



# Lighthouse News



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*"Lighting the pathways for professional growth"*

*Jacksonville-Onslow-Lejeune*

Volume 5 Issue 12

December 2010

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### Points of Interest

- The JOL Chapter meets the second Thursday of each month, 5:30 – 7 PM, Marine Federal Credit Union (MFCU), 4180 Western Blvd Ext (use rear entrance)

### December 2010

- Thurs, December 9th, JOL Chapter Meeting 5:30 PM

### January 2011

- Thurs, January 13th, JOL Chapter Meeting 5:30 PM

## Member Spotlight

### Evelyn Ackerman



I was born in Puerto Rico--my mother is Puerto Rican and my father was a Nebraska farmboy. My father joined the navy and met my mother while stationed in Puerto Rico.

I have lived in Greece, Germany, and visited Spain, Italy, and France, while we were living overseas.

I met my current husband while living in Puerto Rico. He is a former Marine and after retirement, went back to school and became an electrical contractor.

I have been lucky in my work life--I have been a DA Assistant, a District Manager Assistant, and am currently in school.

I started school in May of 2009, when my job of 17 years was shut down unexpectedly. I am now in a WIA retraining program and loving every minute of it! I am enrolled in the Medical Office Administration program, and will graduate in May 2011.

We have 3 children--2 girls and 1 boy, and a 4-year-old granddaughter.

## JOL Mission

To be the acknowledged, recognized leader of administrative professionals and to enhance their individual and collective value, image, competence, and influence.



## IAAP Mission

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



## Greetings from your JOL Chapter President

I hope that everyone had an excellent Thanksgiving holiday spent with family and friends. It's hard to believe that December is here already and Christmas is just around the corner. Where has this year gone?

The holiday season has begun and as we get caught up in the hustle and bustle of activities, I ask each of you to take time to remember those whose circumstances are not as fortunate as ours. Our Chapter Community Project for December is to give toy and food donations to Christmas Cheer/Toys for Tots. Members are asked to bring these items to our next Chapter meeting on December 9<sup>th</sup> and a box will be located at the entrance to deposit your donations. Help us help others who are less fortunate this season and give thanks for the blessings you have in your life.

At the December Meeting we will also have a Chinese Auction Holiday Ornament Exchange. Don't forget to bring a gift wrapped ornament (do not put your name on it). It's always lots of fun and everyone gets to take home a new ornament. In addition to the auction, we are trying something new this year. To add to the holiday festivities, members are asked to bring their favorite appetizer or desert to share. It is guaranteed to be a fun time for all.

As 2010 comes to a close, I would like to say thanks so much for the hard work of our JOL Chapter IAAP officers and committees this past year. I am so happy to know and work with our JOL Chapter members and NCD Division members. I appreciate the time and talents of our members, because I know it is difficult to juggle home and work schedules and the added stress that come with dedication to an organization. May each of you and your families celebrate the blessings this holiday season. Wishing everyone a very Merry Christmas and a healthy and prosperous New Year.



Debra Forney, CPS  
JOL President



## JOL Chapter's November Featured Speaker -

### Mr. Chris Robinson

Mr. Chris Robinson gave an outstanding presentation on identity theft and personal protection at the 4 November JOL Chapter meeting. Everyone in attendance gained valuable insight into how important it is to protect yourself and your personal information.

Thank you Mr. Robinson, for taking time out of your schedule to help make us more aware!





# Upcoming JOL Chapter Meeting

Thursday, December 9th, 2010

5:30 PM

Marine Federal Credit Union  
Chapter Social and Ornament Exchange

## JOL Meeting Dates: 2010/2011

Dec 9	Jan 13	Feb 3
Mar 10	Apr 14	May 12
Jun 9	Jul 14	Aug 11
Sep 8	Oct 13	Nov 10
Dec 8		



**December Birthdays/Anniversaries**

**Birthdays**  
 Norma Bain CPS/CAP - 4 Dec  
 Debbie Earley CPS/CAP - 6 Dec

**Membership Anniversaries**  
 Teri Hetherington - 12/2009  
 Chandra DeVaul - 12/2009  
 Iris Gray - 12/2009



Thank you, Carmen, for being our JOL speaker for the November meeting 😊



*Don't forget the JOL Chapter Ornament Exchange at the 9 December meeting!*

**Mind The Gap.** It's a phrase commonly used to warn train passengers of the gap between the station platform and the train door.

But it's a metaphor that applies to many areas of our lives.

The Gap is the space between one activity and the next.

