

KEYNOTER

Boise State University Association of Office Professionals – BSUAOP

PRESIDENT’S MESSAGE

“It’s the most wonderful time of the year!” Well, it is my favorite time of year anyway. I love fall! It is a time of new beginnings for me as it signifies the beginning of school which, as a child, was a time for new shoes, new clothes, new school supplies, etc. Beginning a new school year always promised new friends, new opportunities to learn new things, a new teacher, and new possibilities of who or what I could be. Frequently, it also marked going to a new school as I moved a lot as a child. (I’ve made up for it since then though.)

Of course, fall also is the beginning of the holiday season which brings chaos and busy schedules, but it also brings families together and a desire to make homes warm and beautiful, meals delightful, and activities plentiful. It is a time to pretend we are someone or something else, a time to reflect on what we have to be grateful for (and there is always something), and a time to contemplate our beliefs. It is a time to practice our traditions and celebrate our culture.

However you celebrate your holidays, I hope you will take the time to be thankful for what you have and to share your gratitude with others. The more time you spend being thankful, the more positive your outlook will become. The more positive your outlook is, the more optimistic you are. The more optimistic you are, the happier you will be. Happy people are contagious and good things tend to happen to happy people more than others.

Happy fall! Happy new beginnings! Happy Holidays!

Leslie Black, President

NOVEMBER/DECEMBER 2013

In this issue:

President’s Message	1	Boise State Justice League	7
Luncheon & Annual Holiday Auction	2	NAEOP Institute	8
Navigating University Branding	3	Membership List	9
BSUAOP Monthly Events	4	Holiday Auction Flyer	10
Professionally Developed Superhero	5	Calendar of Events	11

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BSUAOP
Association of Office Professionals
Boise State University



**BSUAOP
Luncheon &
Annual Holiday Auction**

Friday, November 8th

Jordan Ballroom D in the Student Union

11:30-1:00

The holidays are just around the corner so come join your colleagues, enjoy the fun, and bid on great holiday gifts. We will be auctioning crafts, themed baskets, hotel stays, event tickets & so much more through both a silent and live auction!

Auctioneers

Richard Klautsch, Department of Theatre Arts
Andy Giacomazzi, Department of Criminal Justice

Their antics entertain year after year!

10% of the Proceeds
will be donated to the
Boise State University
Goodwill Fund.

Menu will be the famous Idaho Potato Bar for \$10.00 or you can brown bag it.

Mail, fax, or email the registration form (see page 10) with payment to: Twyla Perkins,
MS 1747, FAX 61451, twylaperkins@boisestate.edu

If you have any questions please contact Rene' Delaney, (208) 426-5641 or Leslie Black, (208) 426-5776



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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.

Professional Development Day—

“Navigating University Branding: Don't Let Brand Standards Be Your Kryptonite” with members of the University Branding Committee

by Pam Johnson

In the past few months we've all seen and heard about the new 'University Branding'. BSUAOP Professional Development Day on October 8, 2013 was the perfect opportunity to learn more about the process first hand. The panel consisting of Rachel Bickerton, Director of Trademark and Licensing; Melinda Keckler, Assistant Director of Marketing for Communications and Marketing; and Jodie Thiel, Creative Services Manager for Communications and Marketing, provided great examples, advice and tools to help anyone on campus understand the concept.

From what fonts are acceptable, to space requirements, to how branding is really more than just the B; to the reasons behind the decisions that have been made, they provided visual examples as well as where to find helpful information. We went away with a much better understanding of the entire process and how our attitudes toward Boise State are also considered part of the branding message. The session reminded me that each person's actions are a message of Boise State branding to colleagues and to the community.

After this session, I find myself looking for the new 'B' as I move around campus and the city. It's great to watch the new identity of Boise State University taking over.

Check out the website: brandstandards.boisestate.edu



**BOISE STATE
UNIVERSITY**

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Mark Your Calendars!

Exciting Upcoming BSUAOP Events This Winter



BSUAOP Does Holiday Happy Hour. Get to know your colleagues and spread some holiday cheer on **Thursday, December 12** at TableRock Brewpub and Grill. Come by the BSUAOP table in the main dining room anytime after 4:30 p.m. when you get off work for some laughter and drinks. TableRock's

Happy Hour specials include discounts on wine, beer and well drinks. TableRock Brewpub is located at 705 Fulton St. Please RSVP by December 10 to your member representative.



