominion.org](http://iaap-olddominion.org)
- Q. **What is the Virginia West-Virginia website?**  
A. [www.iaap-va-wv.org](http://www.iaap-va-wv.org)
- Q. **Who is the Virginia West-Virginia Division 2011-2012 President?**  
A. Shirley Fuller, CPS/CAP – Lynchburg Chapter member

## 10 Good Reasons to Attend Chapter Functions

- ✓ You are important to the chapter; your absence will be felt.
- ✓ It is vital to support your teammates. You might need them to support your ventures in the future.
- ✓ You never know when and where opportunity will be knocking. Don't ever assume, "There's nothing in this for me." You'll be wrong more often than you'll be right.
- ✓ Like weddings and funerals, there are times when your presence is essential for relationship building. It's almost guaranteed – you will be glad you made the effort!
- ✓ You'll never convince potential members of the value of IAAP membership if your own chapter members don't value IAAP activities.
- ✓ Like nuclear energy, the maximum production of energy requires a certain critical mass. We owe it to our fellow members to participate.
- ✓ Joining IAAP at the chapter level is a commitment to the group. The more chapter members you have who show this commitment, the less chance any one person will be shouldering an unfair or unreasonable burden of this involvement.
- ✓ If your employer is supporting your membership, you owe it to him/her to get a full return on the investment. Your employer will see the difference when you're active and involved.
- ✓ Even the same seminar topic or chapter committee project will be "new" when presented with another viewpoint or while working with a different team. Also, you may be primed for a new epiphany – all because of your new life experiences or enhanced receptivity.
- ✓ If the chapter event or meeting is not fun or beneficial, why is your chapter doing it anyway? Voice your concerns and give good suggestions before the chapter is committed to a course of action. Create - don't just critique.

## Definition of "Administrative Professional"

IAAP defines administrative professionals as "individuals who are responsible for administrative tasks and coordination of information in support of an office related environment and who are dedicated to furthering their personal and professional growth in their chosen profession."

## New Credentials for Certification Name Badge

Members who are interest in receiving a new badge with their new credential/designation should contact June Pegram at [jrpegram@co.hanover.va.us](mailto:jrpegram@co.hanover.va.us). The cost of the badge is \$7.35 with tax; however, members are responsible for paying for the updated name badge.

Photo: Lewis Ginter Botanical Garden, page 1.

## Questions & Answers

See answers to Review Questions on page 19 below:

1. A
2. B
3. D
4. A