



Keynoter

Boise State University
Association of Office Professionals

*Bright
Future,
Endless
Possibilities*

Pam Marteness, Editor

Volume 21 Issue 3

March/April 2003

2002-2003 EXECUTIVE BOARD

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A Message from the President



Welcome to Spring!

It has sure been a busy semester for everyone. I am sensing we are all working hard and feeling the stress of heavy workloads. This can be overwhelming at times so we need to stay focused on the important things in life. Take a deep breath and look around at the beauty of spring that is blooming all around us. Don't forget to take a look at the beauty in others as well. Our organization is made up of so many beautiful people with so much talent and inner strength. I am certainly enjoying this year as president and being surrounded by all of you who bring so much to this organization and inspire me to do better.

We conducted a membership drive in February and now have a few more members. Thank you to everyone who participated in "Going Bananas Over BSUAOP" and promoted our organization.

We sure had a lot of fun at the Fashion Show in March. The models looked fantastic in their new clothes and we all ended up with something fun to take home with us. Don't forget to use your coupon at the Fashion Bug before it expires! We want to see everyone in new spring fashions to brighten the campus.

Many of us are looking forward to the IAEOP conference in Coeur d'Alene where some of our members will be recognized for their PSP certification and others will be there to cheer them on. It's a wonderful conference with really good workshops to attend and a lot of networking to be done. It's always fun to meet new people and see new places. If you would like more information on this conference, you can visit their website at www.idahoaeop.org.

I'm sure you've all heard the buzz about the National Conference being held here in Boise and many of you already have an assignment or two. Check out the website www.naeop.org for more information about NAEOP and the conference in July.

Mark your calendars for the next luncheon on April 8 at 11:30 where we will be learning how to grow personally and professionally. Our presenter, Gina Wolfe, is a licensed professional counselor and a friend of mine from way back. Please join us for an inspirational presentation. Watch for the flyer via e-mail.

If you have any questions about BSUAOP, IAEOP, or NAEOP, please feel free to contact me, or any board member. We would be happy to answer any questions you might have.

Have a wonderful and relaxing spring break!

Gay Barzee, President

"Life is to be lived. If you have to support yourself, you had bloody well better find some way that is going to be interesting. And you don't do that by sitting around wondering about yourself." —Katherine Hepburn

**Ways n' Means Committee
by Valencia Garrett**

We have Dirty Harry Car-Wash tokens for sale for \$2.00. Each token gives you a \$4.00 wash. There are three automatic and self-serve locations: 2117 Broadway, 9657 Fairview Avenue, and 1621 Jericho in Meridian. They also have three self-serve only locations: 3918 Overland Road, 9765 Ustick Road, and 6753 Overland Road. Contact me by phone, extension 1368, or email, vgarrett@boisestate.edu to let me know how many you would like to buy.

I am looking for additional fund raising events. We can't get back into R.C. Willey's until this fall. If you have any great ideas that you would like to share with me please contact me.



**Bosses Breakfast
by Connie Robinson**

Howdy Partner! The Bosses Breakfast this year will be held on May 6th in the Jordan D Corral. The theme is "What if the Hokey Pokey Really IS What it's All About?" The entire cowboy crew, yes all those hard-working ranch hands, have put together a routin'-tootin' fun time for all. Come watch the line dancing & horse race contests. (No betting allowed!) Don't forget to wear your boots, things might get pretty deep! Look for the flyers that will be coming out soon, and join us for a mighty fine breakfast.

**ACE REPORT
Connie Charlton**

ACE: The General Meeting and Luncheon, an annual event, will be held on Wednesday, April 2 from 11:30 to 1:30 in the Jordan Ballroom, SUB. Dr. Ruch has granted release time for this event. Dan Hawkins will be the speaker.

A call has gone out for nominations for the Outstanding Classified Employee. Nominations are to be mailed to Connie Charlton, MS 1600 (or by email, cchar@boisestate.edu) and are due on March 18. The Outstanding Classified Employee will be announced at the General Meeting on April 2.

ACE encourages all classified staff to write, call or email their legislators on issues that affect state employees.

Area VI: Luncheon meeting flyers were distributed to all personnel in Area VI. Representation in that area remains slight. I am planning a "personal touch" communication effort for fall.