Empower your inner hero! This dynamic workshop was originally slated for Professional Development Day, but had to be rescheduled. Create and connect with your inner hero in this interactive workshop. Participants will describe characteristics of

heroes, identify when heroes are needed and discover their own inner heroes. Engage with your inner hero at work and in life. Jerri Mizrahi, manager of Human Resource Services' Learning and Development, will help you recharge your superpowers on **Tuesday, January 14** from 11:30 a.m. to 1:00 p.m. in the Student Union's Farnsworth room. Please RSVP by Friday, January 10 to your member representative.



How to Say "No" and Mean It. Have trouble saying "no" to people? Have to redirect people in your job, resulting in upset customers? Heidi Reeder, associate professor in the Department of Communication, will teach you how to say "no" with confidence and authority without diminishing your

customer service. Come to BSUAOP's February brown bag workshop on **Tuesday, February 11**. Network with colleagues beginning at 11:30 in the Student Union's Brink room. Presentation will begin at noon. Please RSVP by Friday, February 7 to your member representative.

Member Representatives:

Last names A-F and emeriti staff - Rene Delaney, rdelaney@boisestate.edu

Last names G-L - Jamie Sheppard, jamiessheppard@boisestate.edu

Last names M-Z - Danya Lusk, danyalusk@boisestate.edu

—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!

A Professionally Developed Superhero

By Gay Barzee

I walked into the Professional Development Day (PDD) conference room after a fun conversation with Lois Santillanes at the registration desk only to realize that I was late and Leslie Black had already begun introductions. Well, so much for being prompt! I realized very quickly that a superhero can't save the day if they are late to the disaster, so I settled in to hear what Leslie had to say and get myself geared up to learn as much as I could. I was excited about the day and knew it would be worthwhile as I had a few Professional Development Days under my belt already.

The day was planned by Danya Lusk with a theme of "Be a Boise State Superhero." It was held on October 8, 2013 and had an overall focus on positive customer service and civility. Having planned a day like this in the past, I had a deep gratitude in my heart for Danya and her committee. It takes a lot of effort to plan PDD and even though I didn't know her, I was very grateful for her dedication to BSUAOP.

The first session of the day was "Hero's Think Positive: Positive Thoughts Bring Life Satisfaction." Kimberly McAdams presented data about her research on optimism. Did you know that optimists actually believe they are able to achieve their goals through their actions? That they are efficient at recognizing when something is not working and willing to try something else? I learned a new term at this workshop called "cooperative problem solving" where you actually resolve issues without attack or blame. Hmm... I may have to put some of these things into practice.

My next session was with the Boise State Justice League. (Who knew we had one?) It featured Blaine Eckles, Jillana Finnegan, Francisco Salinas, and Jeremiah Shinn. Their perspectives on how to best help students on campus was interesting. It's always good to know who to call if you need something and after the Q & A session we had a good connection with our Justice League. I think I'm going to call one of them with a few more burning questions that I have. My big takeaway for this session was that when a student's bucket of injustice gets too full, they start acting out inappropriately. We need to catch them before their bucket is too full and do what we can to help them have a successful experience on campus.

(Continued on p.6)

ANTICIPATE YOUR FUTURE

**Bosses Breakfast—
May 2014—
Treat your boss to
breakfast and have a
blast as you are
entertained with fun
and laughter**

**Idaho Association of
Education Office
Professionals—
July 2014—
Connect with col-
leagues from across
Idaho**

**National Association
of Education Office
Professionals
Conference—
October 2014—
Connect with
colleagues from
across the states**

**Professional
Standards
Program—
Start anytime—
Develop your skills,
learn and make con-
nections**

**Brown Bag Lunch—
Monthly—
Most every month a
new topic for con-
necting and learning
is presented**

(Continued from p.5)

A Professionally Developed Superhero—

We next moved on to a wonderful lunch where I enjoyed saying hi to old friends and reminisced a little about the good old days, but it was also fun to meet new people. Apparently I've been out of the loop for a while because there were a lot of new faces, and I realized I need to get my hero cape on and start meeting a few of them.

The keynote speaker, Cindy Clark, was mesmerizing as she spoke about civility and respect. Apparently, we are all responsible for the way we act toward others. Who knew? The big eye opener was the civility test she had us take and I'm not sure anyone passed. I was certainly disappointed in my score. There is clearly a lot to know about this subject and Cindy actually wrote a book about it and had a book signing after her presentation.

The last session of the day was by J Lukenbill, a training specialist in Human Resources Learning and Development. He talked a lot about "customer obsession" which is a term I had never heard before, but totally makes sense to me now that I've learned about it. Customer obsession is optimized service, customer service is settling for good enough. He mentioned a process where we can really be the hero when it comes to helping our customers (ie. students, co-workers, etc.) His approach is to Hear, by attentively listening; Confirm by re-stating what you heard to make sure you understand; Research to make sure what you say is accurate and current; and Speak without interrupting to provide information. Wow! If we all would do just this much we could avoid a lot of miscommunication and be a superhero to everyone we meet. I understand this is ideal and we are all human and make mistakes, but I can dream can't I?

