

KEYNOTER

Boise State University Association of Office Professionals – BSUAOP

PRESIDENT'S MESSAGE



Hello fellow Boise State colleagues! I am serving as the president of BSUAOP for the 2013-2014 Academic Year. You may remember that I have served in this position previously. I had so much fun that year that I decided to do it again!

This year BSUAOP is going to focus on something that is very important to me: attitude. The motto for the year is: "It's ALL Attitude!" Attitude as defined by Webster is: a manner of showing one's feelings or thoughts; one's disposition, opinion, etc; a manner of acting. Attitude is mental. It is not emotional or behavioral. Emotions and behaviors are the results of our thoughts and beliefs.

My theme is based on the book *8 to Great* by M.K. Mueller. In the book, M.K. illustrates attitude with the use of a pyramid. At the bottom of the pyramid is only 5% positivity where people feel helpless, hopeless, powerless, and depressed. When we think negatively we act negatively and we attract others who feel the same or we bring out the worst in those around us. At the top of the pyramid is 95% positivity where people feel joy, gratitude, love, hope, enthusiasm, and power. When we think positively we act positively and we attract others who are positive or we bring out the best in those around us. At any moment of every day we are somewhere between 5% and 95% on the attitude pyramid. I am a firm believer that our thoughts and beliefs are like boomerangs: they come back to you - either through others or through the consequences of your actions.

8 to Great got its name because M.K Mueller writes about 8 highways to positive change. I interpret this to be 8 highways to success and happiness. I highly recommend reading this book as it can be a life changing philosophy. I will be focusing on one of the 8 highways: Highway # 7 - Have Gratitude for the Present.

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SEPTEMBER/OCTOBER 2013

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BSUAOP BALLOT RESULTS

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President: Leslie Black
President Elect: Vacant
Vice President: Danya Lusk
Secretary: Jennie Bracewell
Treasurer: Twyla Perkins
Members Reps:
Rene Delaney
Jamie Sheppard
(Vacant)
(Vacant)

Committee Appointments

Membership: Danya Lusk
Program: Danya Lusk
PDD: Danya Lusk, Leslie Black
Newsletter: Shelly Doty
Nominations and Elections: Rene DeLaney
Scholarships and Awards: Sue Antonich
Ways and Means: Marsha Hale

Other Position Appointments:

ACE Rep: Rene DeLaney
Auditor: Guen Johnson
Historian: Anita Lasher
PSP Rep: Lois Santillanes
Website: Twyla Perkins

The Installation Ceremony took place on Tuesday, September 10, 2013
with the theme:

It's ALL Attitude!

**BSUAOP
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REPRESENTATIVES**

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Mentor Program

Starting a new job is always mindboggling, but wouldn't it have been nice if when you started working at Boise State someone had taken you under their wing and showed you around, and given you tips on where to go for supplies, printing and changes in phone service?

AOP is beginning a new mentor program for new office professionals. Our member representatives will send welcome letters and offers of mentorship to new office support staff as they are hired to work at Boise State.

Let your member rep know of any new employees. Stay tuned to hear more about this exciting new project.

NAEOP Conference News

by Angela Garcia

I was fortunate to be able to attend the NAEOP conference in the fourth week of July this year and thoroughly enjoyed my experience. I roomed with a former Boise State employee and appreciated being able to share aspects of the conference that she attended but I did not and vice versa. I met two ladies from Wayne State College in Nebraska which has an enrollment of approximately 3,500. I enjoyed visiting with these ladies and learned a little about how things are done on a smaller campus. For example, these ladies each provide administrative support to two academic departments! The opening of the first general session started the conference off with a dramatic patriotic tone and I could see this theme repeated throughout the conference. It fit well with the fact that the conference location was only 15 minutes from our nation's capital.

