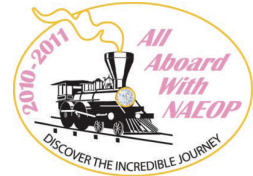


# Keeping Affiliates Active



National Association of Educational Office Professionals

## A Message from the President



Chugga, chugga..choo! choo! Our train is rushing down the track to Charleston for the July annual meeting of the National Association of Educational Office Professionals! In less than two months we will be meeting at the beautiful Embassy Suites to celebrate our year by giving RECOGNITION – through our awards programs and Professional Standards Program; providing INFORMATION and SERVICE – through our general sessions, briefings and Institute; and igniting FELLOWSHIP – through our hospitality suite, our Area and Council meetings, and the blending of both old and new friendships. The NAEOP Annual Conference is the place to be! I hope you have made plans to attend and explore the many nuances of NAEOP as well as the beauty of Charleston itself. I, for one, am so very excited!

Our NAEOP train has traversed the nation this year, making several stops as it winds its way toward Charleston. Someone asked me what my favorite conference was and I didn't (and still don't) have a response to that. Each one was a highlight and each one gave me memories that can't be replaced. From California to New Hampshire I have laughed, taught, learned and met many of you and I wouldn't trade that experience for anything. I have seen the Grand Tetons of Wyoming and boarded the historic Queen Mary. I have traveled the Catskills of New York and the breadth of Nebraska. It has been an incredible, life-changing journey.

I realize that many of our state affiliates are struggling; however, there is light at the end of that train tunnel. I have recently received word that a few local affiliates have decided to continue their affiliation with NAEOP even though the state affiliate has folded. And another state affiliate is taking the time and energy to examine their bylaws and tackle some issues that may be hindering their growth potential. Those are examples of seeing the light at the end of the tunnel. I firmly believe that our local affiliates are the backbone of NAEOP – they are the key that sparks the engine in our train!

I would encourage you, as leaders of your state and local affiliate, to take a long look at your guidelines and processes. Sometimes we face challenges in leadership by not looking at what we are requiring – are you expecting too much of your volunteers? As Mark Levin states in his book, "Millennium Membership", the six steps for increasing and retaining association membership are:

**Step 1** Identify the marketplace and learn to deal with it – *all educational office professionals are extremely busy at the workplace and in the home*

**Step 2** Invest in technology and use it to attract new members – *did you know your affiliate Website can be set up as a direct link on the NAEOP website? Contact NAEOP for more information.*

*Continued on page two*

Where to find it.....

Executive Board reports  
Area Director reports  
Council Chairmen &  
Committee reports  
Affiliates News  
Conference Information

**Step 3** Move from mass marketing to mass customization - *your association should be customized to fit the demographics of your membership – if the majority are elementary office professionals your programs could be focused on elementary school issues with some generalization to include other levels.*

**Step 4** Maintain the human touch in the business of membership – *no matter how many membership packets you design and how much information they contain, there is just nothing like the personal touch. High Tech needs High Touch.*

**Step 5** Brand the organization – *does your association have a recognizable logo that is printed on everything? (ex: Nike – the swoosh, “Just do It”)*

**Step 6** Create a membership experience – *be sure your conferences and Institutes reflect your members input and wishes as much as possible.*

Mr. Levin contends that “technology has changed everything; that time is the new currency.” We are all busy; yet, our association membership provides an outlet that we all need. I would encourage you to read the book, “Millennium Membership” and apply what you learn to your association membership program this year.

In all our struggles to recruit new members, let us not forget to design our association and its programs to retain the members we have. That is really the only way we will continue to grow at any level – local, state or national. RECRUIT AND RETAIN...RETAIN AND RECRUIT – they are both equally important.

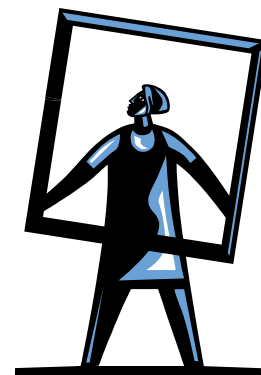
Thank you for the opportunity to serve as NAEOP President this year. It has been my honor to work with an enthusiastic NAEOP Board of Directors who accepted the challenges laid before them, kept the train on track and are excitedly looking forward to meeting all of you in Charleston!

Kathy Lech, CEO  
2010-2011 NAEOP President  
2313 Maple Lane, Steilacoom, WA 98388  
Email: Klech@steilacoom.k12.wa.us  
Office: 253-583-7204  
FAX: 253-583-7292  
Cell: 253-227-7368

**AFFILATE PRESIDENTS' SOCIAL**  
Tuesday, July 19, 2011  
Immediately following the Opening Session  
Suite # will be announced



**Allie Faye Matthews, CEO**  
**President Elect**  
**Professional Development-Partners Reaching Out Chairman**



## **DISCOVERING THE BIG PICTURE**

Around this time of year, I often look at my calendar and think, “wow, where did the year go?” It seems like yesterday we were in Kansas City climbing aboard the NAEOP train joining President Kathy Lech on this incredible journey!

From New Hampshire to Washington, many stops were made along the way that allowed members to experience the uniqueness of NAEOP’s Board of Directors who delivered keynote addresses, provided workshops, installed officers, promoted NAEOP and encouraged participation in our Professional Standards Program.

Although we continue to experience the affects of a down economy, it is refreshing to see that many of our affiliates found creative ways to introduce professional development opportunities while holding cost down.

What this says to NAEOP is that you have looked at the “big” picture and fully understand the value of continued enhancement of professional skills, knowing it will lead to greater dividends in the future. NAEOP has joined you in this quest and is working diligently on enhancing training opportunities available through Professional Development.

With the closure of school around the corner, it also means many of you are gearing-up for next year’s activities and the establishment of budgets. As you prepare training opportunities for next year, I encourage you to consider NAEOP’s Field Service Program. The 2011-2012 NAEOP Board of Directors are a highly-skilled, enthusiastic group, waiting for an opportunity to help you with your low-cost training options!

While traveling across the nation, President Kathy Lech has represented us well. Her knowledge of the association, as well as her vision for NAEOP’s future has been inspiring. Congratulations President Lech on a tremendous year—it has been an incredible journey.

The South Carolina Association has been working diligently on what promises to be an exceptional conference. Please get prepared for a super time as they showcase the Jewel of the South—see you there!

