



PRESIDENT’S MESSAGE

Have you ever felt as if you were marooned without a compass? Or without any obvious tools or resources? I have certainly identified with this metaphor in my life.



Feeling marooned is feeling as if you are isolated from the rest of the world. In the age of internet, this is certainly far from the truth (unless you really are on an island or a mountain in the middle of nowhere).

As some of you know, I lost nearly 50 pounds several years ago. However, because of lack of self-control, depression, and a variety of changes in my life, I’ve regained nearly all of them back. I’m sure some of you can identify with the frustration that comes with yo-yo-ing weight. I’ve been working for several months to reestablish my healthy habits from my previous weight loss, but doing so on my own I kept failing to maintain my various goals. I was missing a key tool - accountability.

Previously, I worked on losing weight with my best friend, who at the time was also my roommate. Now that I’m living on my own, I don’t have that built in accountability. So a few weeks ago, I finally made an appointment with a health coach. We talk on the phone every week or so and my coach helps me set realistic goals that tweak my habits, bending them back towards

Continued on page 3

SEPTEMBER/OCTOBER 2015

In this issue:

President’s Message	1	The Early Show recap	12
AOP Purpose	2	Let’s Talk Series	13
Off to Buffalo! NAEOP	4	Membership	14
Webinar Series Opportunity	5	PSP Standards	15
Focus on Members	6	List & Calendar of Events	16
2015 NAEOP Conference News	9	Calendar	17
Professional Development Day	10		



BOISE STATE UNIVERSITY

ASSOCIATION OF OFFICE PROFESSIONALS



A professional organization for persons employed at
Boise State University in educational office support positions

PURPOSE

The purpose of Boise State AOP 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.

CODE OF ETHICS

As educational office professionals, we affirm our belief that an education is the birthright of every person and pledge ourselves to the preservation of that right. We recognize the special province of the professional educator and the significance of the responsibilities assumed by the educator. We also recognize the unique role of the educational office professional and the importance of the contributions made.

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Continued from page 1—President's Message

the healthy continuum. Most importantly, she is someone to whom I am accountable and she sends me positive messages through email and through [MyFitnessPal](#), where I am logging my food and exercise. I've lost 2.5 pounds so far and I feel excellent about the habits I am developing. Even more important, I no longer feel like I have to establish these habits all on my own.

In my professional life, I periodically feel overwhelmed by the vast amount of work on my plate. Sometimes I just don't know where or how to begin! It feels like being marooned on an island of work with no tools available to get started. I'm eventually able to get started by creating a to-do list and prioritizing the steps and items of the to-do list while delegating some tasks to my student employee, but the stress that comes from feeling overwhelmed and helpless is not healthy and often paralyzes me for a period of time. Paralyzation is not healthy for me, for my student employee, or for my workload!

Emotions, even negative ones, can be great motivators toward solutions. This year I'd like us as AOP members to help each other find and/or develop tools and ideas to help ourselves when we feel like we're marooned without a compass. Being an AOP member means that you are never really marooned or all alone. Breaking away from the feeling of being marooned requires you to reach out to others and to think creatively about the resources available to you. Often it also requires teamwork, as more people, more brains, more hands are more effective than just one person. Not to mention teamwork is often more fun than going it alone! Sometimes you even discover treasure through the process. Maybe the treasure is a new philosophy, a new process to follow, a new friend, a new resource, a new bit of information, or a new habit.

Because group thinking can result in creative solutions, I encourage you to share your ideas and experiences about what to do when you're metaphorically marooned without a compass with our Keynoter editor, Shelly Doty. You can send your ideas and experiences directly to Shelly at sdoty@boisestate.edu or to me at danyalusk@boisestate.edu. Shelly will publish the submissions in the next issue of the Keynoter. Please also let us know whether we can give you credit or if you'd rather remain anonymous.

And don't forget to **join us on Tuesday, October 13 for our annual Professional Development Day** where we'll further explore this theme from a variety of metaphorical and literal perspectives!

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Off to Buffalo (NAEOP Conference) By Rene' Delaney

I had no idea what the city of Buffalo, New York was like but was looking forward to seeing old friends and spending time with colleagues at the conference.