I attended several workshops that were part of the NAEOP Institute on Monday and Tuesday. The session titled *Okay, I get That Social Media is Important, But Where Do I Start?* is one where I learned a lot. This session was touted as being designed for those with little or no knowledge of social media, but who desire to learn more. I thought that I should take my head out of the sand and consider this low risk opportunity to learn more and I do not regret it! It clarified for me that safety and privacy and the questions these points raised are what make me reluctant to use social media sites. On the up side, my curiosity was stirred with the discussion of Google future technologies such as augmented reality glasses and driverless cars. I say future, but it is in the not-too-distant future; as augmented reality glasses, according to this speaker, will be on the shelves by Christmas of this year and will sell for \$1,500.

I must mention that the hospitality of the Virginia Association of Educational Office Professionals in hosting this conference was particularly warm and welcoming. I encourage you to attend next year's conference in Portland, OR.

STANDING COMMITTEES

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It's About Growth, Unity, and Strength: It's About Us

By Angela Garcia

While Idaho Association of Educational Office Professionals (IAEOP) is the state voice representing us at the national level for educational office professionals, it could not succeed without the complementary efforts of its local affiliates. The same is true for the National Association of Educational Office Professionals (NAEOP) and its affiliates.

Since the early 70's, local and state affiliates have championed the same goals as NAEOP to support all educational office professionals in the professional development of its members. Local and State associations are independently established and have their own infrastructure, policies and processes but when they affiliate with the Idaho AEOP and/or the National AEOP, it strengthens that organization to sponsor the annual conferences that provide the networking and educational opportunities we all seek in order to stay on top of our game.

The purpose of NAEOP and IAEOP is to promote the advancement of education by improving the skill level and therefore the quality of service provided by educational office professionals. The objectives are to provide professional growth opportunities, recognize (and promote) educational office professionals as members of the educational team, and elevate the standards of office personnel education.

The organizations are affirming of us in our unique role of educational office professionals and they honor the contributions made from such positions. By remaining active members in our professional associations, we are fulfilling our commitment to the profession, we are able to advantage ourselves of professional development and networking, and we enable our group to grow in strength and progress.

Commit to the annual BSUAOP membership dues of \$12 per year and IAEOP membership dues of \$35 per year and offer yourself an opportunity to effect statewide strength and progress. NAEOP dues are \$50 per year and provide an opportunity to effect national issues and decision making. In return receive one year's worth of meeting new friends, fellowship, service and learning. Join us in a board member position or volunteer to help with projects and events.

**KEYNOTER—
INSTANT
NOTIFICATION**

Do you want to get instant notification each time the Keynoter is published in [ScholarWorks](#)?

Just follow these quick steps.

1. Start at the ScholarWorks page: <http://scholarworks.boisestate.edu> developed through Albertsons Library.
2. Click on University Documents in the middle of the page.
3. Click on Boise State University Association of Office Professionals—Keynoter.
4. Look at the top right of the list for the button that says Follow. Click on that button.
5. Click on Create a free account and fill out the information requested.

Simple as that!

Professional Standards Program (PSP)

By Marian Graham, CEOE
(Certified Educational Office Employee)

Professional Standards Program What is it? “The continuing education of educational office professionals is essential to cope with rapidly changing conditions in the profession. The National Association of Educational Office Professionals (NAEOP) provides the opportunity for members to enhance their professional competencies through academic programs, conferences, and institutes. These incentive activities enable the members to take progressive steps to their desired professional growth level.” (NAEOP website, 2013) <http://www.naeop.org/2012-07-07-00-03-11/professional-standards-program.html>

Ok, but what does it mean to me? When I first started pulling together all the paper work to apply for my PSP certification, I thought, why am I doing this? All this work and money for someone to tell me what I already know, that I’ve kept up on my training and education and have been active in my local, state, and/or national association?