**Lola Young, CEOE**  
**Vice President/Membership Chairman**



**Planting Seeds For NAEOP's Growth** can be difficult in these times. Everyone is watching every penny. Everyone has bills to pay, food to buy, and let's not forget the gas we need for our vehicles that is taking an extra bite out of our budgets. Especially during times like these, we **need** to reserve some of our personal funds to gain the professional growth needed to simply maintain our current job or to secure a new one. Employers these days have a plethora of applicants to choose from and you must have superior skills to market yourself. If you were an employer, who would you want to hire—someone who just goes to work from 8–5 p.m. daily (seeds) or someone who works the same hours, but in addition seeks out avenues to grow professionally (seeds with fertilizer)? The choice is obvious.

In the last issue of Keeping Affiliates Active, I wrote about the decline in NAEOP membership since 1990. It is definitely time to begin rebuilding not only our membership but also our personal marketability. By doing so, once the economy turns around completely, you'll be sitting pretty in a job that not only pays the bills, but is something you enjoy. Let NAEOP help you along this path by providing you with professional growth opportunities as well as valuable contacts across the country. The contacts will help you to build your network. You can then utilize your network and see where it will take you.

For your own well-being (as well as NAEOP's), I encourage you to continue generously planting seeds, fertilize and care for them, and watch as we turn the tide and begin the growth process.

I would like to thank my advisors, committee members, the hard working Council Chairman and the Area Directors for everything they have done this year in recruiting and contacting members with expiring memberships. It takes each one of us (not just the committee members and board members) to not only maintain but to increase NAEOP's membership. And, thank you – the membership for allowing me to serve you this year as your Vice President/Membership Chairman. It has been an honor.

## **Northeast Area Director Elizabeth Napolitano, CEOE**

*Connecticut, New York, Vermont, New Hampshire, Pennsylvania, Ohio, Massachusetts, Maine, Rhode Island, Michigan, New Jersey, Canada*

Spring has finally arrived and the flowers are blooming! I've been busy organizing and preparing for our Northeast Area Breakfast meeting that will take place on Thursday, July 21<sup>st</sup> from 8:00-10:00 a.m. at the 77<sup>th</sup> NAEOP Annual Conference to be held in Charleston, South Carolina. We will be voting on members who will serve on the various NAEOP committees for 2011-2012. Please think about submitting your name to volunteer on a committee.

This year's Northeast Area Professional Development days were held at the Fort William Henry Resort and Conference Center in Lake George, New York on April 14-16. Along with President Lech and Past President Posey there were members from Connecticut, New York, New Hampshire, and Vermont in attendance. The New Hampshire Conference was held in May in the White Mountains of New Hampshire at the Mount Washington Resort. There was actually still snow on the mountains. Among other presenters, Wyatt Bienfang presented "Do You See What I See?" I was pleased to also be able to attend the Vermont State Conference that was held on May 18, 2011 at the Lake Morey Inn and Resort in Fairlee, Vermont where I learned "How to Get What you REALLY Want From Life" from some very nice sisters, Angelique and Morella Devost. Their mission says "Our mission is to help create a better world by empowering people to live healthier, happier, and more vibrant lives."

A Northeast Area Newsletter will be emailed to all Northeast members quarterly. It will be a great place to share any news you might have along with your conference information. If you would like something published in the newsletter please email your information to me at [ENapolitano@wallingford.k12.ct.us](mailto:ENapolitano@wallingford.k12.ct.us).



## **Advisory Council/Affiliations Elizabeth Napolitano, CEOE**

In this issue of *Keeping Affiliates Active* you will find a list of associations that have affiliated with NAEOP through February 14, 2011. If your association is not listed, I encourage you to contact the President of your association and remind them to affiliate as soon as possible in order to receive the benefits of NAEOP. If your association did not receive the packet, you can find the Affiliation form at [www.naeop.org](http://www.naeop.org) under the Affiliates link.

Advisory Council is the affiliate's voice and meets once a year at the Annual Conference. Issues and recommendations are brought to the Advisory Council and discussed by the delegates who are sent from each affiliated association. In order for your association to participate and vote on issues, current NAEOP affiliation is required. The delegate must also be an NAEOP member in good standing and registered to attend the Advisory Council meeting. Please plan on attending the Advisory Council meeting on Wednesday, July 20, 2011 from 8:00 a.m. to 12:00 noon.

**Becky Shipley, CEOE  
Southwest Area Director**

**Writing a Good Email**

Emails—sometimes can't get work done with them and can't live without them. But are we really doing our best to write the message in a way that the reader knows what we're really trying to say. Have you ever written an email, hit "send", and immediately get a one-word reply? I have—and it immediately caused me to review my email to make sure my message or question was written clearly. I hope the following tips help you write effective emails:

1. Remember that your subject line is a headline. It should draw your attention and tell you exactly the purpose of the email—do you need or want a response? Do you need information? People often scan the subject line in order to decide whether to open, forward, file or trash a message.
2. Be clear in your request or the purpose of your email. For example, a bad email is one that simply states you are reminding the reader of a meeting next week. A good email will give the reader the date, time and location of the meeting.
3. Include one purpose for each email. It's so easy to lose details in long emails or a request buried in the text of a long email. That also helps the reader know the subject of the email.
4. Be respectful in receiving and sending emails. If the sender requests information by a certain timeline, try to meet that timeline or reply to the sender with information on when you expect to have the answer/information they have requested.
5. Never compose an email while angry, annoyed or tired. Most emails do not require an immediate response.
6. Take time composing important messages. Before hitting that "send" button, review it later in the day or the next day—or have a colleague read the draft.
7. Short sentences are easier to read on the screen. Limit each sentence to one idea.
8. Treat an email like you treat other forms of communication. Don't rely on the spell checker only. Read, and re-read if you can, your email to make sure you haven't used words that will convey the wrong message to the reader.
9. Don't be too informal on internal emails—especially if you work in public education. Remember that any email—sent or received—is a public document and can be requested through a public records request.
10. Remember that the recipient of your email potentially gets a lot of email, just like you do. Be considerate with your requests and the timeline for receipt of information.
11. In your reply, answer all questions and try to pre-empt further questions.
12. Make sure your message is readable and concise.
13. Remember who you are sending your message to. A simple message to your teenager of "thx 4 ur help 2day ur gr8" may be the right thing to send—but there comes a time when that kind of message isn't enough—especially if it's going to your boss.
14. Don't overuse the high priority option.
15. Don't overuse the "reply to all" option.
16. In business emails, try not to use abbreviations such as BTW (by the way) and LOL (laugh out loud). The recipient might not be aware of the meanings of the abbreviations and in business emails these are generally not appropriate. The same applies to the use of emoticons, such as the smiley :-).

**Signature Blocks:**

For me, personally, I love signature blocks. It's a quick reference to the sender's contact information and is available to me quickly and efficiently. But I don't need to see it each time there's a response back to my reply. If your email is distributed internally within your organization, a full complete signature block is not always necessary. Don't forget to include your full information if you are writing on behalf of your district/university or on behalf of your affiliate or NAEOP.

