



The Maple Leaf Maple Chapter IAAP Goshen, Indiana



President's Message

Greetings, Maple Chapter:

As I prepare my final newsletter, I am reflecting on what Maple Chapter has accomplished, how much closer I have become to each chapter member and how much I have personally learned about leadership, Maple Chapter, Indiana Division and International. And, in the past two years, I've learned a new software skill too; Publisher. It's hard to believe this is my 20th issue of "The Maple Leaf".

I hope I have been able to convey my feelings to you via this "President's Message" and provide you with

information as well as "food for thought" along the way. I've definitely left my "comfort zone" in the past two years— what about you?

Thanks to each of you for your insight and wisdom this past year as well as your faith in my leadership ability. Believe me when I say it takes all of us working together to create a successful chapter. I'm looking forward to a little down time from being your Chapter President, but will continue to be an **active** "plain old member" (POM).

As we look to our June 21st meeting, I'm excited about officer installation and our

brainstorming session on topics and speakers for next year's meetings. Come prepared for lively discussion. We need everyone's input.

Again, thank you for your guidance, participation and encouragement.

Enjoy your summer.

Until September...
"Embrace the Vision"

Beth



Special points of interest:

- Education Spot
- Computer Tip
- International & Division Updates
- Maple Chapter Marine Project
- 2007-2008 Committee Listing

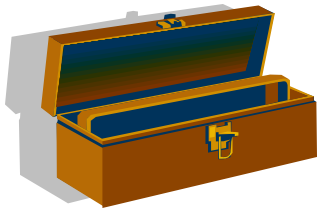
INSIDE THIS ISSUE:

International & Division Updates	2
Computer Tip	3
Education Spot	5-6
Marine Project	7
2007-2008 Committee Listing	8

2006-2007 Maple Chapter Theme

EMBRACE THE VISION

Indiana Division Update (www.indiana-iaap.org)



Building Our Future Indiana Division IAAP®

- Congratulations to our new Indiana Division President, Kim Fuhrmann. Kim is a member of the Tawasi Chapter in Fort Wayne.
- The Indiana Division will be holding their first Indiana Professional Educational Conference on Saturday, October 13, 2007 at Indiana Business College. Be sure to mark your calendars to attend this first-time educational conference.

International Update (www.iaap-hq.org)



- Be sure and check out the International web site. It has been updated to the IAAP Online Community software.
- The 2007 International Convention and Education Forum will be held at the Tampa Convention Center in Tampa, Florida July 29-August 1, 2007. Hotel reservations can now be made.
- International has announced that PromoCorp will be their new emblematic supplier. The online store should be available to members the first of June.

“IAAP is the association that promotes professional and personal growth for career-minded administrative professionals.”

Maple Chapter, IAAP



Computer Tips...provided by Denise Goveia

(Note: This is a continuing series)

Top 20 Tips for Keeping Windows XP Fresh

Vista may be on the way, but XP hasn't outlived its usefulness. These tips will help you keep the older operating system vibrant.

By Scott Dunn, PC World

Tip 9: Clean Up the Backup

Be sure to check out the Disk Cleanup tool's advanced options, available on the More Options tab. For example, click *More Options*, and under System Restore, choose *Clean up* to delete all but your most recent restore point.

Tip 10: Avoid Musical Duplicates

If after ripping CDs in the Windows Media Audio (WMA) format, you decide to go with a tool like iTunes to interface with your portable music player, be aware that importing songs into iTunes means converting them to the Advanced Audio Coding (AAC) format, resulting in duplicate music files that will hog your hard disk. To save space, stick to one music player, or at least to one format (such as MP3) that multiple players can handle. Windows Media Player 10 can rip music in MP3 format without any additional software. To select the format for ripping music from CDs to hard drives in Windows Media Player, choose *Tools, Options* and click the *Rip Music* tab. Choose your desired option from the *Format* drop-down list and click *OK*.

Tip 11: More Music-Management Magic

Many people who have learned the joys of using their PC as a jukebox soon discover that they have scads of music files downloaded from the Web or ripped from their massive CD collection. To get your PC's music collection under control, check out my article "Six Quick Tips Help Tame Oversize Files and Folders."

Tip 12: Make Your System Multimedia-Friendly

On the other hand; you may be struggling to get a handle on the photos you've transferred from your digital camera. If so, check out "A Better Way to Manage Sound and Image Files" for ways to improve Windows Explorer's photo-management capabilities. (The article includes tips on previewing music and video files, too.)

13: Store Pics Online

Running out of room on your hard disk? Of course you should keep your photos backed up at home and with family members, but for little or no money (depending on the service), you may also be able to store and access your photos online, where it's much easier to share them with Uncle Bert and Aunt Ernie. Major players to check out include Flickr, Yahoo Photos, and Google's Picasa Web Albums.

Tip 14: Become a Wireless Wonder

If you just got a wireless router (a router that broadcasts a wireless signal) and want to set up a wireless network, you can use the wizard in Windows XP Service Pack 2 to accomplish just that: Choose *Start, Programs (or All Programs), Accessories, Communications, Wireless Network Setup Wizard*. But if you already have a wireless network and are just adding a laptop or other new device to receive the signal, don't bother with the wizard. You'll probably have better luck using the software and instructions that came with your wireless hardware for the installation and for subsequent additions.