As I pondered these questions, I came to the realization that the PSP certificate was one way of validating my dedication as an educational office professional. I truly believe in the goals and mission of the NAEOP and our state and local associations. There was a time, when I was “just a secretary.” Not that there was anything wrong with that, but when I would say I work in the School of Nursing at Boise State the inevitable response would be “Oh, are you a nurse?” And my response was always, “No, I’m just as secretary.” As I became more involved in my local association, I realized how important we all are to our unit’s continuing success. I am an office professional and I help create a pretty wonderful product: a nurse!

"The mission of the National Association of Educational Office Professionals (NAEOP), the only national professional association for educational office personnel, is to provide professional growth, leadership, and service opportunities for employees in education through a specifically-designed certification program, quality training, a network for sharing information and ideas, recognition of achievements, and fellowship." <http://www.naeop.org/2012-07-05-19-45-15/about-naeop/our-mission.html>

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[Register](#)
today
to recharge
your
superpowers
for yourself,
for the
university
and for the
world.



BSUAOP Professional Development Day 2013

Be a Boise State Superhero

Every superhero must refine her or his superpowers occasionally with training and practice. Come recharge your powers at Boise State University Association of Office Professionals (BSUAOP) Professional Development Day on October 8 in the Student Union. The President's Office has granted release time for Boise State employees to attend with supervisor approval.

Develop your own superhero in "Empowering Your Inner Hero" with Jerri Mizrahi, manager of Human Resource Services' Learning and Development, in her interactive workshop or in "Heroes Think Positive: Positive Thoughts Bring Life Satisfaction" with Kimberly McAdams, faculty in the Department of Psychology. In Mizrahi's workshop, participants will describe characteristics of heroes, identify when heroes are needed, and discover their own inner heroes. McAdams will help participants discover how optimism can be particularly effective in the workplace because it is linked to more effective problem solving strategies.

In addition, work on developing your network of tools and resources with two choices in panel presentations: "Navigating University Branding: Don't Let Brand Standards Be Your Kryptonite" with members of the University Brand Committee or "Build the Boise State Justice League: Engaging and Nourishing Student Heroes" with leaders in Advising and Academic Enhancement and the Division of Student Affairs. "Navigating University Branding" will help answer questions such as: where to find the university logo, which file type to use when and where, and how to create a branded document. Also, this panel discussion will show you how the university brand goes far beyond the new logo and beyond the printed page. In "Build the Boise State Justice League," participants will learn how to build a web among Boise State students, the campus community and the world in order to connect people with activities, experiences and other people to enrich their Boise State experience.

Continued on pg. 11

Want to know more about BSUAOP? Check out our website:

<http://orgs.boisestate.edu/bsuaop/>



8:00 – 8:30 AM

Registration and Continental Breakfast - Simplot Ballroom B/D
Welcome by Leslie Black, president of BSUAOP

8:30 – 9:50 AM

Concurrent Workshops

A: Empowering Your Inner Hero

B: Heroes Think Positive: Positive Thoughts Bring Life Satisfaction

10:00 – 11:20 AM

Concurrent Panel Discussions

C: Navigating University Branding: Don't Let Brand Standards Be Your Kryptonite

D: Build the Boise State Justice League: Engaging and Nourishing Student Heroes

11:30 – 1:00 PM

Lunch and Keynote : What Is Civility, Why Does It Matter, and Responding to the Hero's Call to Action

1:00 – 1:15 PM

Break and Book Signing with Cindy Clark

1:15 – 4:00 PM*

What is Heroic Customer Service? An Interactive Adventure - Simplot Ballroom B/D

*A 15 minute break will be provided during this time slot.

4:00 – 4:15 PM

Closing Remarks and Door Prize Drawing
Simplot Ballroom B/D

**BSUAOP
Membership
List**

Sue Antonich



Karen Baker



Kristof Bihani



Leslie Black



Dottie Blackwell



Anita Castello



Melissa Charaunlertdajked



Connie Charlton



Julie Cook



Michelle Davis



Rene' Delaney



Bonnie Dodson



Coleen Dudley



Linda Fowler



Linda Hamson



(Continued on pg. 9)

**Did you know that BSUAOP has a
Printer Cartridge Recycling Program**

Be: Green
Supportive
Satisfied



Help BSUAOP earn money for scholarships and professional development and help save our ecosystem by recycling inkjet and toner cartridges.