We landed after 10:30 pm so Buffalo was all street lights and dark shadows as we drove to our hotel. In the morning I was surprised to wake up and see how fresh and green everything was. I also had no idea that Buffalo was so close to the water. Geography has never been my strong suit.

We had one day to cram in all of our sight-seeing so Tuesday morning we were off to Fort Niagara in Youngstown. [Fort Niagara](#) is the oldest continuously occupied military site in North America. It was awesome! All of the workers were in costume and character.

During the first part of the summer, our book club read "Undaunted Courage" by Stephen E. Ambrose, and I was curious about the trade of goods between the Indians and white man. While reading the book I wondered about the gifts Lewis had purchased to trade with the Indians. A reenactment of such an event brought clarity.

The next day was the first of two days of attending institute. The first session was "Communication in the 21st Century for the Office and School Community", facilitated by Dr. David O'Rourke, Erie, New York. We tweeted, googled, hung out, pinned, instagrammed, facebooked, took selfies for our profiles, shared, commented, liked, linked, doodled and connected. We became part of the social network.

Dr. O'Rourke spoke to us about Email Netiquette:

- Always include the person's name that you are emailing
- Always include your name at the end of your email
- Don't write your email letter in all caps

The next day we explored our ethics and took a hard look at the decisions we've made. The institute was called "What was I thinking? Ethical Decision Making for Educational Office Professionals" and Dr. Susan Gray was the presenter.

Continued on page 7

EDUCATION OPPORTUNITY

The Well Rounded Educational Office Professional Webinar Series

NAEOP is proud to announce that beginning in September, 2015, we will offer webinars for members and nonmembers to help them get educational credits and/or in-service points toward their Professional Standards Program certification. The tentative schedule for the webinars are as follows:

- September 24, 2015 The Professional Standards Program In-Depth
- October 22, 2015 Dealing with Difficult People
- November 12, 2015 Effective Time Management
- February 18, 2016 Enhancing Your Leadership Skills
- March 17, 2016 Social Media in the Educational Setting
- May 12, 2016 Confidentiality, Freedom of Information and Other Rules/
Regulations

Webinars will be offered at either 12 noon to 1:00 pm Eastern Standard Time or 2:00 to 3:00 pm Eastern Standard Time with the participant choosing which time will work best for them. All webinars will be recorded and those links will be made available to participants two days after the live presentation via YouTube video. If you are unable to participate in the live presentation you will be able to link to the presentation via YouTube two days following the live presentation. Cost will be \$125 for members for the series of six (6) classes. Nonmembers will pay \$175 for the series of six (6) classes. Full registration will entitle the participant to six (6) one hour webinars, handouts where applicable, links to webinars after two days of live presentation and PSP credit.

Participants will receive six (6) hours of Professional Standards Program Educational Credits for successfully completing the series and will receive a certificate upon completion of the courses.

In the case of a cancellation of a course on the above mentioned date or a change of date for the webinar, an email will be sent directly to participants as soon as possible. Webinars will be offered with a minimum of twenty participants per session. Each session will be presented at least one time during the date shown unless otherwise notified.

Registration is available online at www.naeop.org under the events tab or by completing the enclosed registration form and returning it by mail, fax or email.



FOCUS ON MEMBERS

Shelly Doty
Albertsons Library

Hi! My name is Shelly Doty and I am the editor for the BSUAOP newsletter, the Keynoter. This will be my third year as editor and it's one of the most enjoyable things I do. It allows me to be creative while working closely with everyone in AOP to come up with articles, find information and get feedback on what works and what doesn't.

I've been at Boise State now for 25 years, at Albertsons Library the entire time! I just happened to be looking for a part-time job 25 years ago and happened to see a state listing. Never-ever in my wildest dreams had I envisioned working at a library. I've had lots of other jobs from Job Corps to the Army to waiting tables and topping corn. But lo and behold—I found my niche. It probably suits me well because I love detail—and that's exactly what the library is, detail.

I was born and raised right here in Meridian. I spent about 10 years away in my late teens and twenty's but came back here to raise my kids. I have three daughters, two grandkids, two dogs and three cats. Any of that could change at any time! 😊

I look forward to working with all of you to make the Keynoter great! Please send me any comments, ideas, thoughts, poems, sayings—it's your newsletter—make it what you want!