Not being mindful of the gap between a moving train and a concrete subway platform can cost you an arm or a leg. But ignoring other gaps can also be costly.

For example, if you have to leave the house at 8 AM, it's probably going to take you five minutes to walk downstairs, get your briefcase, pour yourself a go-cup of coffee and get into your car.

If you don't allow for that 5-minute Gap, you'll still be brushing teeth at 7:59. Then as you rush out the door at 8:05 with toothpaste crusted around your mouth, spilling coffee in your wake, you'll find yourself wondering, why you're late. Again.

The Gap is the unacknowledged time that it takes to get out the door, say goodbye, park the car, wait for the shower to warm up and the million others things that we never factor into our schedules.

Here are a few common Gaps:

**Parking:** You pull up right on time for your 10 AM meeting. But if you can't find a parking space, it's 10:15 before you walk in the door.

**Waiting in the Lobby:** How many times have you had to wait while the receptionist dealt with the UPS guy? Your appointment doesn't know what time you arrived; all they know is that they buzzed you back 10 minutes late.

**Waking Up:** If you set your alarm assuming that you'll jump into the shower 30 seconds after it goes off, you're starting your day in the hole. Very few of us jump out of bed ready to spring into action; give yourself three minutes to yawn and stretch.

**Settling in Your Seat:** I learned this one the hard way. My first week of my first job, I walked into an 8 AM meeting at precisely 8 AM, only to find the entire group, coffee in hand, sitting attentively as the presenter began her presentation. My boss took me aside, telling me, "When we say it starts at 8, we mean it STARTS at 8." Whether it's a meeting or a movie, give yourself time to get your stuff, get your seat and get yourself settled before show time.

**Saying Hello and Goodbye:** You can rush in and out of your home or office without greeting anyone. But if you allot a mere 5 or 10 minutes to connect with your coworkers and family, you'll build better relationships, and you won't come across as frantic and frazzled.

**Shifting Your Stuff:** If you want to leave at 3, you need to be shutting off your computer at 2:55 so you can pack up your briefcase. If the conference call starts at 11, you need to have your notes out by 10:55 and be dialing in at 10:57. And that's assuming that your only job is to show up. If you're in charge of something, it goes a lot better if you show up early and make sure your brain has fully transitioned before everybody else has arrived.

Minding the gap isn't just about subway safety. It's about getting through life without killing yourself.

*Lisa Earle McLeod is an author, columnist, keynote speaker and business consultant. The founder and principal of McLeod & More, Inc, she specializes in sales and leadership training. Her newest book, The Triangle of Truth, has been cited as the blueprint for "how smart people can get better at everything." Visit [www.TriangleofTruth.com](http://www.TriangleofTruth.com) for a short video intro. Copyright 2010 Lisa Earle McLeod. All rights reserved.*





Onslow Community Outreach

The Chapter continues to collect items for the Onslow Community Outreach Shelter. Just bring in your donated items to the meetings.



The Chapter will be collecting donations for Toys for Tots and non-perishable food for Christmas Cheer at our December meeting.

*Merry  
Christmas*

*Wishing everyone a wonderful  
& safe holiday*



**NEWSLETTER COMMITTEE** - submitted by Kathy Zerba

The newsletter is a valuable tool for members and all are encouraged to submit articles that are beneficial to administrative professionals. Remember, submitting an article to the newsletter will help you achieve one of the criteria for your Member of Excellence (for details, please see page 7). Submissions for the next months newsletter are due prior to the end of each month. Share helpful tips, articles, or write about your own experiences ~ these will all help each of us grow!

# Certification

PASSION &  
PURPOSE



Thinking of taking the certification exam in May 2011?

The recommended study materials for the certification exams are the college texts listed in the bibliography section of the Review Guide. The Guide is available on the IAAP website under the tab Professional Development, Certification, Exams. The link is <http://www.iaap-hq.org/prodev/certification/exams.html>. The Guide that is currently listed on the website is for those who are currently testing or plan to test in May 2011.

Since the outline was just recently changed, there are no new review materials at this time. However, as soon as Prentice Hall and Metcalf Educational inform us of when their materials will be available, we will pass that information along. Keep in mind, the intent of review materials is to review information one already knows. The certification exams are not written from either the Prentice Hall or Metcalf review materials. The exams are written from the college texts listed in the Guide. When preparing for the exams, candidates are encouraged to use a variety of resources.