**Melissa Carpenter, CEOE**  
**NAEOP Southeast Area Director and Special Projects Co-Chairman**



It has been an honor for me to serve as the Southeast Area Director and Special Projects Co-Chairman. The Southeast Area covers Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, Tennessee, Africa, Bermuda and the Caribbean areas. Congratulations to the newest members of NAEOP, the Southeast Area affiliates and to all those who received their recognition for earning a PSP certificate. Special thanks to Connie Bergeson, CEOE, for serving as my advisor.

I encourage you to renew your membership upon notification and to recruit new members to join our wonderful organization. Affiliates are encouraged to renew your affiliate membership upon receiving your affiliation notification. Don't miss any of the benefits that are available to affiliates. Members and affiliates are encouraged to submit articles to Linda Sockwell, CEOE, NES Connector Editor at [linda.sockwell@risd.org](mailto:linda.sockwell@risd.org).

The Mississippi Association of Educational Office Professionals hosted the Southeast Area Professional Development Seminar March 4-6, 2011, at University, Mississippi, at The Inn at Ole Miss.

We had over 50 in attendance from Arkansas, Florida, Georgia, Kentucky, Louisiana and Mississippi. MAEOP did an outstanding job. Special thanks to states who donated door prizes and baskets. Special thanks to Jewel Adams and Valerie Bonner for serving as seminar co chairman and doing a wonderful job. The workshops were very informative, fun, interactive and presenters did a marvelous job. Our Southeast Area Director Melissa Carpenter began the seminar with a few ice breakers and team building exercises. Dr. Kim Stasny presented Support Yields Dividends; Andrea M. Jekabsons presented Staying Competitive and Feeling Secure in a Changing Work World and Jim Morrison presented Going Green in the Workplace.

Hope you are making plans to attend the NAEOP Annual Conference in Charleston, South Carolina, July 18-22, 2011, at the Embassy Suites. Register online at [www.naeop.org](http://www.naeop.org). Plans are underway for the Southeast Area meeting on Thursday, July 21. If you would like to serve as a teller, page, recorder or minute's approval committee, please send your contact information to [melissa.carpenter@usm.edu](mailto:melissa.carpenter@usm.edu). Patricia Stelmach, CEOE, Kentucky, will be installed Friday, July 22, as the new Southeast Area Director. We wish Patricia all the best!

As special projects co-chairman for 2011, our battle cry will be "show me the money" to assist in raising funds for NAEOP. The Special Projects Committee functions to provide the mechanics necessary to carry out any special projects as approved by the Board of Directors. Start saving your 50/50 money! Special Projects Committee will be selling "blankets to go." ***Affiliates are asked to provide baskets. We are asking members to donate silent auction items for the conference.*** If you have silent auction items, send them to Melissa Carpenter, 118 College Drive #5048, Hattiesburg, MS 39406, or bring them to conference with you.

If you are planning to attend the Charleston conference and have some free time on your hands Tuesday, July 19, and Wednesday, July 20, and would like to donate your time and talents to the Special Projects table, please send Lori Schumann your name and time you can volunteer to work at the table to [lori.schumann@unoka.k12.mn.us](mailto:lori.schumann@unoka.k12.mn.us). Special thanks to Patricia K. Fleming, CEOE, Pam Posey, CEOE, Linda C. Tribble, CEOE, and Helen Wells, CEOE, for serving as advisors. Special thanks to Lori Schumann, CEOE (MN) for serving as co chairman. Special thanks to the following Special Projects Committee members: Charla Callahan, Colleen Clarke, Laquita Davis, Annette Dighton, Bonnie Elder, Angela Gonzalez, Tina Griffin, Rose Hill, Trish Jones, Nancy M. Lee, Sherilyn McGraw, Becky Moses, Martha Ouellette, Ida Brown Philson, Phyllis Rabe, Kathleen Ramos, Carol Reed, Ratonia Shaw, Jane Simonsen, Janet Ulberg, Patti Wal-ling, Chris Walsh and Sheri Wilson.



**Betty Ruth Wilson, CEOP  
South Central Area Director**

As my term as South Central Area Director comes to an end, I have deep admiration of my experiences over the last two years.

This is my favorite quote and I wish to share it with you. It reflects our personality, enter-being, and love for others.

**“The best and most beautiful things in the world cannot be seen or touched. They must be felt with the heart.” -Helen Keller.**

What joy it is to have the opportunity to work in education and to have a desire to be a member of your local, state, and national association. Our associations provide us with networking, training, and opportunities. They help capture new friendships and renew old ones.

Thank you for believing in me and giving me your support these past two years. I am so excited to welcome Mary Ann Hollingsworth, CEOE, Texas, as our South Central Area Director 2011-2013. She is a lovely, dedicated NAEOP member who will lead us the next two years with her astuteness and agility.

Look forward to seeing you in Charleston, SC!



**Gayna R. Warren, CEOE  
Presidential Advisor**

**Sending Out Group Emails and Ensuring Privacy**

Do you have the occasion to send out group emails for work, committees or to friends? If you do, are you ensuring that the privacy of the recipients is being protected?

In this day and age of communicating via technology, our personal information is constantly being made available to people unknown to us. So, here are few quick tips when sending out group emails.

1. If the message is destined to more than two or three recipients, the message *should not* display the list of recipients. The recipients should be listed using the **bcc** header.
2. The sender should be listed in the **to** header since mail programs will not send an email without a recipient being listed in the **to** header.
3. Using a mail alias, nickname, or group address book entry from within your mail program may cause problems if people reply to the whole group.
4. Using the **bcc** header to suppress a long list of addresses will help alleviate problems with a message being downloaded.
5. Using the **bcc** header will help protect all recipients' address books if one of the recipients has an issue with a virus attacking address books or their email account has been "hacked."

It's important to remember that although we may be working with a group of individuals or have a group of friends that we like to send jokes, stories, or family updates to, not everyone wants their email address available without prior authority. So, when sending out group emails, make sure you are respecting your recipients' privacy and making use of the **bcc** header.

The NAEOP Board of Directors will be addressing this issue at their July Board Meeting and will be developing a formal, written privacy policy regarding group emails.

**Lori Schumann, CEOE**  
**NAEOP North Central Area Director and Special Projects Co-Chairman**

It is hard to believe that another school year is coming to an end and that summer will soon be upon us. I am sure that each and every one of you is busy with your end of year duties and hopefully, looking forward to some well deserved time off this summer.

