



Tech Update

Winter 2008

WHY SHOULD I JOIN IAAP?

by Anna Scott, President



It is an international organization.

International Association of Administrative Professionals is the largest international organization for administrative assistants. You can become a member of the Greenville Chapter of IAAP for just \$37 per year. For more information on this international organization please visit their website at <http://www.iaap-hq.org/>.

A Greenville Chapter student may be awarded a scholarship from the Greenville Chapter.

Each year the Greenville Chapter of IAAP awards a \$500 educational scholarship to a member of the Student Chapter. A 300-word essay is required stating why an applicant should receive this scholarship. The most excellent essay wins. Past AOT students who were recipients include Frances Scarborough, Wilma Bennett, and Evelyn Davis.

You will have great mentors.

Our club is blessed with great mentors. Carol Mull, Carolyn Walker, Sandra Monson, and Emily Hudson strive to help us make our club a success. You will also interact with members from the Greenville IAAP chapter.

You will become an active member of the community, serving others.

This year the student chapter is collecting donations for "Let There Be Mom" which is an organization that gives assistance to terminally ill mothers. This money will be used for purchasing items that make their lives a little bit brighter.

You will be giving back to Greenville Tech.

For the last two years, the student chapter has planned and presented an annual breakfast on Administrative Professional's Day to honor our "Admins" working here at Greenville Technical College. This has been a well-received event that included keynote speakers who presented topics relevant to administrative professionals as well as scavenger hunts, games, and door prizes. We look forward to the next event which is scheduled for April 2008.

You will network, learn, and have fun at the monthly meetings.

Student Chapter meetings are held the third Tuesday of the month on the Barton Campus in the Engineering Technology Building (#103), Room 108. This year we will rotate meetings between lunchtime and late afternoon in an effort to make meeting times convenient for a larger number of students. The meetings begin with a short business session and refreshments, and generally we have a guest speaker.

Speakers who are knowledgeable in their fields and who represent a variety of Greenville organizations have presented the following topics relevant to future administrative professionals: Resume Do's and Don'ts, Table Manners, Business Etiquette, Time Management, What to Wear to an Interview, and How to Get Along with Different Personality Types.

You have the opportunity to network with Greenville Chapter members.

As a member of the Student Chapter, you may also attend meetings of the Greenville Chapter. They are held the fourth Monday of every month in Room 602 in the Admission and Registration Center at McAlister Square. Networking with members is from 5:30-6:00 p.m. A dinner is served at 6 p.m. at a cost of \$10 and is followed by a guest speaker.

Attending Greenville Chapter meetings is a great opportunity to chat with people currently employed as administrative professionals. You may even find out about job openings as members seek members when a position is available in their organization. Here are just a few of the companies where members currently work:

IBM, Flour Daniel, BMW, ICAR, St. Francis Hospital System, Greenville Hospital System, FindGreatPeople.com, Greenville County, Scan Source, and local attorney and physician offices.

You will receive Office Pro Magazine.

When you become an IAAP member, you will receive *Office Pro Magazine* once a month. It contains articles on everything an administrative assistant "needs to know" from the newest technology, to diversity in the workplace, to how to deal with people, and the latest job requirements for office professionals in the global workplace.

IAAP PLEDGE

Recognizing that a position of trust imposes ethical obligations upon secretaries to act for the benefit of employers, clients, and the public, members of the International Association of Administrative Professionals hereby establish and promulgate standards of professional conduct and resolve to be guided by them as embodying the ethical ideals of their profession.

For information about meeting times, dates, and speakers please contact Anna Scott (in the lab) Engineering Technology Building (#103), Room 115 or e-mail her at Anna.Scott@gvltec.edu. **We invite you to be our guest!**

INTERVIEW WITH 2007 IAAP SCHOLARSHIP WINNER

by Sarah Paris

Frances Scarborough, a student at Greenville Technical College, is this year's recipient of the Greenville Chapter of the International Association of Administrative Professionals (IAAP) scholarship. Ms. Scarborough is majoring in Office Systems Technology and will earn her degree in December 2007. She is also pursuing certificates in Receptionist, Computer Information Management, and Legal Clerical. Her GPA is 3.0, and she is frequently on the Dean's list.



