



Choo Choo Chatter



Volume 20, Issue 5

The Official Publication of the Greater Chattanooga Area Chapter

February 2007

www.chattanooga-arma.org

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February Meeting

Presenter: Gregg Long, CRM, UnumProvident Corporation
Chattanooga, TN

Topic: An ISO 15489 Audit in the Real World

Date: February 13, 2007 11:30 am - 1:00 pm

Location: Wally's Restaurant 6521 Ringgold Road, East Ridge

Registration: Cost - \$15.00 for members and first time guests.

\$16.00 for all other attendees

*To RSVP, please email susan.whitmire@bcbst.com or call her at (423) 535-3328. Please make reservations by February 9, 2007 at 2:00 P.M.

**Once reservations have been made and you fail to cancel by February 9, 2007, 2:00 P.M., you will be responsible to pay the registration fee.*

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COMMITTEE CHAIRPERSONS

Awards –Linda Newberry
 Education – Shawn Harris
 Historian –
 Hospitality/Communications – Susan Whitmire, CRM
 ISG Liaison – Phyllis Beene
 ICRM Liaison – Lorraine Miller
 Newsletter –Phyllis Beene
 Publicity –David Jabaley
 Webmasters -Gregg Long, Scottie Swafford



The Greater Chattanooga Chapter promotes and recognizes the importance of participation by awarding points to those who support ARMA activities at both the local and the international level. Points are earned by attending meetings, bringing guests, and by serving the Chapter as an officer or committee member. At the June meeting accumulated points are rewarded. The more you participate, the more points you can earn!

<u>Support the Chapter</u>	<u>Points</u>
<i>Attend Workshops</i>	100
<i>Attend Luncheon Meetings</i>	200
<i>Attend Dinner Meeting</i>	300
<i>Bring a Guest</i>	100
<i>Attend Regional Conf.</i>	400
<i>Perfect Attendance (Sept-May)</i>	500
<u>Support ARMA International</u>	<u>Points</u>
<i>Attend Annual Conference</i>	200
<u>Get Creative</u>	<u>Points</u>
<i>Submit article for newsletter (excludes routine notices, etc.)</i>	200
<u>Get Involved Locally</u>	<u>Points</u>
<i>Be a Board Member</i>	200
<i>Be a Committee Chair</i>	150
<i>Be a Committee Member</i>	100
<i>Attend a Board Meeting</i>	100

PARTICIPATION STATION:

Members Points

MEMBER	POINTS	MEMBER	POINTS
Beene, Phyllis	1750	Mullins, Ronald	600
Blaylock, Carmen	400	Newberry, Linda	1550
Bostwick, Leanne	400	Paris, Norma	1000
Craig, Jacki	200	Patterson, Gail	0
Harris, Shawn	1300	Ramachandran, Ravinder	400
Howard, Cynthia	0	Ricklefs, Ed	0
Ingram, Patricia	500	Ritchie, Tammie	0
Jabaley, David	1400	Scott, Glenda	1300
Jackson, Dennis	200	Simpson, Dena	0
Jarnigan, Cathy	700	Shugart, Jeff	200
Kimbrough, Charles	1200	Stevens, Bill	200
Kinuda, Joseph	400	Stoddard, Catherine	900
LaFollette, Mary	200	Strauser, Marry-Ellyn	400
Lay, Jack	0	Swafford, Scottie	1550
Long, Gregg	1200	Whitmire, Susan	3050
Marshall, Victoria	1600	Witt, Alice	0
Miller, Lorraine	1150	Wood, Hunter	0

NEWSLETTER ADVERTISING RATES

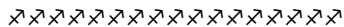
Business Card Size	\$ 5.00
Quarter Page	\$10.00
Half Page	\$20.00
Full Page	\$40.00

Choo Choo Chatter is the official publication of the Greater Chattanooga Chapter of ARMA International and is published monthly in Chattanooga, Tennessee for its members and other Records and Information Professionals.

Phyllis Beene
Editor

The Information contained in this newsletter does not necessarily reflect the views of the editor, the Chapter membership or the Association of Information Management Professionals and is offered solely as a source of information. Please direct any inquiries or comments to:

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Chattanooga, TN 37401-0341



Contributions or gifts to ARMA are **NOT** tax deductible as charitable contributions for U.S. Federal Income Tax purposes.