The South Dakota Association of Educational Office Professionals 2011 conference will be held on June 8 -10, 2011 in Sturgis, South Dakota at the Holiday Inn Express. The conference schedule sounds outstanding with many excellent speakers and topics. President Elect Allie Faye Matthews will also be presenting at this conference. Be a “Guiding Light” and guide SDAEOP new and long term members to attend.

The MAEOP association is struggling to keep members and to fill board positions. We are busy planning our Fall Conference, and I encourage members to seriously think about filling a board position. The current MAEOP board recently received several resignations and is currently in the process of reviewing procedures and jobs and looking at different ideas to make it easier to be a board member. Please feel free to contact me if you have any ideas or suggestions. I can’t explain enough all that you get back when serving on the board.

Reminder to all NAEOP members, it is very important to remember to renew your membership as soon as you receive your notification. Also, encourage others to become members of our wonderful organization. Affiliates remember to renew your affiliation to keep receiving all the benefits that are available for affiliates.

The countdown for the NAEOP conference has begun. I hope that you have had the chance to look at the schedule of events, the speakers and Institute information and all that will be going on. It is going to be an excellent conference and I hope we get as many North Central Area members as possible.

Reminder that the Special Projects Committee will be selling “blankets to go” which will come in handy if the conference rooms are too cold.. If any members have any items that they would like to donate for the silent auction please send them to Melissa Carpenter, 118 College Drive #5048, Hattiesburg, MS 39406 or bring them to the conference with you. ***We are also asking Affiliates to provide the baskets that are so popular to attendees.***

If you are interested in donating your time and talents at the Special Projects table on Tuesday, July 19 and/or Wednesday, July 20 send me your name, contact information, and the time you can work the table to [Lori.Schumann@anoka.k12.mn.us](mailto:Lori.Schumann@anoka.k12.mn.us).

Calm yourself by taking one minute every hour to take a deep breath and ask yourself whether, in the past hour, you’ve been the kind of person you want to be, Peter Bregman suggests on a Harvard Business Review blog. Then recommit to who you want to be in the next hour. One small self-interruption per hour equals a calmer you.

**Gayle Schnorenberg, CEOE  
Northwest Area Director**

Who has the time to come up with the forwarded emails that are out there? This is a very busy time and as I wrap up the year I have to keep my focus and work to meet many deadlines. One of the things I try to do is manage my stress, so the email I just opened couldn't have come at a better time. It reminded me to keep things in perspective, let me share it with you.

**The True Meaning of Stress**

A young lady confidently walked around the room while leading and explaining stress management to an audience. She raised a glass of water, and everyone knew she was going to ask the ultimate question, 'half empty or half full?'... she fooled them all ... "How heavy is this glass of water?" she inquired with a smile.

Answers called out ranged from 8 oz. to 20 oz.

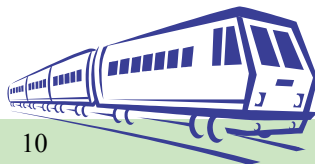
She replied, "The absolute weight doesn't matter. It depends on how long I hold it. If I hold it for a minute, that's not a problem. If I hold it for an hour, I'll have an ache in my right arm. If I hold it for a day, you'll have to call an ambulance. In each case it's the same weight, but the longer I hold it, the heavier it becomes." She continued, "And that's the way it is with stress. If we carry our burdens all the time, sooner or later, as the burden becomes increasingly heavy, we won't be able to carry on."

"As with the glass of water, you have to put it down for a while and rest before holding it again. When we're refreshed, we can carry on with the burden – holding stress longer and better each time practiced. So, as early in the evening as you can, put all your burdens down. Don't carry them through the evening and into the night ... pick them up tomorrow.

Whatever burdens you're carrying now, let them down for a moment. Relax; pick them up later after you've rested. Life is short. Enjoy it and the now 'supposed' stress that you've conquered!"

1. Always keep your words soft and sweet, just in case you have to eat them.
2. Drive carefully ... It's not only cars that can be recalled by their Maker.
3. Never put both feet in your mouth at the same time, because then you won't have a leg to stand on.
4. Nobody cares if you can't dance well. Just get up and dance.
5. When everything's coming your way, you're in the wrong lane.
6. Birthdays are good for you. The more you have, the longer you live.
7. You may be only one person in the world, but you may also be the world to one person.
8. Some mistakes are too much fun to make only once.
9. We could learn a lot from crayons. Some are sharp, some are pretty and some are dull. Some have weird names and all are different colors, but they all live in the same box.
10. A truly happy person is one who can enjoy the scenery on a detour.
11. Enjoy life now; your birth certificate has an expiration date.
12. Being happy doesn't mean everything is perfect. It means you've decided to see beyond the imperfections.
13. Have an awesome day and know that someone has thought about you today.

Jump on the train, join the journey and let your NAEOP friends help out. Call or email someone and they can help you lighten your load.



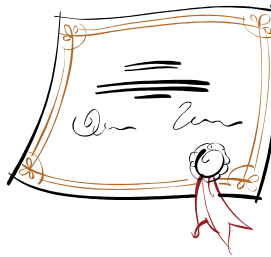
**Mid-Atlantic Area**  
**Sibyl Hoover, Director**



This year the Mid-Atlantic Area will be awarding three student scholarships to the children or grand children of our Area NAEOP members. In years past we have had up to as many as six applications submitted at one time and way less in more than half the years. I am pleased to say that this year we have had eleven applications submitted. The awarding of the scholarships will take place at the NAEOP Conference in July during the Mid-Atlantic Area meeting. Good luck to all the applicants.

This year's Professional Development Days are being hosted by the Maryland Association of Educational Office Professionals under the guidance of members Deb Blimline and Deb Ford. Their theme is "Cast Your Net" and will include 12 hours of Professional Development. Save the date notices have been sent to each state President for dissemination to their membership. It will be at the Clarion Resort in Ocean City, Maryland on October 20 and 21<sup>st</sup>. Based on double occupancy the rate split would be approximately \$68 per person. The group rate is good until 9/19/2011. For reservations call 1-800-638-2100. Registration forms will be available soon or you may contact Deb Blimline at [dblimline@bcps.org](mailto:dblimline@bcps.org) Registration fee is \$115.00 before 8/31 and \$125.00 after 8/31. This includes breakfast and lunch. Be looking for more information in July.

Congratulations to Delaware, Maryland, Virginia, North Carolina and South Carolina on the informative and enjoyable state conferences or professional development days held in each state.



**Awards Committee News**

The judges have completed their reviews, the tabulations are nearly complete and the results for Office Professional and Administrator of the year will soon be announced. The Louise Henderson Awards, state and local, along with the website awards are not announced until the conference in Charleston.

I cannot thank members of the Awards committee enough for securing the judges and the judges themselves for the fantastic work they have done this year.