I asked Mrs. Scarborough when she started back to college and why she chose to do so. She replied, "I wanted to go to college when I was younger, but I had children and became very busy trying to raise them. I couldn't find my way back until my children were grown. I was already in the office work environment and wanted to further my career by advancing my education."

Anna Scott, President of the GTC Chapter IAAP, told her about the scholarship and encouraged her to apply. Mrs. Scarborough then proceeded to say, "I joined IAAP in the spring of 2007 and began to realize how important this association is and how it can help someone in his/her career advancement."

When asked about her future hopes for her career, Mrs. Scarborough replied, "I feel that by furthering my knowledge through education, I will have better career opportunities that will bring me closer to home, so I won't have to travel as much. Also, of course, I will have better financial security." With these qualifications and goals, it is no wonder that she was voted to be the recipient of this scholarship.

IAAP HOLDS OPEN HOUSE

GTC's IAAP Chapter held two open houses to inform and promote the organization. On Monday, November 12, from noon until 1 p.m. and on Tuesday, November 13, from 4:30 until 5:30 p.m., prospective members learned about the rewards of membership in this professional organization for administrative professionals.

Chapter officers along with GTC advisors explained the purposes of the organization and told of activities of the group during past meetings. Members from the Greenville Chapter of IAAP were also present to tell what their experiences have been with the organization and how it enhances their careers.



Membership is \$37 a year and enables you to be a part of the largest organization in the world that promotes the professionalism, education, and status of administrative careers. We will have meetings that rotate between lunchtime and late afternoon so that both day and evening students can participate. December's meeting will be a daytime meeting to be held at a local restaurant.

Contact any of your AOT instructors by e-mail or in person or the chapter president, Anna Scott, at Anna.Scott@gvltec.edu for more information or an application form.



THE VALUE OF MEMBERSHIP IN IAAP

by Lynda Benden, Chapter Liasion

Joining GTC's Student Chapter of IAAP offers you many benefits. IAAP is the largest organization in the world that is committed to the ongoing professional development and career success of administrative professionals. Membership has many rewards.

As a member of the GTC Student IAAP Chapter, you are also a member of the Greenville IAAP Chapter. You can attend their meetings, conferences, and seminars. At IAAP meetings guest speakers inform members about personal safety, effective job interviewing skills, business etiquette, and other professional development topics.

As an IAAP member you will network with other office professionals who work in a variety of settings such as law firms, medical offices, industry, banking, financial investment, and government. Networking can lead to lucrative job openings.

Membership also affords you the opportunity to advance your career by attaining CPS (Certified Professional Secretary) and CAP (Certified Administrative Professional) designations which are the recognized standard of measurement for administrative professional excellence.

Our Greenville Tech Student Chapter meets the third Tuesday of each month in the Engineering Technology Building (#103), Room 108 at 12 noon or 4 p.m. on the Barton Campus. Please join us at our next meeting!

THE HISTORY OF THE IAAP

by Darlene Stripling, Vice President

IAAP was founded in 1942 as the National Secretaries Association (NSA) and renamed in 1998 as IAAP. The Headquarters is located in Kansas City, Missouri. IAAP also established two programs: the Certified Professional Secretary (CPS) in 1951 and in 2001 the Certified Administrative Professional (CAP) program. They offer online classes for members to learn new skills and also to receive credits. Online classes are called E-Learning. IAAP also has its own bookstore. IAAP is a worldwide organization with 40,000 members and affiliates and 600 chapters worldwide. There are many members of The Fortune 500 that are part of IAAP such as Office Team, Adecco, UPS, Office Depot, and Avery Office Supplies just to name a few. There is also a link on the website where you can look for job openings.

Once you become a member of IAAP, you are welcome at any of the Greenville Chapter meetings. There is a Greenville Technical College Student Chapter, a Greenville Chapter, and many other chapters in the Upstate. The Chapters meet once a month for about one hour, and it will be one of the most informative and fun hours of your month. IAAP offers the opportunity to receive a scholarship to help pay for classes while you are in college. IAAP is a wonderful organization. You are welcome to visit the Website anytime at <http://www.iaap-hq.org> or come to one of the chapter meetings.