All you have to do is place cartridges back in their original boxes (or in the box that the new cartridge came in) and drop it off at one of these sites:

Drop off sites:



Norco Bldg. Rm 413

ILC - Rm 315

Multipurpose Bldg. - 2nd floor

Engineering Bldg. - 1st floor

Housing - Chaffee Hall

Housing - Clearwater Suites - Summer
Conference office

Engineering Research Bldg (ERB) -
1st floor across from room 1139.



BOISE STATE UNIVERSITY

Boise State University
Association of Office Professionals
earned \$756.00 last year through the recycling
program that directly benefited scholarships and
professional development. Just think what we
could do if everyone participated!

BSUAOP

Membership

List

(continued from pg. 11)

Pam Johnson



Donna Knaple (Amaru)



Lesley Knight



Danya Lusk



Sherepta McLeod



Sue Paseman



Twyla Perkins



Mandi Pierce



Martha Plascenua



Debbie Porter



Violet Pulley



Peter Quijas



Suzan Raney



Lois Santillanes



Jamie Sheppard



Robert Sundquist



Tricia Trofast

Continued from pg. 1—President's Message

Which comes first: success or gratitude? Research shows that happiness isn't the cause of gratitude; it is the result of gratitude. Gratitude is extremely powerful because it has an immediate effect on our attitude. Believing that we have much to be grateful for and feeling gratitude gives us a positive, happy attitude and that rubs off on those around us. Grateful people don't deny the negative aspects of life, they simply choose to not dwell on them. No matter what the situation, gratitude is the all-turn-ative that can turn all things around in minutes.

Having doesn't bring happiness, but being grateful for what we have does. Don't wait for something to be grateful for. Be grateful for what you have now. M. K. Mueller suggests that we write down and share with someone else 3 things we are grateful for every day. There are no repeats, so be very specific about what you are grateful for. By sharing with those around you (family, friends, co-workers) you will be empowering yourself and them to share an attitude of gratitude.

I have chosen the wave as the symbol of my theme. If one is sitting and looking at the ocean it looks very serene upon first glance. I get a feeling of peacefulness. But if you look at it closer, you will see that there are most always waves and waves are choppy and active. Waves are in constant motion. They effect everything around them - plant life, aquatic life, the sea shore, the coral reefs and land masses under the water, the landscape, boats that are out on the water - everything! They also follow the lunar cycle - they are NOT able to be controlled by man, only dealt with. How one deals with them depends upon their attitude. Choppy waves can be an omen for storms and negative energy.

However, if you look at the picture of the surfer you see that this person chose to look upon the wave as a positive source of energy that can carry him to his 95%. Surfers wait for the wave, they seek out the wave, the wave is their dream. If they never took the risk to learn how to surf, they would never be able to feel the rush of satisfaction after a good ride. Research has shown that the surfer's heart rate is at its peak at the end of the ride. I interpret that to mean that it is brought on by that feeling of doing something awesome.



Continued on pg. 10

UPCOMING

BSUAOP

EVENTS

**Holiday Auction
November 8, 2013**



**IAEOP Annual
Conference
April 10-12, 2014**



**Bosses Breakfast
May 2014**



**NAEOP National
Conference
July 2014**



**See the calendar on
page 12 for further
information
on BSUAOP
activities.**

**Don't forget to
check out the
BSUAOP website at:**

[http://orgs.boisestate.edu/
bsuaop/](http://orgs.boisestate.edu/bsuaop/)

Continued from pg. 10—President's Message

Attitude is mental. Attitude is a CHOICE. An attitude of gratitude will help keep you at 95% positivity and that will ensure that we are successful and happy.