## **Administrative Council Chairman Wendy L. Heslink, CEOE**

“Staying active” – what does that mean, exactly? For you it may mean going for walks, participating in a fun activity like hiking, bowling, camping, or (dare I say it) exercising. For some it may mean going shopping, doing volunteer work or participating in community service projects. My personal way to stay active lately is taking Zumba classes and camping with my family. These are just a few ways that I can think of for a person to stay active, but what does it mean to “stay active” as a NAEOP affiliate?

An organization can only be as active as its members. This holds true for NAEOP, as well as its affiliates and all local associations. From discussions I’ve had with colleagues from across the country, keeping current association members active and recruiting new members into our professional associations at all levels appears to be a nationwide problem. Do your colleagues in your work environment get a sense of your enthusiasm and dedication to NAEOP and your local/state associations? Do you promote these associations in your workplace?

Here are a few personal suggestions for keeping people involved and interested in NAEOP and its affiliates.

- Advertise – Put NAEOP and/or your local/state affiliate membership brochures in the mailboxes of all educational office professionals in your learning environment. Send emails to your colleagues when there’s an upcoming event in your area sponsored by your state and/or local association.
- Start at the top – Send your building/district/campus/department administrators membership brochures from NAEOP and your state and/or local associations. I’ve found that explaining to administrators the professional development opportunities available to members of these associations and how those opportunities could/would benefit not only his/her own office/department, but the institution as a whole, helps them understand why their office professional should be part of such organizations. Also explain the economical value of this kind of professional development. NAEOP dues and conference registrations are minimal compared to what some of our own administrators pay for their membership in similar organizations and for conferences they attend.
- Be willing to travel – In my home state of New York it was traditional that each year we held an annual conference plus one “Spring Regional” conference. Both were held in different locations across the state, to accommodate all members. The “Spring Regional” was only a two-day conference. Last year, mostly due to school budget constraints, we changed our approach for the spring conference. In lieu of one two-day conference in one location we held one-day “Professional Development Days” in four areas across the state. By doing this, we reached over 200 office professionals. Our “Spring Regional” conferences averaged 50-60 participants. At each Professional Development Day we recruited new members, too!
- Have some fun – Have you tried holding 1-day bus trips to a local attraction for your members? This is a great way to get to know each other more, have some fun together, relax and can even be used as a fund raiser for your association.

What does your association do to keep its members active and to recruit new members? I would love to hear some of your ideas. Please email them to me at [wheslink@fcsd.wnyric.org](mailto:wheslink@fcsd.wnyric.org) or stop me at the NAEOP conference in Charleston and share your thoughts!

## **Debbie Jasinski, CEOE Elementary Council Chairman**

Welcome and Happy Spring Everyone! I hope everyone has registered for the National Association of Educational Office Professionals Annual Conference and Institute to be held in Charleston, South Carolina, July 18-22, 2011. The Elementary Council Meeting will be on Friday, July 22, 2011, from 8:00 a.m. to 10:00 a.m. The Elementary Council theme is Dream, Believe, Achieve, Making a Difference. At the Elementary Council meeting, the topic is “Attitude is Everything.” Keeping a positive attitude, no matter how bad things get in our personal lives, will definitely take you far. You may not think it at the time, but the positive attitude will help. Believe me, I know from personal experience. Debbie Wade, CEOP, CEOE, will be speaking on, “What’s Your HATtitude?” At the meeting, be ready for “bonnets” of laughs, “ten gallons” of fun, and a “millinery” of learning.

Do you make a difference? Do you believe in yourself and others? Do you have dreams that make a difference? At the meeting, we will be having a blue ribbon ceremony, “Who I am Makes a Difference.” I believe everyone does make a difference and no one has the right to tell anyone differently. Everyone has to have a dream, and believe in themselves, and they can achieve anything and more. We are making a difference.

As the Elementary Council Chairman, I encourage everyone to volunteer and serve on the Annual Conference Elementary Council Committee and other committees so you can experience what NAEOP has to offer. I know everyone has many hats to wear. I hope everyone takes some time before the NAEOP Conference and Institute to smell the roses. After school lets out, I will be. If you have any questions on the NAEOP Conference or information you would like to share, please email me at [djasinsk@gmsd.k12.pa.us](mailto:djasinsk@gmsd.k12.pa.us) or [vacationtime01@aol.com](mailto:vacationtime01@aol.com). I’d love to hear from everyone!!



Debbie Wade, CEOP, CEOE, is a speaker, costumed presenter, clown, and recent retiree from San Jacinto College District after 31 years as an Administrative Assistant.

## Higher Education Council Chairman Cheri Goldrick

“Dandelion, Dandelion...  
What do I see?”



Take a moment and look at the picture here on the left. What do you see? Do you see the beauty of a simplistic bright yellow flower? Or do you see an annoying weed that will inundate your lawn with thousands of annoying seeds?

It all depends on your perspective and what frame of mind you are currently in. I have always loved the beauty of the dandelion and the wonder of its transformation from a field of brilliant yellow to a sea of fluffy white down, waiting to be plucked and wished upon. When I was a child, my grandmother used to make a meal of dandelion greens with butter and vinegar shaken gently over the top. She looked forward to this burst of spring every year and the versatility of such a common plant. She never begrudged its birth during the month of May but welcomed the appearance of those strange green leaves and its true potential. I have never looked at the dandelion as a nuisance. I used to love to run through a field and then look down at my clothes and see the yellow stains that appeared (and much to my grandmother's dismay, sometimes remained after many repeated washings). It made me feel alive and full of wonder. But then to watch the yellow beauty of the flower turn into the seedlings and fill a field with the lightness and softness of a playground of white parachutes, just waiting to be plucked and whisked away by a single breath. It didn't get any better than that....to close your eyes, make a wish, and blow away these little umbrellas and watch their journey through the air, to fall lightly and feather-like to the ground.

Our lives are very similar to the dandelion concept. As children, we all grow as the dandelion does and are beautiful and special to those who are part of our family. We blossom into strong and vibrant gifts of God and make our way in the world. Sometimes we emerge not as the biggest or brightest flower, but we still find our way and reach ourselves to the sun to nourish our souls. As we mature, we change, both physically and emotionally and need to accept ourselves. Maybe we are not as beautiful as we once were on the outside but we still have a role to play and a destiny to fulfill. We acquire much knowledge and seeds are planted in us, waiting to burst forth like the dandelion. Our seeds of experience will scatter far and wide to help others recognize the beauty in each of us and to follow our own “breath of wind.”