Officers

President
Anna Scott

Vice President
Darlene Stripling

Secretary
KellyAnn Reynolds

Treasurer
Whitney Powell

Chapter Liasion
Lynda Benden

OST HAS A NEW NAME!

Office Systems Technology (OST) has a new name—Administrative Office Technology (AOT). The change is effective beginning spring semester 2008. Course numbers, descriptions, objectives, and content will remain the same; only the prefix will change. The change will *not* affect a student's curriculum requirements *or* graduation status.

The change is a statewide change that impacts all technical colleges in South Carolina. Why is the name changing? Roles of administrative workers are evolving in the global workplace. Job titles and responsibilities reflect these changes. "Administrative Office Technology" reflects the tasks, employer expectations, and status of today's administrative professionals.

AOT COURSE CHANGES FOR 2007-2008

Along with a name change from Office Systems Technology to Administrative Office Technology, there are course enhancements that have been implemented for this year. Below is a summary of AOT curriculum course changes.

●**AOT 234**—This course is now a hybrid course. A *hybrid* course contains both in-class and online activities. Content now includes a comprehensive approach to communication in the workplace with the addition of oral communication, collaboration, proofreading and editing, using professional reference manuals, and emerging communication technologies as well as composing a wide variety of written documents. Students should take AOT 234 the semester *following* AOT 134, if possible, to continue building skills in language arts and communication. AOT 234 is a prerequisite for AOT 210 and AOT 143.

●**AOT 210**—It is now a hybrid course. Last year it was online only. Office 2007 will now be used as students work as virtual assistants. This course follows AOT 234 and is a *capstone* course. A capstone course is one in which students are required to apply their computer and communication skills that they have developed in prerequisite courses as they work independently with a minimum of instruction. The goal is *mailable* documents.

●**AOT 101, 106, 105, 110, 210**—These courses either focus entirely on or have as a component of keyboarding skill building. Keyboarding speed requirements progress from 20 wpm (in AOT 101) to 50 wpm (in AOT 210) for a grade of C. Minimum keyboarding speed standards for top administrative professional positions in the Greenville area require a minimum of 50 wpm, generally with no more than one error per minute.

●**AOT 105**—A new textbook with accompanying software has been adopted, *Gregg College Keyboarding and Document Processing (GDP)*. Lessons 21-60 are covered and MS Word 2007 is used.

●**AOT 110**—*Gregg College Keyboarding and Document Processing (GDP)* with accompanying software is the new textbook and software adoption. Lessons covered are 61-120 and MS Word 2007 is used.

●**AOT 143**—This course, entitled Office Systems and Procedures, replaces AOT 141, Office Procedures I. There has been no content change to the course.

AOT ADVISORY COMMITTEE MEETING

by Carol Mull, AOT Instructor

The Administrative Office Technology Advisory Committee met on Tuesday, October 30, 2007. The AOT Advisory Committee is composed of Greenville area professionals who are employed in administrative assistant positions as well as in supervisory roles in a variety of office settings. The Committee meets in the fall and in the spring and functions in an advisory capacity for all Administrative Office Technology programs.

Chair, Talitha Ellington presided over the meeting. During the meeting the several topics were discussed:

- Name change from OST to AOT effective January 2008
- AOT enrollment update, 2006 to 2007
- Progress report on program and course recommendations from 2006-07 for 2007-08:

-AOT now offers three degree choices: AOT, AOT-Medical, and AOT-Legal.

-Medical transcription certificate was eliminated because of low job demand.

-New keyboarding software and Word 2007 is used in AOT 101, AOT 105, and AOT 110.

-Communication skills objectives have been expanded in AOT 234 and AOT 210 as a result of advisory committee recommendations.

-AOT 234 now includes a larger variety of electronic communication documents and addresses emerging communication technologies.

-Speech recognition training is being considered for inclusion, perhaps in an existing course by 2008-09.