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If you wish to contact any of the Executive Board Members by mail, please address the document as follows:

Person's Name
Department/Mail Stop
Boise State University
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Boise, ID 83725



**HB 329 PASSES
by Guen Johnson**

House Bill 329, the Voluntary Contributions Act, passed on Thursday, March 13 with a vote of 19 to 16. The SEIU Union and other groups worked very hard to try to stop this bill from coming to fruition. Five senators were persuaded to see the light and vote against such an injurious piece of legislation and that is tremendous.

Please take the time to contact Jeff Olson, and Andrew Hanhart at their office (343-1043) and thank them for working so hard to stop this bill. And please take the time to go to their website (<http://myweb.cableone.net/seiu687/>) to see who voted for this bill, and contact them and tell them how you feel about their passing this legislation. It will make it harder for us to have a voice, but not impossible.

**THANKS FOR THE HOSPITALITY!
Guen Johnson**

The Hospitality Committee for the NAEOP National Conference wants you! (To help 'man' the room during the conference that is!) Your help is essential to make sure this room is well stocked, friendly and a great place for conference-goers to come, relax, have a nosh and pick up a door prize. If you would like to help by signing up for a time, give us a call! The dates are July 12 through 19th, both morning, afternoon and evening hours. Each hospitality committee co-chair has a list of times that need to be covered....(with some time added on in the front for 'prep'). To find out what the times are and to sign up, please call Guen Johnson (x1255), Valencia Garrett (x1368), or Lois Santillanes (x3434).

We will also need help during the daytime hours on Saturday, July 12, to decorate the room and get everything set up. (The first time it is open is that night from 7:30 - 10:00 p.m.) Thanks to all of you who donated door prizes for this venture! Your help is so appreciated.

Election
News
By
Nancy
Rountree



Pictured left to right: Rhonda Miracle, Suzan Raney, Shannon Chapman, Cindy Throne, Terri Thresher, Terrie Gillenwater, Colleen Dudley, Anita Castello, Linda Kay Allen

Spring is coming and election time is here again. I am pleased to have so many wonderful and competent candidates for all our open positions:

President/Connie Robinson: Administrative Assistant for the Electrical & Computer Engineering Department in the College of Engineering.

President Elect/Terri Thresher: Administrative Assistant in the Sociology Department in the College of Social Sciences & Public Affairs.

Vice President/Suzan Raney: Administrative Assistant in the Criminal Justice Administration Department in the College of Social Sciences & Public Affairs.

We have three candidates for Secretary; they are:

Sue Crichton: Administrative Assistant in the Department of Radiologic Sciences in the College of Health Sciences.

Colleen Dudley: Administrative Assistant in the Department of Health Studies in the College of Health Sciences.

Rhonda Miracle: Management Assistant in Student Support Division in the College of Applied Technology.

Treasurer/Shannon Chapman: Financial Technician in the Accounting Department in the College of Applied Technology.

Area 1: Cindy Throne: Administrative Assistant for the Mechanical Engineering Department in the College of Engineering.

Debbie McVey: Financial Technician for Parking & Transportation Services.

Area 3: Ona Law: Administrative Assistant in the Kinesiology Department.

Area 5: Anita Castello: Office Specialist in the Master of Health Science program in the College of Health Sciences.

Terrie Gillenwater: Office Specialist in the Administrative office in the College of Health Sciences.

Area 7: Linda Kay Allen: Administrative Assistant in the Honors College.

Ballots were mailed out on Friday, March 14, 2003. Please cast your vote and return your ballot to Nancy Rountree, MS 2100 by Tuesday, April 1st. Any ballots received after April 1st will not be counted in the election. Good luck to all nominees!

BSU CLASSIFIED LEAVE POLICIES

BSU 5520-C

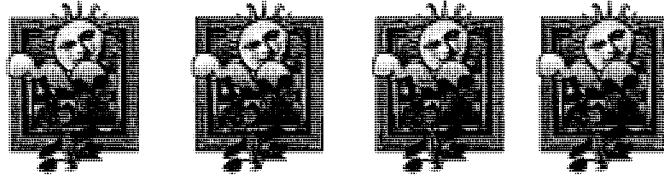
Effect. Date: July 1, 1995

J. Organization Participation and Exercise Leave

Boise State University employees will be permitted a total of one hour per month release time from work to attend professional representative organization meetings. The organizations include:

- ACE** - Association of Classified Employees;
- BSU-AOP** - Boise State University Association of Office Personnel;
- BSU-IPEA** - Boise State Chapter, Idaho Public Employee's Association.