I hope you will join me in reminding yourself that you have much to be grateful for and that you will share your gratitude with those around you on a daily basis. I hope you will choose to be 95% positive 95% of the time. The quality of our lives and the quality of our organization depends on the quality of our individual and collective thoughts.

Leslie Black

Continued from pg. 5— Professional Standards Program (PSP)

Educational office professionals are an integral part of the organization they belong to. Taking pride in what we do, making sure we have the skills and knowledge to do our jobs to the best of our abilities, and creating a network of individuals within our organizations and throughout the country to which we can turn in times of need has been one of the best outcomes of my involvement with AEOP.

The question is still there however, why apply for your PSP certification?

1. Validate the time you spend in training/ educating yourself to be a better employee;
2. Validate the time you spend, perhaps during work hours, working on projects or in meetings with your local/state/national association;
3. Validate the time you are away at conferences, networking with other educational office professionals.

These are reasons that help your employer understand your involvement in AEOP, but what about you? Having received my certification at the National Annual Conference, I can tell you, it is quite an honor. NAEOP holds an awards banquet at the annual conference and they make it really special. When I tell people what the certificate hanging on my wall is about, they are impressed, not only that I have been awarded the PSP certificate, but that our organization would create a program where members' accomplishments can be recognized in such a tangible way.

Working to receive your PSP certification, whether you have been a member for a while or are new to our organization, is a great way to chart your personal and professional growth. Going through my "development" file, I remembered not only the content of the workshops and classes I had attended, but also the people who were there with me and those who helped me become the educational office professional I am today.

**Ever wonder what
all the abbreviations
stand for?**

**BSUAOP—Boise State
University Association
of Office Professionals**

**PDD—Professional
Development Day**

**CEOE—Certified
Education Office
Employee**

**NAEOP—National
Association of
Educational Office
Professionals**

**IAEOP—Idaho
Association of
Educational Office
Professionals**

**PSP—Professional
Standards Program**

**PALS—Past Association
Leaders of BSUAOP**

**Do you have IDEAS for
developing AOP events
and workshops? Would
you like to help plan the
Brown Bag events and
help AOP remain rele-
vant and vital to the
campus community?**

**Contact Danya Lusk at:
danyalusk@boisestate.edu,
426-1687**

Continued from pg. 6—BSUAOP Professional Development Day 2013

Enjoy networking with colleagues across campus while enjoying a Hawaiian Luau buffet. Then listen to dynamic keynote speaker Cindy Clark, author of “Creating and Sustaining Civility in Nursing Education” and School of Nursing faculty member. Clark’s timely and thought-provoking keynote, “What Is Civility, Why Does It Matter, and Responding to the Hero’s Call to Action,” will demonstrate how incivility in the workplace can have lasting and devastating effects on individuals, teams, and organizations. Creating and sustaining civil, healthy workplaces is critical to individual and organizational well-being and Clark will offer evidence-based strategies to foster and maintain civil workplaces. Clark will also be selling and signing her book for those inspired by her message.

The day will culminate with an interactive workshop with J Lukenbill, training specialist for Human Resource Services’ Learning and Development, who will challenge attendees’ customer service superpowers in “What is Heroic Customer Service? An Interactive Adventure.” Lukenbill will be collecting real life campus predicaments from BSUAOP members and other campus staff to challenge participants’ prowess. Explore and share how you use your superhero abilities.

[Register today](#) to recharge your superpowers for yourself, for the university and for the world.



BSUAOP

2013-2014 Calendar

July 2013						
Su	M	Tu	W	Th	F	S
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28	29	30	31			

August 2013						
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September 2013						
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October 2013						
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November 2013						
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December 2013						
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January 2014						
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February 2014						
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March 2014						
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April 2014						
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May 2014						
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June 2014						
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

 Holiday/Boise State University Closed

 Holiday but BSU is OPEN

 Workshop / Event Dates

 BSUAOP Board Meeting Dates