NEW MEETING & LUNCHEON RATES

Luncheon (members & 1 st time visitors)	\$15.00
Luncheon (visitors)	\$16.00
Workshop	\$20.00
Site Visit	\$25.00

PRESIDENT'S MESSAGE



This heading is the same one I used on a previous column, but it is as appropriate discussing the results of our holiday service project as it was describing our awards at the ARMA International Awards Event. I don't have the exact numbers, but the total amount of money & gifts donated for our family was over \$500! THANK YOU! THANK YOU! A number of members were involved in the shopping and gathering of goods, including the Unum Provident crew, Norma Paris and Lorraine Miller. On Thursday before Christmas, Shawn Harris and I got to deliver the goods, assisted by the two very capable gentlemen David Jabaley loaned us from Kenco. The family's case worker led us out there, and could not believe all the things we took into that small trailer. Living room furniture, dishes, bicycles, toys, clothes, paper goods, food box, gift cards and 3 large garbage bags of presents! I was touched by your generous response, and the family was overwhelmed by it! You did a good thing this year, and I thank you from the bottom of my heart!

And now we are well into a new year-again! Didn't we just start one in September? The ARMA year started then, anyway. But if you're like me, you can use more than one new beginning a year! So along with resolutions to step away from the cookies and file my taxes earlier, comes a resolve to take advantage of educational topics in areas that are not necessarily a direct impact to my job. I say that because in thinking back over the zigzag path my career has taken, I am surprised by some of the things that I am doing, that I never would have predicted. And I am further surprised that some of those seminars, meetings, telecons and conference sessions that I attended because it was there not because I had a passionate interest in, have turned out to be just the topics that came into play for me later on. Shawn Harris can tell you a little about deciding to do something different because of people he met on the job. (See his story on page 5.)

So even if you think a meeting is not specifically targeted to you, come anyway! So you're not doing ISO audits-not today, but who knows what you will need next year or in the next job! And there are other opportunities for learning at the meeting, from talking with your luncheon companions. For a good example of that, see the article on Word in this issue (page 6). And networking with your fellow ARMA members is just plain fun too!

See you at the meeting!!

Phyllis Beene

President, Greater Chattanooga Area Chapter ARMA



What's Your Story?

Everybody's got at least one story having to do with document, records or information management either personally or professionally. What's yours? Send me your dumbest customer tale, worst document nightmare, an identity theft story, a bizarre discovery in the records vault, your vision for a widget that will revolutionize information management widget or a-funny-thing-happened-on-the-job chuckle.

We'll share them (anonymously, if you like) in future issues of the newsletter. E-mail them to psbeene@tva.gov

TRAINING DEPOT

February 13, 2007

"An ISO 15489 Audit in the Real World"

Gregg Long, CRM, Unum
Wally's Restaurant in East Ridge 11:30-1:00 p.m.

March 13, 2007

"E-Discovery"

Doug Baker, VP Complex Litigation & Broad Discovery,
UnumProvident Corporation
UnumProvident 11:30-1:00 p.m.

April 2-3, 2007

**Southeastern Region Conference
Tampa, FL**

April 10, 2007

Presenter from Iron Mountain
UnumProvident Corporation
11:30 a.m.-1:00 p.m.

May 08, 2007

Walker County Records Department
Site Visit
10:00 a.m.-1:00 p.m.

June 6, 2007

Awards Dinner
Southern Belle Riverboat Cruise
Evening meeting

PEOPLE YOU KNOW

SHAWN HARRIS *Getting Involved!*

Last September, new board member Shawn Harris volunteered to take on another job for the chapter-that of Education Chairman. It seemed like a natural fit because Shawn was already involved with Chattanooga State Technical Community College (CSTCC) in two ways. He partners with them through his employer, Hutcheson Medical Center, as a clinical site coordinator for second year Health Information Management (HIM) students. Working with those students motivated Shawn this past fall to enroll at CSTCC himself to work toward his HIM degree.

Shawn said "I decided to go back to school because it seemed strange to me that I was teaching students that would advance their careers in HIM and I was going no where. I appreciate all the opportunities that Hutcheson has given me, but after 13 years in the HIM field it is time for me to get my degree."

At Shawn's suggestion, the 40 students in the HIM program will be invited to attend the March or April meeting at a reduced price. Some of the board members will stay over to talk to the students about ARMA and the benefits of joining. This partnership could benefit both us and the HIM program. After these two meetings the board will assess whether to continue this student outreach and if there are other schools/programs that we could contact for a similar arrangement.