We accomplish this analogy in many ways: as office professionals, as colleagues, as friends, as parents, as mentors. Our experiences and knowledge can help others grow and blossom into beautiful and strong members. As we grow in our experiences at NAEOP, we can then take those seeds of knowledge and scatter them throughout the United States, helping others grow and enhance their understanding of the worlds around them. I never attend a workshop or conference without learning one new idea or experience at least one special moment. I am never disappointed. We all have so much to offer one another; share your ideas and plant a seed...Vice-President's Lola Young's theme for membership has been based on this concept of planting a seed and helping NAEOP grow into an outstanding organization for the 21<sup>st</sup> century. Make it a GREAT day today and plant one seed of your remarkable knowledge in someone else. Then stand back and watch it grow into a bloom of beauty and strength.

It has been a great couple of years for me to serve as your Higher Education Council Chairman. I have learned so much from Immediate Past President Pam Posey and President Kathy Lech. They have planted seeds in me and helped me to grow as a person, as a professional, and as a colleague. I am grateful for all they have given me as mentors and leaders. Thank you for this opportunity to share with all of you these past two years. It is an honor and a privilege to be part of such a wonderful organization as NAEOP and I thank you for your support and friendship. We'll see you in Charleston!

## High School/Career and Technical Education Council Chairman Susan Belliston, CEOE

At the Idaho AEOP Spring Conference this past April, the president being installed gave me a book “Even Eagles Need a Push” by David McNally and Mac Anderson. It’s a book of short stories of the power of encouragement. The opening story is about how the mother eagle has to push the eaglets out of the nest in order to teach them to fly. I had heard this story a few times before, but a statement at the end of the story caught my attention. “THE PUSH... Sometimes WE NEED IT. Sometimes WE NEED TO GIVE IT. It can be the greatest gift you ever give. It will change a life forever.”

Has someone pushed you lately? Have you ever hung back, wanting to take the leap but afraid to? I have many times. When I have finally taken the leap, I find it to be an uplifting, rewarding experience. I gain so much value from the experience—a sense of accomplishment. How many times have I passed up the push and lost out on the natural high that comes from the experience? Had I not taken the push a long time ago, I would still be a very shy, “unsure of myself” person, unable to venture out on my own. I still have my times of hanging back. Don’t get me wrong, I still have to push myself and get out of my comfort zone. I can’t imagine all the blessings I have missed out on.

I would like to give you a push. Take the leap so you can have a rewarding, uplifting experience like I did. Take those baby steps. Do you like to write? I would love to have articles for the HSCTE Council newsletter. Do you have a skill that you would like to share with others? Your local AEOP may be looking for workshop presenters. Do you like to talk to and encourage people? We need people to recruit members for your local, state and national AEOP and I am always looking for HSCTE Council committee members to help with contacts. Just imagine all the possibilities.

Next time you feel a little push behind you, take the leap. Don’t miss out on the blessings awaiting you. And don’t forget that if YOU need to give a push to someone “It can be the greatest gift you ever give. It will change a life forever.” I know it changed mine.



**Teresa L. Price**  
**Middle School/Jr.High Council Chairman**



## **Safety Tips for Women Traveling Alone**

As the summer months draw closer, I find myself becoming more and more excited about what wonderful things await me on the next stop of my incredible NAEOP journey! The 2011 NAEOP Annual Conference and Institute in Charleston, S.C is right around the corner. I always travel with some wonderful Delaware friends. But now more than ever, women are traveling by themselves for business or pleasure. And although their reasons for traveling are similar to their male counterparts, women traveling alone have very different concerns. From safety issues to cultural variations, women travelers encounter a variety of difficulties that can be avoided if the necessary precautions are taken.

To learn how you can travel safer, read these tips from the American Society of Travel Agents (ASTA). Some of the most travel-wise people in the world, ASTA members understand that while it pays for both men and women to be educated travelers, it is imperative for women to plan every step of their trip - from packing a suitcase to choosing a hotel room - to ensure a safe return.

**Know Before You Go** - Learn as much about the destination as possible, especially when traveling to a foreign country. An area's religious or cultural beliefs can directly impact you, compelling you to adapt your dress and demeanor to comply with local customs. Also, what is regarded as sexual harassment in one country is part of the social fabric of another, so avoid form-fitting or revealing clothing to prevent unwanted attention.

**Welcome to Hotel Safety** - Get to know the staff that will be familiar with guests. They are able to monitor who enters and exits the building. Ask beforehand if a member of the staff will be available to escort you to your room if you arrive late at night. Ask for a room on a higher floor near the elevator but away from emergency exits, stairwells, and any renovation work. Never accept a room if the clerk loudly calls out your name and room number.

While at the front desk, grab a card from the counter with the hotel's name, address and phone number on it, and keep this card on you at all times. Once inside your room, make sure the door has a peephole and a deadbolt. If it doesn't, make sure you don't open the door to someone you don't know.

**Travel Documents** - Make two copies of important travel documents - one set for the trip, and one for friends or family to keep at home. This includes your itinerary.

**Packing Smart** - Pack light so you won't be weighed down and look weighed down, both of which would make you an ideal target for pickpockets. Avoid expensive looking baggage and clothing, lock all suitcases and only use covered luggage tags with your office address written on it rather than your home. Carry only one credit card, and don't keep all your money in one place.

**Transportation** - Explore transportation options available at your destination ahead of time, especially if you will be arriving late in the evening. Travel agents can help determine the safest choice and make the necessary arrangements. If renting a car, carefully examine maps, write out directions in advance and bring along a cellular phone.

**Know Your Surroundings** - Study a map of the area you will be visiting. Learn as much as possible about getting around the streets to avoid looking like a lost tourist. Ask the concierge about where - and, more importantly, where not - to go. Ask your taxicab driver, where they personally like to dine, shop and/or spend their free time.

**The Best Vacation Memories are Good Vacation Memories** - There may be safety in numbers, but there is also safety in knowledge. With some advance planning and the advice of a professional travel agent, your vacation or business trip can be safe, hassle free and memorable.

Contact a NAEOP friend or a trusted travel agent today and get professional assistance and advice for your next trip. See you in Charleston, South Carolina!

**Charlotte Zeller**  
**State Department Council Chairman**



### **What's Happening in Your Neck of the Woods?**

I so love starting my day off with the national early morning news. They always have such informative and interesting segments from around the country in addition to the news and weather. My favorite weatherman always ends his portion with “Here’s what’s happening in your neck of the woods” which rolls right into the local weather. That saying brought to my mind lots of thoughts and ideas centered on AEOP.

The local weather at the Kansas State Department of Education AEOP is that we are getting ready to host a breakfast reception for our bosses in conjunction with National Educational Bosses Week, which is May 16-20. It will be a time of good food and fellowship in addition to making sure our bosses know how much we value and appreciate their support. In recognition of Administrative Professionals Day, a special program and snacks were provided for KSDE office professionals. Our association also recently held a lunch and brainstorming session for our members to target strategies to help our association recruit and retain members. The information for our brainstorming session came from the Central Area retreat that was held in Columbia, Missouri, March 18-20. NAEOP President Kathy Lech facilitated the sessions which helped us target challenges and solutions.