Overall, the day was pretty packed and full of useful information and I would like to thank the PDD committee for their efforts in bringing us new information and training tools to make our lives at work a little better. They are all my new superheroes!

**AOP'S
Administrator
of the Year
&
Office Professional
of the Year**

It's not too early to start thinking about nominating AOP's Administrator of the Year and Office Professional of the Year.

Guidelines and forms can be found on our website at <http://orgs.boisestate.edu/bsuaop/awards/>.

Nominees selected for these awards will be nominated for the 2015 IAEOP Administrator of the Year and Office Professional of the Year Awards.

Plan on attending the 2014 Annual IAEOP Spring Conference in Twin Falls, April 4th and 5th? Scholarships are available for BSU members to attend this favorite annual conference. More information can be found at <http://orgs.boisestate.edu/bsuaop/scholarship/>.

Boise State Justice League

By Chris Griffin

On October 8, 2013, I had the opportunity to attend the BSUAOP Professional Development Day. All activities surrounding the theme, "Be A Boise State Superhero," focused on reaching this goal. Each session was informative and helpful; however, one stood out as being especially beneficial to me.

The segment, "Engaging and Nourishing Student Heroes," was a panel discussion that included staff members from various departments of the University. These individuals included: Dr. Blaine Eckles, Associate Dean of Students, who explained his role in helping students succeed even under less than ideal circumstances; Jillana Finnegan, Associate Director for Advising and Academic Enhancement, who stressed the importance of utilizing all available Boise State resources; Francisco Salinas, Director of the Office of Student Diversity and Inclusion, who provided insight on ways that individuals might better understand cultural differences and shared various resources to help; and Dr. Jeremiah Shinn, Director of the Student Involvement and Leadership Center, who outlined strategies to encourage student involvement along with how staff members might positively impact students' lives.

After introducing themselves, each panel member asked for questions from attendees. Throughout the question and answer time, I was impressed by the level of passion with which individuals on the panel responded to questions. All presenters shared how staff members, although from different departments, can work together to provide students with the inspiration and resources to help them become "heroes."

Participants in this session left with a renewed understanding of how we, as office staff employees, can help students realize their dreams.

NAEOP 2013

Institute

The NAEOP 2013 institute was held October 11-13, 2013 in Salt Lake City, Utah. There were about 60 members from across the county in attendance.

What a wonderful educational experience! We were given an opportunity to work in groups and test our skills and knowledge. We were transported from the Little America Hotel to the Granite Technology building to begin our classes.

I took Communications and iPad and Internet Safety where I learned a lot. There was a variety of other classes to choose from. Everyone seemed to benefit from the classes provided.

Lois Santillanes
BSUAOP PSP Chairman

NAEOP Institute

“Ignite Your Potential”

October 11-13, 2013 Salt Lake City, UT

by Angela Garcia

I am delighted to report on my attendance at this NAEOP sponsored event held in Salt Lake City in early October. Approximately 60 people from Idaho, South Carolina, New York, Utah, and Wyoming gathered to satisfy our desire for learning and professional development. The sessions were two full days and one half-day and they were designed for all areas of educational office responsibilities. They covered Communication Skills; Ethics; Writing/Grammar/Proofreading; iPad Fundamentals; Internet Safety; and Tech-Enhanced Communications. You might think that writing, grammar and proofreading could be tedious and it is; but they made a game of it, it became competitive and it was fun.

The half-day session covered Secrets of Happiness at Work and the co-presenters were also the co-organizers of the Institute; Kathy Goodfellow and Sherry Wilson. The passion, humor and energy of the presenters were invigorating. During this session, NAEOP President Cathy Eberle held a drawing to give away one NAEOP membership. This inspired others to also donate NAEOP memberships on an individual basis. There were four lucky ladies who walked away with paid national memberships!

The entire event qualified for 15 hours of PSP credit. Since I am resolutely working toward PSP certification, this Institute was of particular interest to me. Attending these professional development sessions is the most rewarding experience of membership for me. The curriculum is designed to make learning relevant to our daily jobs, help us understand the importance of taking time to sharpen our skills and build new skills, and gain an understanding that our professional development strengthens our organizations.