ARE YOU EXCITED ABOUT BEING THE NEXT ISSUE'S FOCUS ON MEMBER?

Give me a call and let me know (then I don't have to hunt you down!).

Shelly Doty, 426-3559

The **BOISE STATE UNIVERSITY ASSOCIATION OF OFFICE PROFESSIONALS** (Boise State AOP) newsletter publication *The Keynoter* tied for first place this year at the National Association of Educational Office Professionals (NAEOP) competition.

The newsletter placed in the Raychel Maynard Communication Award for newsletter – local category one (100 members or less). Editor Shelly Doty, library assistant, led *The Keynoter* to second place last year and to first place this year. As editor, Doty is responsible for brainstorming content ideas with the AOP executive board, recruiting contributors, editing contributions, designing the layout of the newsletter, and distributing the newsletter to members via email. In addition, Doty has collaborated with other library staff to add current and back issues of *The Keynoter* to ScholarWorks and other historic AOP documents to the Albertsons Library Special Collections and Archive.

From the Boise State UPDATE, August 12, 2015

BSUAOP MEMBER 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 has developed a 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. So let your member rep know of any new employees.

Continued from page 4—Off to Buffalo

For the first part of the day we discussed examples where there might have been shades of gray in making an ethical decision. It's hard to maintain high ethical and moral grounds when others behavior seems to go over the line. As participants we shared common areas of ethical conflicts from our experiences as administrative assistants.

After lunch we delved into "Understanding Our Behavior Styles and Those of Others." We've discussed this in our team building sessions in the Campus Recreation department. After using a behavior styles instrument such as DISC it's always amazing to me to find that I may have some of the same characteristics of a few of my colleagues. You just keep thinking "That explains a lot about how we all interact with each other."

Included in our discussions was how to handle different groups we deal with in the school environment. All in all we touched on so many things that I'm glad we had handouts and were able to take copious notes.

There were meetings of the Northwest Group and Higher Education Council. These are always so important to attend because of the laughs and comradery and feeling of belonging. It's wonderful to talk with others that have the same issues as I do and listen to how they deal with whatever it is.

There were several general meetings where the entire membership voted on important business items and shared a few proud moments of what it is to be an educational office professional. They are all so proud of what they do and it is contagious!

BSUAOP Helpful Links

Main Website: <http://orgs.boisestate.edu/bsuaop/>
Officers: <http://orgs.boisestate.edu/bsuaop/officers/>
Bylaws: <http://orgs.boisestate.edu/bsuaop/bylaws/>
Professional Standards Program: <http://orgs.boisestate.edu/bsuaop/professional-standards-program/>
Scholarships: <http://orgs.boisestate.edu/bsuaop/scholarship/>
Scrapbook (digitized): <http://digital.boisestate.edu/cdm/compoundobject/collection/archives/id/2739>
Keynoter: http://scholarworks.boisestate.edu/bsuaop_newsletter/

Know an AOP member who could use a pick-me-up? Needs a few get-well wishes or could just simply use some support from the Association? Contact one of the officers and let them know. BSUAOP keeps cards on hand for occasions when we need to let our fellow members know we're thinking of them.



BSUAOP Officers



Do you have some ideas about AOP, the members, the campus community? Let's talk about them! Come join us at the AOP board meetings held on the 4th Tuesday of every month. Contact a board member for the location.

Are you interested in being involved with other organizations on campus? Check out the [Association of Classified Employees \(ACE\)](#). ACE represents all classified staff at Boise State. There's also the [Professional Staff Association](#) and the [Faculty Senate](#). Lot's of ways to be involved.

Check out the [Northwest Area News](#) from NAEOP. Our own Rene' Delaney has two articles in it about our activities this spring. Susan Belliston, our NAEOP area director, also wrote a piece about the IAEOP conference that our own Leslie Black planned here in Boise. The [Keeping Affiliates Active](#) May 2015 newsletter is also available.

—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!