Officers and Committee Chairs—don't forget to have your files in order so they can be transferred to the next officer or committee chair in a timely fashion. It is up to you to make arrangements for the transfer.

Membership Renewal

Doris Schwartz

Website News

Sometime during June 2007, the Maple Chapter Website will be upgraded to the newly created integrated site through International. Our new domain name will be (www.iaap-maplechapter.org) following the upgrade. Following a period of transition, our old website will become unavailable. If you are unable to access our new website, you can go to the free site at www.geocities.com/maplechapter for basic meeting information and newsletters.

Thank you for your patience while we make this change. We are looking forward to all the great features the new site will provide for our members!

Denise J. Goveia
Maple Chapter Webmaster



- June 7—Gretchen Neely
- June 7—Sue Vicary
- June 16—Kimberly Smith
- June 20—Marlene Slaubaugh CPS
- July 7—Miriam Kauffman
- July 7—Debra Mayfield
- July 14—Brenda Lawrence
- July 15—Sue Kurtz
- July 16—Lauretta Schrock
- July 27—Nancy Miller



EDUCATION SPOT — provided by Nancy Miller

Business Email Etiquette

Business E-mail Etiquette has become a big issue in the last couple of years. People ignore emails, don't reply, and don't spell correctly, copy everybody in the company from the CEO to the receptionist....

Studies show how business relationships, within the company and with other companies, are in danger thanks to the lack of email etiquette.

In the UK, for instance, 11% of Britons admitted they deny the receipt of emails. This is a high percentage, if we compare them with the Spaniards (4%), the French and Italians (3%), and the Germans (1%).

Italians reply 60% of the time vs. 13% in the UK.

This survey of 750 office workers in Spain, UK, France, Germany and Italy, appointed by PalmOne, shows that 81% admit having negative feelings towards people who has bad spelling or talks about other topics not related to the subject. Usually these negative feelings lead to distrust in the sender, and therefore, in the business relationship with him.

This survey also shows that the best responses were the formal ones.

Let's take a look at some business email etiquette to keep in mind:

- 1) Be brief and to the point. People's time is valuable. Don't waste it writing long emails where few lines can make your point.
- 2) Answer all questions. If you leave one or more questions unanswered, this will cause frustration in the sender, prompting him to send you another email with the questions you didn't answer. This unnecessary procedure wastes time, the sender's and yours. Also, while you answer his questions, anticipate his next questions answering them in your reply. This will give the sender a caring and professional image of you.
- 3) Watch your punctuation, grammar, and spelling. Having this kind of errors in your messages gives the reader the impression of an unprofessional sender, rising doubts about your performance as a business person. You can lose contracts, clients, and promotions within your company due to your lack of proper writing.
- 4) Answer your emails quickly. People expect you to answer your emails fast, not next week. Fast response indicates you are an active business person, always in charge, and highly responsible in what you do. Procrastination in answering emails indicates lack of professionalism.
- 5) Be careful with attachments. If the attached document is very large, break it in several parts or compress it. Avoid causing any system problems in your recipient's computer.
- 6) Have a clean layout. Reading from a computer screen is more difficult than reading from paper. Make it easier to your recipient's eyes. Write short paragraphs, 4 to 5 lines, and 2 to 3 sentences per paragraph. Each new idea goes in a new paragraph. Use bullets to list things or ideas.
- 7) Use the "red flag" or "high priority" feature only when it is high priority. If you use it all the time, your readers won't pay attention to your urgency when you really need them to do so. Same goes for the words "urgent" or "important" within the body of the email.

EDUCATION SPOT (continued)

- 8) Avoid writing in CAPITALS. It is shouting and it is rude.
- 9) Always reply to your messages instead of opening a new mail for your response. When you reply you keep the conversation going and all the people involved will know exactly how it started, what information was shared, so they can add valuable inputs to the subject.
- 10) Use disclaimers in your outbound messages. This is an efficient way the company protects itself from liabilities and lawsuits.
- 11) Always, always read your email before you send it. You can find typos, grammar errors, or ideas not expressed the way you intended. This extra time you take reading your message certainly pays off in a big way.
- 12) Only use "Reply to All" when each and every person on the list needs to see your response.
- 13) Emoticons and abbreviations used in business email are not understood or well received by everybody. Be careful when you use them. You might look unprofessional in the eyes of some readers.
- 14) Send messages in plain text only. This way you can be sure all your recipients will read your message with no problems.
- 15) Avoid forwarding chain letters. In a business environment, chain letters are a no-no. Take good care of your professional image.
- 16) Do not annoy your recipients requesting a read receipt or recalling a message. If you make a mistake, say so. A recalled message makes the mistake even bigger than if you just call the recipient or send a new email with the correction.
- 17) Be careful with what you write in your email messages. Everything you write is, in fact, in writing! If you share confidential information by email, it can be printed or forwarded to the wrong people. If you send a joke with any kind of discriminating comments, it can be used against you at anytime. Be responsible with what you write for your own good.
- 18) Write a Subject line with key words about the message. Avoid writing long Subject lines or vague sentences. Using the right words in your Subject line will prompt the reader to open your message fast.
- 19) Do not participate in emails, either sending them or forwarding them, that include offensive or derogatory remarks of any kind. This action can result in lawsuits against your company with very high penalties.
- 20) Ignore spam. If you reply to them, you are confirming your address is a valid one.