As you can see we have had a lot happening here in Kansas. I’m sure there is a lot happening in “your neck of the woods” as well. Please let me know about your activities, as well as your challenges and solutions. From our Central Area retreat I know that so many associations and states are facing the same issues. Please send me an email with anything that you would like to share. My email address is [czeller@ksde.org](mailto:czeller@ksde.org).

Last but not least, July is coming upon us rather quickly. I hope you are planning to attend the National Conference in Charleston on July 18-22. There are so many wonderful classes, sessions, and opportunities for you to be involved in with others from across the nation. Be sure and attend the State Department Council meeting as it is an invaluable time to meet with others who work in similar environments. We’ll see you in South Carolina. Back to you, local members!



## ASSOCIATION OF OFFICE PROFESSIONALS

THE UNIVERSITY OF SOUTHERN MISSISSIPPI



The University of Southern Mississippi Association of Office Professionals recognized Pam Posey, CEOE as the 2010-2011 AOP Educational Office Professional and Russ Willis as the Educational Administrator of the Year during our annual Bosses Luncheon on Tuesday, May 17, 2011.

The University of Southern Mississippi Association of Office Professionals 2011-2012 officers have been selected and will be installed at our meeting in July. Congratulations to the following officers: Delores McNair, President; Connie Knight, Vice President; Sharon Hughes, Vice President; Tina Griffin, Treasurer; Crystal Hay, Gulf Cost Director and Melissa Carpenter, CEOE, Immediate Past President!

Several AOP members are looking forward to attending the Mississippi Association of Educational Office Professionals annual conference June 9-11, 2011, at the Holiday Inn in Meridian, MS. Jewel Adams, CEOE will be installed on Friday, June 10 as our state president. We are very proud of Jewel. We thank our members for serving on committees on the local, state, and national levels.

Submitted by:  
Melissa Carpenter, CEOE  
AOP President

## **NAREOP SERVICE PROJECT FOR 2011**

My Sister's House is the name of the organization that I have chosen for our Retiree's Service Project, North Charleston, South Carolina for the National Conference in July, 2011. The Children's Program at my Sister's House was developed to better assist the children who are victims of domestic violence. The program provides educational and therapeutic activities for children ages four to 17.

The goal of the children's program is to provide advocacy, counseling and other forms of support for children who suffer the effects of violence. Education, time and space are given the children as they begin the healing from their emotional wounds. They learn to nurture themselves and one another, and to recognize that their emotions and feelings are normal for what they went through.

### **CHILDREN WISH LIST**

#### **Arts and Craft Supplies:**

Accent Gems, Playdoh, Paint (watercolor and jar paint) Felt, Glitter, Glue Sticks, Face paint, Markers, Coloring Book, Colored sand, Balloons, Dry Erase Markers, Paintbrushes, Velco tape.

#### **ELECTRONICS:**

Children's video tapes, Computer games (nonviolent), Children's music CDs

#### **THERAPEUTIC items**

Dollhouses, Sand tray toys, Animal-shaped magnets, Puppets, Journals

#### **SPORTS:**

Sports equipment, Bats, Jump ropes

#### **MISCELLANEOUS:**

Educational books, New Children's Toys, Gifts for teenagers.

#### **GIFT CARDS:**

If needed items can be sent to me at my address. I will take them with me to the conference.. If you would like to see their website, it is [www.mysistershouse.org](http://www.mysistershouse.org).

Thanks in advance for your generosity.

Dorothy Aiken, 631 Oakdale Avenue, Belvedere, SC 29841-2350



# NAEOP 2011 Conference

## Charleston, SC

### July 18-22, 2011

Make plans now to attend NAEOP 2011 in Charleston, SC because we are making **BIG** plans for your visit! We have arranged awesome speakers as keynotes, as well as, for the Institute, and Briefings. Take this opportunity to explore a beautiful historic city deep in the heart of the south and experience the local charm and customs, dine on southern favorites and some of the best seafood in the world, all while you learn and laugh with NAEOP.

The Embassy Suites, Airport/Convention Center will be our host hotel and is attached to the Charleston Area Conference Center. All rooms are 2-room suites that include microwave, refrigerator, coffee makers, and sleeper sofas. Rooms are \$145.00 per night. A cooked-to-order, free breakfast buffet is offered every morning. (Area and Council Breakfasts will now be Area and Council "meetings" so you can eat your free breakfast before you go to the meeting.) The Embassy also includes the complimentary manager's reception in the evenings. The hotel provides free transportation to and from the airport, the nearby Tanger Outlets, and parking is free! The hotel and Charleston Convention Center are located approximately 12 miles from Historic Downtown Charleston. Member and Guest registration will include free shuttle service to the downtown area on specified days and times.

Be prepared to learn, laugh and live life to the fullest in historic Charleston, South Carolina in 2011. Be sure to start planning now so you can take advantage of the *Cruise to the Bahamas* that will follow the conference leaving from the Charleston Port. Bring your family and make this a relaxed working vacation.



**NAEOP**  
**CARNIVAL FANTASY**  
**JULY 23 - 29, 2011**  
**6-NIGHT CRUISE SAILING FROM CHARLESTON**

<u>DAY</u>	<u>PORT OF CALL</u>	<u>ARRIVE</u>	<u>DEPART</u>
Saturday, July 23	Charleston, SC		4:00 PM
Sunday, July 24	Fun Day At Sea	-	-
Monday, July 25	Nassau, Bahamas	7:00 AM	6:00 PM
Tuesday, July 26	Freeport, Bahamas	8:00 AM	4:00 PM
Wednesday, July 27	Key West, FL	7:00 AM	6:00 PM
Thursday, July 28	Fun Day At Sea	-	-
Friday, July 29	Charleston, SC	8:00 AM	

Inside cabins start at a rate of \$793.00 per person based on double occupancy. (third and fourth guests sharing the cabin are each \$573.00). Ocean view cabins start at a rate of \$853.00 per person based on double occupancy (third and fourth guests sharing the cabin are \$663.00 each). These rates include all taxes, port charges, government fees, meals and entertainment. A deposit of \$75.00 (non-refundable and non-transferable) per person is required to reserve your cabin. A second deposit of \$250.00 per person due prior to February 1<sup>st</sup>, 2011. Final payment is due by April 19, 2011. Penalties will apply for cancellations after the final payment date. The penalty for canceling 30 days from the cruise to the final payment date is \$325.00 per person. If you cancel 8 to 29 days from the cruise the penalty is 50% of the cost of your cruise plus \$75.00. Should you cancel 7 days or less from the date of sailing it is completely nonrefundable. We do recommend cancellation insurance; please call for details.