Thanks to Shawn for being willing not only to join the board but to really take charge as the Education Chairman!
Good luck on your degree!

ARMA INTERNATIONAL NEEDS YOU!

Election of the 2007 ARMA International Board of Directors is underway, and every vote counts! Make yours count by logging on to arma.org and voting by Feb 16. The list of candidates, bios, and an online forum where you can ask those questions is all on the website.

+++++

SE REGIONAL CONFERENCE

April 2-3, 2007

"FEELING STRANGLERED BY YOUR ELECTRONIC RECORDS TANGLE?"

Come to the regional conference and get straightened out! This is a Monday-Tuesday conference, but you could always go down a day early and make it part of a weekend event.

Topics will include compliance, e-mail management, digital archiving, CRM training, vendor displays and more.

Early registration (by 3/2/07) is \$185

A special room rate of \$109 is available at the conference location: Safety Harbor Resort & Spa just outside of Tampa.

Information and registration forms on the Southeastern website: www.armase.org

NOTICE TO MEMBERSHIP

BOARD MEETINGS ARE NOT SECRET!

Any chapter member is allowed attend the board of directors meeting held monthly at "Wally's on McCallie" (1600 McCallie Avenue) from 7:30 a.m. to 9:00 a.m. Here's the schedule for the remainder of the 2006-2007 year:

February 27, 2007

March 27, 2007

April 24, 2007

May 22, 2007

ARMA International

Greater Chattanooga Area
Chapter

P O Box 341

Chattanooga TN 37401-0341

Want to invest in the future of
your profession?

Make a contribution.

As an ARMA member.

As a Vendor to the profession.

As an ARMA chapter.

See Susan Whitmire, our
Foundation Chapter Champion,
for more details or log on to

www.armaedfoundation.org

Do you know someone who
would benefit from receiving the
newsletter?

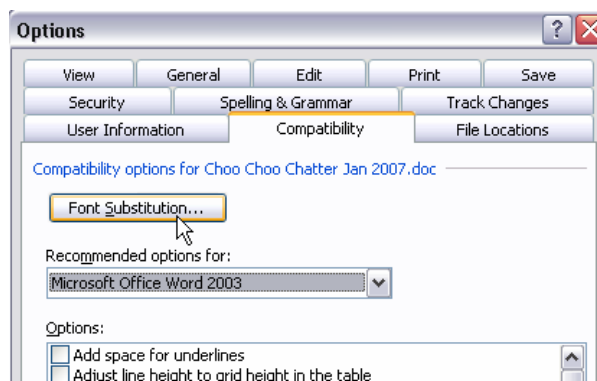
Send their name, address and e-
mail to
susan.whitmire@bcbst.com

A WORD ABOUT WORD

A lively discussion of Word idiosyncrasies came up over lunch during our December meeting. If you've ever had a Word document "reflow" print lines and/or pictures every time you opened it, read this article! Judy Pearson from TVA offered us this information.

Word documents that travel from one desk to another may also be traveling from one version to another, and that can impact how the documents look when they are opened. When a document is saved, settings are also saved that determine margins, line wrap, graphics appearance and other display features. When the document is opened on a desktop with a different version of Word, the settings on this desktop may not be the same as those saved in the document. So each time you open the document, you may see differences where page breaks occur and shifting graphics and tables. The settings that determine these display features are called "compatibility settings" and you can modify these on your desktop to help stabilize such documents when you open them up. The compatibility setting needs to match the version of Word you are using, to ensure consistent results.

The settings are in Word under TOOLS | OPTIONS and from the pop up box, click on the COMPATIBILITY tab. If you are working in Word 2003 it should be set to Word 2003 compatibility. Then save your document!



NOTE: If your document has a compatibility setting other than Word 2003, on the options list you may see "Use printer metrics to lay out document" selected. If so, your document is reflowing to match the settings for the printer driver, specifically those for graphics and resolution in dots per inch (dpi). Older documents were usually set at 300 dpi; newer documents are 600 or 1200 dpi. Any change in the print metrics or printer hardware will cause word wrap, pagination, etc. to change as well. Word 95 documents, for example have the "Use printer metric to lay out document" always set. These documents, especially, need the compatibility settings changed to match the version of Word you are currently using. When you change the compatibility, the document may reflow again, however, once it is saved with the new compatibility setting, it will not reflow any more.