1. Employees who are officers in one of the above organizations, will be permitted a total of two (2) hours per month release time to organize and conduct the business of the organization(s).
2. The employee must have supervisory approval prior to taking the release time to avoid conflict with the efficient and effective operation of University business.
3. Other organizations desiring approval for release time should submit written requests to the Department of Human Resources, outlining the goals and purposes of the organization for review by the appointing authority.
4. Questions regarding a typical leave situation not clarified in this policy should be referred to the Department of Human Resources.



Caregivers Support Group
By Sue Rhodes, Management Assistant
Department of Nursing

Many Boise State University faculty and staff find themselves providing primary or secondary care to a loved one – perhaps a parent, special-needs child, sibling or friend. As one of these special caregivers you have probably wondered: How do I find the community resources I need? How do I cope with the added responsibility and stress in my life?

For answers to these and other pertinent questions, please join Boise State University Caregivers for an informal lunchtime get-together. The Boise State University Caregivers, founded in 1995 by Gwen Smith, Former Training and Development Officer and JoAnn Vahey, retired nursing faculty, meet on the third Tuesday of each month during the academic year to problem-solve and share ideas, concerns and resources. “Caregivers” is recognized and sponsored by the Boise State University Office of Human Resources.

Join us for our next meeting in the Johnson Room of the Student Union on April 15 at noon. Bring your lunch, pick up some food at the Student Union Food Court, or just stop by. Facilitated by Nancy Severance (RN, MS, faculty member and geriatric specialist in the Department of Nursing), you will have an opportunity to share your experiences with care giving, loss, grief, and coping mechanisms. We laugh and cry, but our goal is to make your day a little brighter.

If you wish to be on our e-mail reminder list, please call or e-mail Sue Rhodes at 3900 or srhodes@boisestate.edu. Sue will send out e-mail reminders at least one week prior to the get-together. Locations may vary depending upon room availability in the Student Union. Meeting dates are already scheduled for 2003-2004, so mark your calendar.



Do not take life too seriously—you will never get out of it alive.
— Elbert Hubbard



BSUAOP MEMBERSHIP

Julie Gerrard, Membership Chair

There was a half-price membership drive in February to encourage people on campus to join BSUAOP. A really cute postcard with a sucker attached, "Go Bananas Over BSUAOP!" was distributed to members. They were asked to give the card(s) to people in their college/department who were not members of BSUAOP. As of Monday, March 3, four people have taken us up on the half-price membership offer. Three are new members and one is a renewal for a total of 72 members.



Margaritas or Lemonade?

Great Customer Service is About Small Details

by Gregory P. Smith

(Office Solutions Magazine, Nov/Dec 2002)

My family and I recently returned from a vacation in Cabo San Lucas, Mexico, and traveling outside the United States gives me reason to worry something might go wrong. Whether it is security delays, customs, the threat of terrorism, or just the inconvenience of traveling, it seems like vacationing is more difficult than ever before. Small details sometimes ruin what could have been a great vacation.

My wife handles all my travel and our family vacation arrangements. In this case, she used the Internet to plan our entire vacation, causing me great apprehension.

As our plane circled the airport in Los Cabo, all I could see was one small landing strip among the cactus, sand, and desert. My brain kicked into gear and began to analyze all the mistakes, bad service, or disasters awaiting us.

To my surprise, transportation was standing by for us at the airport. The 45-minute trip to the resort was uneventful. The air-conditioning in the van worked perfectly, and the driver was courteous and helpful. I was beside myself.

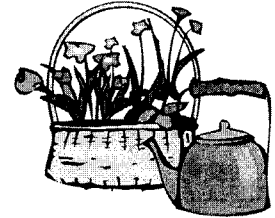
The arched gateway of La Hacienda Del Mar Beach Resort greeted our arrival, and the doorman took our baggage, asking one profound question: "Would you like margaritas or lemonade?" After traveling on a plane for eight hours and 45 minutes, small details become magical.

If you own or manage a customer service business, the recipe for exceptional service boils down to the small details. Some of those details may be as simple as friendly employees, clean rest rooms, or something to add value to the customer experience. When designing your customer service plan, consider what small details you can provide to make your place of business stand out in the hearts and minds of your customers.