**Proof of citizenship is required in the form of a passport or birth certificate (original or certified copy only) with a photo ID (drivers license).**

Failure to provide a valid proof of citizenship will result in denied boarding. Legal names must be submitted. Failure to submit legal name and spelling as it appears on your passport will result in a \$50.00 name change fee imposed by the cruise line.

Please note that Carnival reserves the right to re-instate the fuel supplement for all guests at up to \$9 per person per day should the price of light sweet crude oil increases above \$70 per barrel according to the NYMEX (New York Mercantile Exchange Index).

Cruises For Less is pleased to provide at no charge a private cocktail party (based on 50 sold cabins) and a \$25.00 per cabin on board credit.

**The lowest fare available will be quoted at the time of reservation – even if lower than the above group fares!!**

**CRUISES FOR LESS**  
**1340 BEN SAWYER BLVD. SUITE H**  
**MT. PLEASANT, SC 29464**  
**(843-971-3334)**

Enclosed please find deposit money for \_\_\_\_\_ people for an inside cabin \_\_\_\_\_ ocean view \_\_\_\_\_ cabin  
 First deposits (\$75.00, per person), may be made by cash, check, or money order. Second and final payments may also  
 be made by Visa, MasterCard, American Express, or Discover.

Do you prefer dining time early (6:00PM) \_\_\_\_\_ or late (8:15PM) \_\_\_\_\_

Full Legal Name: \_\_\_\_\_ Date of Birth \_\_\_\_\_  
 Full Legal Name: \_\_\_\_\_ Date of Birth \_\_\_\_\_  
 Full Legal Name: \_\_\_\_\_ Date of Birth \_\_\_\_\_  
 Full Legal Name: \_\_\_\_\_ Date of Birth \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_ E mail Address: \_\_\_\_\_

**NASSAU**, on the island of New Providence, the capitol of The Bahamas, a large and busy city, offers many shopping opportunities just blocks from the ship, including jewelry stores, souvenir shops and more. Additionally, you can take a \$5.00 per person cab ride over to the world famous **Atlantis Hotel** and view the popular aquarium or try your luck at gambling in the large casino. You may also elect to take an excursion to explore all that Nassau has to offer!

**FREEPORT**, The Bahamas second largest city, is a "free trade zone" on the island of Grand Bahama. We suggest you take an inexpensive cab ride over to Port Lucaya and enjoy the shopping in the market place and enjoy the many restaurants and bars at the marina. There is also a beautiful white sand beach where you can swim and relax in the sun. There are many fun excursions to choose from, as well.

**KEY WEST**, Discover a city where real estate titles date back to the Kings of Spain. Stroll the palm-lined streets and discover gingerbread mansions, tin-roofed conch houses, the John Audubon House and Ernest Hemingway's home. Walk in the footsteps of Thomas Edison, Lou Gehrig, Harry Truman, and Tennessee Williams. Gaze at the fabled treasure of the galleon Atocha. Discover tomorrow's fine art treasures by Key West's well-known and unknown artists. In Key West, you can visit these and a host of other attractions by taking advantage of convenient public transportation, taxis, pedi-cabs, tour trains and trolleys. Don't miss the exciting shops, restaurants and bars on famous Duvall Street!

**INSURANCE** is available to cover any financial loss due to a covered reason, i.e. an illness or death of yourself or immediate family member. Insurance also covers "emergency medical evacuation". If you have to be transported off of the ship by helicopter or other means, it is a minimum cost of \$15,000.00, out of pocket. In other words, your normal medical and hospitalization insurance will not cover this service. However, travel insurance does cover it along with other coverages. It does cover baggage, trip interruption, emergency medical/dental, travel delay and more. Also, cancellations due to pre-existing conditions are covered as long as the insurance is purchased within 14 days of the initial deposit. The premium amount is based on one's age and the cost of the cruise. If interested, this premium amount can be quoted at the time of booking!

**SHORE EXCURSIONS** Once a reservation is under deposit, you can pre - book shore excursions (side trips offered by the cruise line while in port). These can be purchased in advance on-line or aboard the ship. However, it is advised to book in advance to insure your space and to avoid a potential sell-out. Listed below is a sampling of the excursions:

**Nassau:**

Blue Lagoon private Island Getaway  
Cable Beach Golf Course  
Catamaran Snorkel and Beach  
Discover Atlantis  
Beach Day Getaway

**Freeport:**

Bottom Fishing  
Glass Bottom Boat  
Dolphin Close Encounter  
Freeport Biking Adventure  
Deluxe Beach Break and Shopping

**Key West:**

Key West Pub Crawl  
Hemingway House and History Tour  
Historic Homes and Gardens  
Conch Train/Old Town Trolley Tour  
Key West Parasailing

There is a **cashless** system aboard cruise ships. You have your own "charge account". The only time cash is used is to tip your room service steward when they deliver your free room service meals (all food is included in your cruise fare, along with coffee, tea, non - bottled water and juices). Sodas and alcohol are extra. **Gratuities** for the waiters, bus persons, head waiter and room steward are additional. The total gratuity amount for all, is \$50.00, per cruise guest (\$10.00, per person, per day). This amount of \$50.00, can be prepaid or upon the ship. If not paid ahead of time, your on-board account will be charged for this amount. Please advise if you wish to prepay. An envelope will be provided in your cabin on the last night for your Maitre D's gratuity. If you feel as though this is deserved, take it to dinner with you on the last night.

Cruise lines do not send out paper tickets. The Security Border Act initiated after 9/11 requires all U.S. Citizens leaving and re-entering the United States to provide some information to their carrier (Carnival) prior to travel. This immigration information is collected by Carnival in the form of a "FunPass". Cruises For Less will direct you and inform you of how this is done. We will also provide you with a pre - cruise checklist. Additional information of things to know before you go can be found on our website at [www.cruisesforlessincharleston.com](http://www.cruisesforlessincharleston.com).

The **inside cabin** price is based on a category 4B (Riviera deck) This cabin is 185 square feet with two twin beds that convert to a king bed. They will accommodate a third and/or fourth guest in a bunk bed, rollaway or trundle bed. There is no window in this cabin. The **ocean view cabin** is based on a category 6B (Riviera Deck). This cabin is 185 square feet with a 3' x 5' window that does not open. The bedding configuration is the same as the inside cabin. **Balcony cabins** are available, but on The Fantasy, they are only found in the Junior Suites and Grand Suites. All cabins and suites do have private baths, phones and flat screen T.V.s.