Upcoming development opportunities

April 4-5, 2014

IAEOP Annual Spring Conference – Hilton Garden Inn, Twin Falls, ID

July 14-17, 2014

NAEOP Annual Meeting - Doubletree by Hilton Portland,
1000 NE Multnomah Street, Portland, OR 97232

BSUAOP Membership List

Bea Allen	Shelly Doty	Tamara Martinez-Anderson
Sue Antonich	Coleen Dudley	Sherepta McLeod
Karen Baker	Rita Fleck	Carol Nickel
Gaynel Barzee	Linda Fowler	Sue Paseman
Brooke Bell	Angela Garcia	Twyla Perkins
Kristof Bihani	Chris Griffin	Lynelle Perry-Kolsky
Leslie Black	Valerie Hayes	Mandi Pierce
Dottie Blackwell	Dori Hulme	Martha Plascenua
Anita Castello	Carol Hutson-Marso	Debbie Porter
Connie Charlton	Pam Johnson	Violet Pulley
Melissa Charounlertdajkul	Lesley Knight	Peter Quijas
Lisa Clements	Elaine Lambrou	Suzan Raney
Julie Cook	Peggy Lindley	Gloria Rolland
Kelley Daugherty	Dominick Longbucco	Lois Santillanes
Michelle Davis	Danya Lusk	Jamie Sheppard
Rene' Delaney	Rhonda Magill	Alison (Ali) Sosnowski
Debbie DelToro		Robert Sundquist
Bonnie Dodson		Tricia Trofast



BSUAOP
Luncheon &
Annual Holiday
Auction

BSU Association of Office Professionals
Come join the fun & bid on great holiday gifts

Idaho Potato Bar - \$10.00

Auctioneers: Richard Klautsch AND
Andy Giacomazzi

Crafts, themed baskets, hotel stays, event tickets
& so much more!

Friday, November 8th

11:30 - 1:00

Jordan D - SUB

Mail, fax, or email this registration form with payment to: Twyla Perkins,
MS 1747, FAX 61451, twylaperkins@boisestate.edu

If you cancel, you must do so by November 5th. No refunds will be possible after that date.

Check mark one option: Idaho Baked Potato Bar - \$ 10.00 Brown Bag lunch option - No Charge

Name of Attendee: _____

Department: _____ Ext: _____ (make checks payable to BSUAOP)

Total amount due: \$ _____ Check # _____

Credit Card: _____ Exp: _____

Signature: _____



If you have questions, please call Rene' Delaney at 65641 or Leslie Black at 65776

Funds raised help support AOP and the Boise State University Goodwill
Fund

PSP ENDORSEMENTS

The PSP Program is endorsed by:

- *The American Association of School Administrators
- *The American Association for Public Continuing and Adult Education
- *The Association of School Business Officials
- *The National Association of Elementary School Principals
- *The National Association of Secondary School Principals

The underlying concepts of the Program are endorsed by:

- *The National Business Education Association
- *The National School Boards Association

For questions contact the PSP Chair:

Lois Santillanas, 409-1696, lsanti@q.com

Professional Standards Program

The Professional Standards Program (PSP) is a voluntary program established by the National Association of Education Office Professionals (NAEOP) to encourage education office professionals to grow professionally. The privilege of participation will be open to active and retired members only.

The program is designed as a series of five levels in Option I and nine levels in Option II. The awarding of a certificate based on education, experience and professional activity recognizes each level of achievement in the program. The current highest-level certificate must be recertified five years from issue date or upgraded according to the guidelines to be considered current by NAEOP.

A member who holds the Advanced III, Option I, or Associate Degree or higher under Option II is qualified to apply for the distinction of Certified Education Office Employee (CEOE).

The program is governed by the Professional Standards Program governing body, referred to as the Governing Board. The PSP Committee makes recommendations to the Governing Board. The final decision is made by the NAEOP Board of Directors.

If interested in obtaining your PSP certificate, here is some useful information:

- * Keep track of all training you receive either on or off campus ([Training Record Template](#))
- * Get a copy of your unofficial transcript to check your education credits
- * Make copies of all certificates of training (make sure you get a certificate at each training you attend)
- * Keep track of all your membership/volunteer work in BSUAOP, IAEOP, and NAEOP (10 points are needed for PSP applicants)

Membership = 1 point per year
Elected Officer = 2 points
Committee Chair = 2 points
Committee Member = 1 point
Workshop/Seminar leader or keynote speaker = 1 point

For complete requirements, request a PSP book from NAEOP, PO Box 12619, Wichita, KS, 67277-2619 or click [pspbook](#).

BSUAOP

2013-2014 Calendar

July 2013						
Su	M	Tu	W	Th	F	S
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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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29	30					

 Holiday/Boise State University Closed

 Holiday but BSU is OPEN

 Workshop / Event Dates

 BSUAOP Board Meeting Dates