The important thing to remember is that small, seemingly insignificant details have a major impact on good service. *Average organizations* ignore or overlook minor customer inconveniences, and *excellent organizations* focus on the details.



BSUAOP EVENT CALENDAR: *Things to Remember*



BSUAOP Lunches:

April 8, 2003—Monthly Luncheon (Farnsworth) 11:30—1:00 p.m.
May 13, 2003—Installation Luncheon (Bishop-Barnwell) 11:30—1:00 p.m.

Executive Board Meetings:

April 22, 2003 and May 27, 2003 (Noon—Both to be held in the Ah Fong Room)

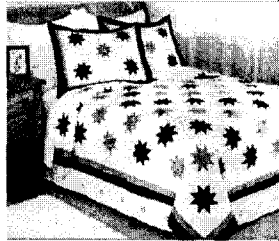
Upcoming Events:

- Friday/Saturday, April 11 & 12, 2003, IAEOP 31st Annual Meeting (Coeur d' Alene)
- May 6, 2003, 8 a.m., Bosses Breakfast (SUB Jordan D. Ballroom)
- July 14—19, 2003, NAEOP Annual Conference, (Boise)



Quilt

Raffle



Tickets: \$1.00 each or 6 tickets for \$5.00
Drawing to be held at the
annual BSUAOP Bosses Breakfast,
May 6, 2003.

NEED NOT BE PRESENT TO WIN!

Ticket Info: Connie Robinson, x2417 or
Valencia Garrett at

Terrie Gillenwater/Eva Jeanne Myers Beat PSP Deadline

By Rhonda Miracle, PSP Chair

Congratulations to Terrie Gillenwater and Eva Jeanne Myers for mailing their PSP applications recently, beating the May 15, 2003 deadline. I know many of you have the education, experience and professional activity requirements needed for one of the nine certificates available. Why not start gathering the needed documentation now so you too can beat the May 15, 2003 application deadline? Begin the process today and you may be celebrated at the NAEOP national conference to be held in Boise in July 2003 surrounded by all your family, friends.

Please contact me by phone (4313), email (rmiracle@boisestate.edu) or in person in TS102 to set up an information exchange meeting. I will gladly help guide you through the steps needed to complete your application and you can receive the recognition you so richly deserve just as Pam Martness, Terrie Gillenwater and Eva Jeanne Myers have this year.

There is more to life
Than increasing its speed.

—Mahatma Gandhi

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BSUAOP Keynoter

BSUAOP Areas

Area I:

Applied Tech., Alumni Assoc., Career Ctr., Children's Center, Canyon County Center, 1105 B Grant Street, Extended Studies, Engineering & Tech., FOAM, IBEDC, Mail Services

Area II:

Bookstore & Warehouse, Campus Safety, Kinesiology & Kinesiology Annex, Micron Eng., Pavilion & Auxiliary Gym, SUB, Varsity Ctr., Bronco Football Complex, Computer Annex

Area III:

Library, Liberal Arts Bldg., Lincoln Hall, Special Events Center, Architect. & Engineering Services, English/Arts Annex, KBSU, Art Annex #1

Area IV:

Administrative Building, Student Housing

Area V:

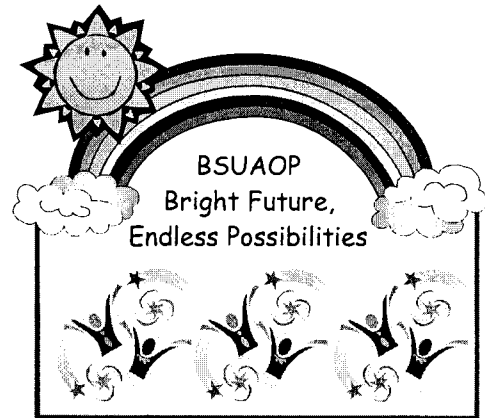
Communications, Health Sci. Riverside, Hemingway Ctr., Math/Geology, Morrison Ctr., SMITC, Raptor Research Ctr., Student Health Ctr., Gateway, Science Nursing Building, OIT

Area VI:

Administrative Building., College of Bus. & Economics

Area VII:

Education Building Public Affairs & Arts West Building., Multi-Purpose Building



Check us out!

boisestate.edu/bsuaop/

The purpose of BSUAOP is to assist its members in reaching a professional level of excellence, to promote positive attitudes, and to encourage further training in specific fields relevant to each member's responsibilities within the University.