



# TAPSS is Back!

Howdy,

We are happy to welcome you to the new and improved Texas A&M Professional Support Staff (TAPSS) newsletter. Our new board has been hard at work to make this new version of TAPSS the best it can be. We are looking to recruit new members to bring even more life and excitement to our organization. If you would like to join our organization, please see the link in the newsletter to sign up. We also have committee positions available for anyone that wants to come and join us and have a good time.

Our purpose is to try to help everyone reach his or her full potential, in either our mentor program or just a friendly ear to listen. We all have been impacted by the economy and down turn in the work force. TAPSS has made it one of our goals to help each and every one of you attain the desired job that you are looking for. We want to help make it

possible for you to attain the job of your dreams. Our board also wants to point out the importance of support staff, not only to Texas A&M, but to all facets of the job market. We are what keep these companies functioning. We all play a major part of the productivity of our organizations.

We will be having our 20<sup>th</sup> Annual TAPSS Conference on October 10, 2012. Please plan on attending. We will have great speakers, vendors and fellowship. We are working hard to ensure that this will be one of the most beneficial conferences that you will attend.

All of us are looking forward to hearing from each and every one of you to make this your organization. Please join us in striving to benefit from all the support that our organization can provide. We truly want to help you achieve

your job ambitions.

Our board members are all available to answer any questions that you may have. We wish you all the best in whatever course your job takes you in and hope you all achieve your dream job.

Best to all of you,

Gayle Willis ~ President

## New Web Site and Design

Thanks to the effort of Mr. Chester, the new website is completely new and redesigned.

The re-launch is scheduled for this month.

## this issue

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# Mind, Body, Spirit ~ Melissa Easley, CAP-OM

## Writing Effective Emails

Do you make sure that your messages get read and acted upon? Do people respond to your emails in the way you want? Do they ignore them or miss important information? Are your emails making the best impression of your abilities?

When you type an email message, there are some simple rules that you can follow to ensure your emails are effective and get the response that you desire.

### SUBJECT LINES ARE HEADLINES

The subject line needs to be something that will grab attention and tells the reader what the email is about so they can decide to read it right away or save it for a time that they can invest more attention to your email. A few well-chosen words can give the reader an idea with a glance.

If the email is regularly scheduled, give a date along with a subject. If it is time sensitive give the deadline in the subject: "Please respond by November 10th".

Using an appropriate subject will reduce the chance of someone deleting it with the misconception that it is SPAM. So never leave the subject line blank. Another use of the subject line is when the email is saved into OneNote Workbooks\*, the subject line become the tab section. \*To learn more about OneNote see the *Tips & Tricks* section.

### THE BODY MESSAGE

If you need to communicate with someone about a number of different things, consider writing a separate email on each subject. If there are more than two action items in an email, it is better to write a separate one addressing each subject individually. If you do want to put

several points in an email—use a numbered list or bullets to make each point stand out, increasing the chance that each point will be addressed in response.

### SPECIFY THE RESPONSE YOU WANT

Make sure to include any action you want the reader to take such as a phone call or reply email. Then, see that your contact information is included and correct. Do this with even internal messages because the easier you make it for a person to respond, the more likely they will.

### BE A GOOD CORRESPONDENT

Be a good example and go through your inbox on a regular basis and respond as appropriate. This simple act of courtesy will serve to encourage others to reply to your emails. If a detailed response is required, send a short message indicating you received the message and will be responding fully in the future. Always set your "Out of Office" assistant when you will be away for a day or more to allow people to contact you after you return.

### INTERNAL EMAILS

Always use your spell checker and avoid slang. Internal emails should not be too informal. These are written forms of communication that can be printed and viewed by people other than those for whom it was intended.

For more information on emails:

<http://www.emailreplies.com/>

<http://michaelhyatt.com/e-mail-etiquette-101.html>

<http://owl.english.purdue.edu/owl/resource/636/01/>



## Professional Etiquette Tip

**Manners** are made up of trivialities of deportment which can be easily learned if one does not happen to know them; **manner** is personality—the outward manifestation of one's innate character and attitude toward life....