Business email etiquette speaks volumes about the sender and the company where the message was originated.

<http://www.personalbest.net/>

Maple Chapter Members and Friends,

As many of you already know, my daughter Corey and her boyfriend, Sam are currently in the Marine Corps. Sam was recently deployed to serve in the "sandbox" ... Iraq.

Gunnery Sergeant Sam Shaw is the leader of a squad of men assigned to the Amphibious Assault Battalion (AABN) and stationed near Fallujah. These Marines will be serving in Iraq for the next 6 months. According to Sam, many of the servicemen in his squad rarely, if ever, receive letters or packages from their families. Corey is sending packages and has shared a list of items that could be gathered and sent to Sam. As a leader, it is his commitment to share with the whole squad.



It was suggested that Maple Chapter members might also be interested in participating in this endeavor as a service project. If we could gather the suggested items and box them, I would see they are labeled with the appropriate customs declaration and taken to the post office during the next 5 months. The post office has a Priority Mail box specifically for this purpose, the purchase price of the box covers the shipping cost for however much you can stuff into the box. The postal service cancelled the "Any Service Member" mailing program so we have Sam's personal address to use for this project.

Please be aware that there are items that should be avoided. Non-perishables are preferred since shipping takes 10-18 days. Foods containing pork and pork by-products are prohibited, any item containing alcohol is prohibited (i.e. some baby wipes), any printed material containing anti-Islamic or pornographic material are also prohibited. I have compiled a list of basic suggested items below, I can email a complete detailed list to anyone interested and answer any of your questions about specific items. If you would like to help fill these boxes, please bring items to our chapter meetings. I will also bring note cards to sign and include in the boxes.

Many thanks to all of you who can help with this service project. These Marines will be appreciative of the "taste of home" we can provide during their deployment.

Denise J. Goveia

NOTE: *Items should be in single serving size if possible, except as noted*

Nuts / corn nuts	Pre-sweetened drink powders (Quart size)
Trail Mix	(Crystal Light / Kool-Aid / Gatorade)
Hot & Spicy Snacks	Ground Coffee / Tea bags
Dried Fruit / canned fruit	Fast food condiments
Chex Mix / Canned Chips / Snacks	(Hot sauce, ketchup, mustard, salt, pepper, relish, mayo, taco sauce, jelly)
Crunch & Munch / Cracker Jack	
Crackers / Cheese Crackers/ Cookies	Magazines
Hard candies, wrapped	Eye drops / Saline nasal spray
Licorice / gum	Avon Skin So Soft
Tic-tacs or other mints	Lip balm / Roloids / Tums
Beef or chicken jerky or sticks	Travel size personal products (no alcohol)
Cereal bars or granola bars	(deodorant/Q-tips/dental floss/etc.)
Tuna lunch kits	Antibacterial hand cleaner
Pop top canned meals or soup	Wet Ones (no alcohol)
Instant Oatmeal / Soup	

2007-2008 Maple Chapter Committees

APD Breakfast	Newsletter & Roster	Bylaws & Standing Rules	Certification	Cards & Flowers	Executive Night	Finance
Beth Cripe, Chair Janet Fink Miriam Kauffman Nicole Kline Brenda Lawrence Sue McCall Betty Schrag Shirley Shriner	Marlene Slaubaugh CPS (Newsletter) Denise Goveia (Roster)	Sally Biller, Chair Beth Cripe Denise Goveia Sue Kurtz Gretchen Neely	Miriam Kauffman, Chair Nicole Kline	Casey Bechtel, Chair Lauretta Schrock	Lauretta Schrock, Chair Casey Bechtel Michele Cripe Roxi Lewallen Nancy Miller Doris Schwartz Kimberly Smith Sue Vicary	Deb McElheny, Chair Beth Cripe Janet Fink Miriam Kauffman Roxi Lewallen Shirley Shriner

Image & Publicity	Membership	Nomination	History	Student Chapter
Debra Mayfield, Chair Mary Ann Bean	Sally Biller, Chair Betty Schrag	Evelyn Wagner, Chair Sue Kurtz	Denise Goveia, Chair Lauretta Schrock	N/A (Chapter Board if needed)

Scholarship	Web/Internet	IMPACT Meeting	Indiana Division Int'l. Projects/Prof. Dev. Com.
Sue Kurtz, Chair Deb McElheny Lauretta Schrock	Denise Goveia, Chair Mary Ann Bean Beth Cripe	Doris Schwartz, Chair Sally Biller Sue McCall Sue Vicary	Marlene Slaubaugh CPS, Chair