- Student Chapter of IAAP report
- Faculty “shadowing” administrative professionals this year
- A newsletter to keep students and advisory members informed
- GTC Career Center opportunities for students and for employers
- Continuing Education courses for Spring 2008 in business and computing
- Curriculum development plan

The AOT curriculums will be studied using the DACUM (“Develop a Curriculum”) process. Area practicing professionals who are currently employed as administrative professionals in a variety of office settings—industry, government, law, medical, and banking—will meet for an intense day of work. Their charge will be to develop an inventory of measurable skills needed for job success of entry-level workers who complete AOT curriculums. The results of the DACUM will be used in proposing changes for all AOT programs to ensure continued marketability of our graduates.

JOB INTERVIEWING TIPS

by Lynda Benden, Chapter Liaison

At the October meeting of the GTC Student Chapter of IAAP, Krista Poth, Staffing Consultant from **FindGreatPeople.com**, presented tips on job interviewing.

A job applicant has five seconds to make a favorable first impression on the interviewer. “Fair” or not, the message that you are sending out is based entirely on what the interviewer sees first—dress, hair, grooming, and introductory communication skills. You want your first impression to work for you, not against you. Make initial eye contact and shake hands properly upon introducing yourself. Smile.

How do you dress for an interview for an administrative position? Dress conservatively. The traditional two-piece suit—black or navy blue—with skirt length just below the knee will always impress. Wear a tailored blouse, neutral hosiery, and shoes with low heels. Shoes should be clean, polished, and in good condition. No toes or heels should be exposed. Avoid jewelry or make-up that is distracting. Avoid wearing perfume. A matching handbag or portfolio of good quality is also a must.

Once the initial introductory minutes have passed, your interviewer will begin asking probing questions. Be prepared. There are several questions that are frequently asked by interviewers. You should think about these questions before the interview and prepare your answers. Below are just a few questions for which you should be prepared.

- 1. Tell me about yourself?** Offer the positives and accomplishments about yourself, but do not appear to be bragging. Do not tell about your personal life. Your answer should never be more than 3 to 4 minutes.
- 2. Why are you leaving your current position?** Be careful with this answer; never talk negatively about your previous employer. Remain positive.
- 3. What are your significant strengths?** Be prepared with three specific strengths. Use strengths in regard to your performance that would be advantageous to the position opening and are directly applicable to the position for which you are applying.
- 4. What are your significant weaknesses?** Turn negatives into positives by telling how you have worked to improve a weakness. Try to show specific improvement. For example: you may describe your “attention to detail” which can be a real positive in administrative positions.

After Ms. Poth’s presentation, IAAP members asked a variety of questions about dress, resumes, and the Greenville job market for administrative professionals. Krista Poth can be reached at www.FindGreatPeople.com or at 1-800-638-1661.

LANGUAGE ARTS

by Sandy Monson, AOT Instructor
Communication briefings*

Good communication depends on more than just avoiding errors. Here are some tips you should follow:

- Use the “you approach”—reader’s are interested in what’s in it for them—not what you or your organization desires.
- Write to be understood—not to impress.
- Use strong verbs and avoid passive voice. Ex. “Pat Smith wrote the report.” (active voice)
- Be sure the subject agrees with the verb.
- Work on the proper use of *I* and *me*.
- Look up problem words and phrases you’re unsure of. Ex. Do not misuse these adjectives. *Eager* means excited; *Anxious* means fearful.

*Communication briefings is a publication.

GTC’S CAREER CENTER HELPS YOU FIND JOBS AND HELPS EMPLOYERS FIND YOU!

GTC’s Career Center assists both students and graduates in their job search. This is a *lifelong* service for graduates.

The Center provides information on resume writing and interviewing through its career library, videos, and websites. Resume critiques and mock interviews are available by appointment.

Job postings can be found online by accessing **Career Central** found under important links on *CampusCruiser*. When you enter *CampusCruiser*, you will have to scroll down to the bottom of your screen to find links. Here is the link to the main Career Central website selection that will get you started: <http://www.collegecentral.com/greenvilletech/>

In addition to job postings, students and graduates may upload their resume for hundreds of employers to see, send the resume electronically to job postings, and view a log of employers who have viewed their resumes as well as keep track of submissions to job postings.

The Career Center is open from 8 a.m. to 5 p.m. Monday through Thursday and 8 a.m. to 1 p.m. on Friday and is located in the Admissions and Registration Center at McAlister Square. Phone 250-8139 for appointments and information.