Some candidates who are testing in May 2011 will be allowed to retake failed parts in November 2011. We will determine those candidates by the number of parts they have passed after testing in May. If they have two parts passed, they will be given one more opportunity to retest in November 2011. If the candidate has passed only one part after the May 2011 exam, they will be moved into the new outline, which will become a one-part examination.

The Review Guide for those who plan to test under the new outline in Nov 2011 will be available and posted on the website within the next month. This will include the new outline and bibliography of recommended study materials.

IAAP's Certification Program will be changing **effective November 2011**. We're excited about the upcoming changes, and we hope that you will be too. Our goal, as always, is to maintain a vibrant program that's marketable to the professional community. These changes will help us achieve a much simpler system of expansion with an understandable and easier to explain certification program.

Be sure to check out this section in the monthly newsletter for updates and Q & A's about the new certification program or contact Miriam Appleton CPS/CAP, JOL Chapter Committee Chairperson for CPS/CAP Services and Education, at [appleton@campbell.edu](mailto:appleton@campbell.edu).

**Member of  
Excellence**



## Ways to Achieve Member of Excellence Part 2

(An explanation for 3 of the 11 criteria. Must attain 8 criteria to achieve Award)

### **MoE Category - #3: Communication Criteria**

Criteria - **Actively participate in the IAAP web community forum discussions or submit an article for an IAAP publication (chapter, division or international level)**

How to qualify (a combination of any of the following:)

Participate in forum discussions on the IAAP web community – more than one time

Write an article for your chapter or division web page and have it posted

Write an article for your chapter or division newsletter or for OfficePRO magazine and have it published. Article must be a minimum of 200 words and an original article. Recommending someone else's article for inclusion does not qualify.

Evidence to submit (any one of the following)

Copy of all posts to the web community

Log onto the web community and click on eGroups; click on My Messages. You will find a listing of your activity of the eGroups

Copy of the newsletter page(s) where your article appeared

Copy of your chapter or division web page where your article is/was posted

### **MoE Category - #4: Education and Training Criteria**

Criteria – **Attend non-IAAP professional educational workshops, seminars and conference**

How to qualify

Training session to be a minimum of 60 minutes in length and relevant to your work role or would earn recertification points if this session was delivered at an IAAP event

Topic must be professional in nature relating to – for example – your work role, leadership, communication, technical skills, etc.

Evidence to submit (any one of the following)

Copy of certificate of attendance

Copy of letter from employer confirming participation

Copy of letter from education provider confirming participation

### **MoE Category - #5: Education and Training Criteria**

Criteria – **Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or earn a Microsoft certification**

How to qualify

Earn a Microsoft certification in the current year or hold a valid certification earned prior

Earn a degree, certificate or equivalent from an accredited college or university in the current year or prior

Evidence to submit (any one of the following)

Copy of degree or certificate/diploma

Copy of transcript

Copy of Microsoft certificate

## BENEFIT of IAAP MEMBERSHIP:

Are you an executive or administrative assistant who books travel for your company's people? Then ResPlus is an exclusive program just for you. Every time you choose Fairmont Hotels & Resorts, Raffles Hotels & Resorts or Swissôtel Hotels & Resorts for your colleagues' business travel, you'll earn valuable points that you can use toward your own free room nights, retail gift cards, charitable donations and other great rewards.

Membership is free and easy. Simply click on the "Join Now" link below, fill out the brief enrollment form, and we'll send you a ResPlus loyalty number. Then, each time you make a qualifying reservation with us, provide this loyalty number to add points automatically to your account—even if your company uses a travel agent.

Eligible rates include corporate, package, published and discounted; third-party Internet rates are not included. Convention planners and third-party meeting planners; employees of government and crown corporations (with some exceptions\*); and travel agencies/agents receiving contracted discounted rates or commissions are not eligible for membership. 225 bonus points will be awarded to eligible enrollments received by December 31, 2010.

Join Now <[HTTP://www.westproductions.com/sites/S1/index.php?p=92](http://www.westproductions.com/sites/S1/index.php?p=92)>

For program inquiries, please e-mail [resplus@frhi.com](mailto:resplus@frhi.com), or call 1 800 663 0005 (toll free in North America) or +1 506 877 3085 (international).

## Tips for the Workplace

### Technology Tip:

#### **Saving Documents as a PDF:**

A useful feature in Office 2007 is that you can now save a document as a pdf.

Just select "Save as" and chose "PDF or XPS".

Ensure "save as type" reflects pdf and select "publish".

"You have brains in your head.  
You have feet in your shoes.  
You can steer yourself any  
direction you choose.  
You're on your own.  
And you know what you know.  
And YOU are the one who'll  
decide  
where to go..."