**Etiquette** must, if it is to be of more than trifling use, include **ethics** as well as manners.

*Certainly what one is, is of far greater importance than what one appears to be.* - Emily Post

### □ Initiating Contact

1. Try to have a mutual acquaintance introduce you; builds your credibility
2. Aim for an in-person conversation rather than email exchange
3. In-person is most intimate, phone is moderate, and email is least personal
4. Seek to build a two-way relationship, rather than just ask for things



## Passing the Torch

Welcome to our TAPSS newsletter. First, I would like to first say thank you for allowing me to serve you as President for the 2012 year. I have been involved with TAPSS for the last three years starting as a chair for the annual conference, then TAPSS secretary, now as your president. I've worked for TAMU for the past 11 years all within the Office of the Registrar.

As most of you have noticed that TAPSS was on a bit of a hiatus this past year. The current board has been busy restructuring our website, newsletter and organization to better serve our members and their needs.

My goal for the upcoming year is to make every member and non-member feel welcomed and enthusiastic about belonging to such a unique organization. For those members that have been previously involved in TAPSS events I ask for your knowledge and experience for those new folks I ask for your ideas and enthusiasm.

TAPSS is an organization that has been around since the late 1980's and soon will be celebrating 25 years of existence. So many people have come and gone, so many

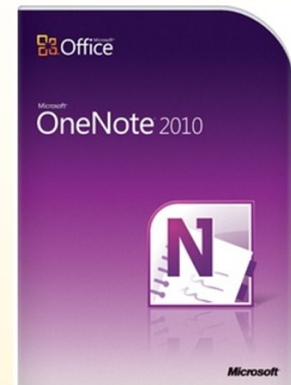
things have changed. However, one thing that remains steadfast is the people and their commitment to this organization.

I'm very excited about the coming year, especially the return of our annual TAPSS Conference. The conference will be held again at the College Station Hilton. There will be some changes to the coming year's conference. Details will be soon to follow as we get closer to the event. I encourage any member or non-member who wishes to participate in the planning of this wonderful event to and sign up and enjoy the fun. ~Donna Chester, President – Elect

## Tips & Tricks

Brought to you by: Melissa Easley, CAP-OM

### Microsoft OneNote



When I was in school, I loved multi-subject notebooks. Whether it was 3 or 5 subjects, I liked the organization of it. Now I finally have my multi-subject notebook electronically!

Recently I discovered this program within the Microsoft Office Suite 2010 and have fell in love with it. Well, in love as much as one can for a computer program. I have begun using OneNote to save specific emails with attachments. I've discovered that it allows me to have the attachments basically embedded on the page in my Workbook section. It is awesome!

Check out OneNote at: <http://office.microsoft.com/en-us/>

## Community News

<http://www.visitaggieland.com/>

Brazos Valley Farmer's Market-<http://www.brazosvalleyfarmersmarket.com/>



## Upcoming Events

### Meet and Greet with the TAPSS Board Members and Committee Chairs

December 8th at 5:30 pm in the College Station Hilton-North Forty Room. Come find out about the TAPSS organization and discover what it has to offer to you.

### Fall 2012—20th Annual Support Staff Conference

October 10, 2012 at the College Station Hilton. More details coming soon!

#### Board Meeting

The Second Wednesday of every month.

#### Board Members

President~Gayle Willis

President Elect~Donna Chester

Treasurer~Flora Reeves

Historian~Gail Cronauer

Secretary~Clarissa Black

Committee Chairpersons

Public Relations~Melissa Easley

Membership~Lisa McVey

Education~

Recognition~Cindy Gillar

#### Mission Statement

The Texas A & M University Association of Professional Support Staff will enhance the professional growth and development of TAPSS members by providing educational opportunities, supporting certifications, distributing communications, and building relationships within the University, related organizations, and the community.

**TAPSS**

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TAPSS.TAMU.EDU