~Dr. Seuss~



**Don't forget  
to collect your  
Box Tops for  
the IAAP/  
Avery Box  
Top  
Challenge**

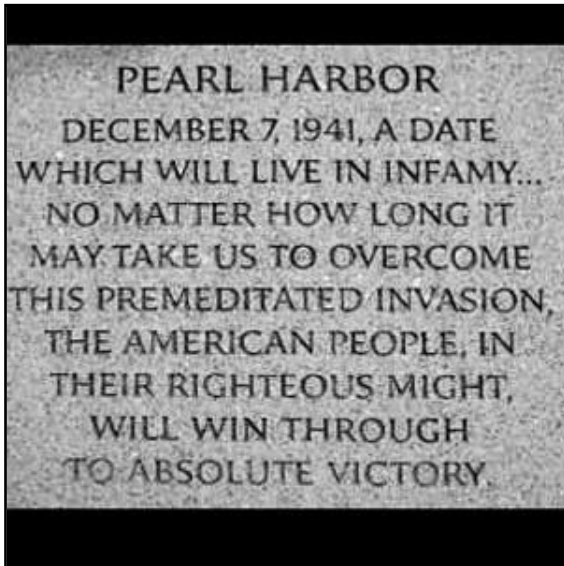


Marine Federal Credit Union membership is not just available to the military? Marine FCU also partners with local businesses and organizations to offer membership to individuals living and working in our local communities. JOL Chapter of the IAAP is a business partner of Marine FCU and as members of JOL you and your family members are eligible for membership. Marine FCU offers a full range of services and benefits including auto loans, mortgages, financial planning, credit cards, electronic financial services as well as several checking and savings options. Feel free to stop by any Marine FCU branch for more information or to open your account. **Thanks to Marine Federal for allowing us to meet at their headquarters facility.**

# Pearl Harbor Remembrance Day in United States

Tuesday, December 7, 2010

National Pearl Harbor Remembrance Day, which is annually on December 7, commemorates the attack on Pearl Harbor, in Hawaii, during World War II. Many American service men and women lost their lives or were injured on December 7, 1941. National Pearl Harbor Remembrance Day is also referred to as Pearl Harbor Remembrance Day or Pearl Harbor Day.



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 American Casualties and Losses
4 battleships sunk,
4 battleships damaged including 1 run aground
2 destroyers sunk, 1 damaged
1 other ship sunk, 3 damaged
3 cruisers damaged
188 aircraft destroyed
155 aircraft damaged,
2,402 military killed
1,247 military wounded
57 civilians killed
35 civilians wounded



Photo # KN-32031 "The Japanese Sneak Attack on Pearl Harbor", charcoal and chalk by Griffith Bailey Coale, 1944





(left to right) Janet Tucker, Debra Forney CPS, Kathy Zerba, and Linder Morton

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Meets **Second Thursday** Each Month  
Marine Federal Credit Union  
4180 Western Blvd., Extension  
(Rear Entrance)  
Jacksonville, NC  
5:30 pm – 5:45 pm (Networking)  
5:45 pm – 7:00 pm (Education/Chapter Business)



International Association of  
Administrative Professionals®

**JOL Chapter**

The Jacksonville-Onslow-Lejeune (JOL) Chapter was chartered in November 2004 and promotes professionalism through continuing education, chapter programs, and networking for administrative assistants.

The chapter is one of 18 chapters of the North Carolina Division.

If you would like to join us at our next meeting, please contact the Membership Committee by e-mail at [membership@iaap-jol.org](mailto:membership@iaap-jol.org) or call (910) 938-5221. A JOL chapter member will gladly contact you with more information and welcome you to your first meeting.

**Annual Membership Dues**

Dues	Chapter	Division	Int'l	TOTAL
Member*	\$15	\$10	\$83	\$108
Student	\$7.50	\$5	\$50	\$62.50

\*New members also pay a one-time processing fee of \$15.  
This is waived for students.



[www.iaap-hq.org](http://www.iaap-hq.org)  
[www.iaap-nc.org](http://www.iaap-nc.org)  
[www.iaap-jol.org](http://www.iaap-jol.org)

***Certify Your Credibility***

Future CPS®/CAP® Exam

Exam Dates Application Deadline

Nov 5-6, 2010 Aug 15, 2010

May 5-6, 2011 Feb 11, 2011

Part 4 of the CAP exam is administered on Friday afternoon, Parts 1-3 of the CPS and CAP exams are administered on Saturday.