2015 NAEOP Conference News
By Angela Garcia

In Steven Covey's book, *The Seven Habits of Highly Effective People*, Habit 7 is Sharpen the Saw. This term means preserving and enhancing the most valuable asset you have—you. To continue this habit, I planned for and looked forward to revitalizing myself at the 2015 National Association of Educational Office Professionals conference in Buffalo, New York. I love going to this conference because it's fun, and it makes me happy to meet new people, to learn, and to be exposed to new ideas. I come home with a fresh perspective.

Travel days to and from the conference were long, but I didn't mind because I gained so much from participating in the conference. The conference was reduced to four days from five days in previous years, so our activities were tightly packed. I attended two days of Institute, participated in Advisory Council as a delegate of PALS (Past Association Leaders of BSUAOP) and was present in the General Sessions. For the first General Session, 369 members were present. Five of those members were from Idaho with Rene' Delaney and me representing Boise State.

It was a 2,214 mile trip one way from the potato state to the Niagara Falls state. I did not anticipate that two women I would meet, attend training with, share meals and visit with would be from Idaho also. Debra Nordquist (Meridian Elementary) and Kim Rhoads (Silver Sage Elementary) attended the conference and Institute sessions. Debra served as the IAEOP delegate, and Kim had the honor of carrying the Idaho State flag in the Flag Ceremony in the first General Session. It was a pleasure to get to know these ladies and share with them what the conference had to offer.

IAEOP received the first place certificate for website design; Susan Belliston, CEOE, accepted the certificate. Susan works at Burley High school in Burley, Idaho. Susan wears several hats: NAEOP Northwest Area Director, IAEOP Recording Secretary and IAEOP Website Editor. We are really proud of Susan and congratulate her on her creative prowess and her continued dedication to the website.

Continued on page 11

Professional Development Day - 8:30am-4:30 pm
October 13, 2015

MAROONED WITHOUT A COMPASS

Professional Development Day will be in the Jordan Ballroom, Student Union Building. Put it on your calendar and plan to attend. Learn how to navigate the seas, find your own compass and save yourself from being marooned.

Though still in the planning stage, here's a preview of a few possibilities:

- Setting Your Wellness Goals—Holly Levin, Health Educator, University Health Services
- Hunger: Following Your Internal Compass—MarLee Harris, Dietitian, University Health Services
- Frugal Travel—Corrine Henke, Director, International Learning Opportunities
- Mentoring & Networking—Melissa Wintrow, Idaho State Representative, District 19
- Panel Discussion: Navigating the Seas of Services and reSources at Boise State
- Keynote “Life at 2 MPH” - Paul Bentley, Director, Center for Professional Development
- Coping with Change While Navigating Through the Demands of a Changing Environment—Karla West, Director, Counseling Services, University Health Services
- What Is Your Compass? Survival Skills and Internal Navigation—Rodo Leone, Assistant Director, Outdoor Recreation, Campus Recreation

Registration will open soon. Watch the UPDATE & your email for more information.

Thanks to everyone who planned the **Bosses Breakfast** last May, including Sue Antonich, Guen Johnson, Carol Nickel, Judy Wayne, Michelle Marler, Danya Lusk and Anita Castello. Pictured below at the event: Rene' Delaney, Leslie Black and Danya Lusk.

As you can tell everyone had a blast!



The *BSUAOP Keynote*, Shelly Doty, Editor, tied for first place in the Rachel Maynard Award for Excellence in Communication for local NAEOP affiliates with less than 50 members. Rene' and I were jubilant at this news and so happy for Shelly to receive this richly deserved recognition. We were eager to text Leslie Black right after the announcement and certificate presentation!

At the last General Session, NAEOP announced a new program that will offer a series of monthly one-hour webinars for NAEOP members starting in September and continuing through May 2016. Participants will earn PSP credit. The cost for all six sessions will be \$125. Registration will be similar to conference registration with the option to register and pay online or mail in a check. You may also complete a registration form and submit it with payment by US mail. The NAEOP office told me that the website will have detailed information posted no later than September 1 at: www.naeop.org. See page 5 for more details.

The 2016 NAEOP Conference will be held in St. Louis, Missouri, July 13-16 at the St. Louis Union Station Hotel. Mark your calendar and make plans now to attend. I guarantee you will find the experience rewarding in many ways.

I really appreciated the opportunity to attend the conference. Thank you to everyone who worked hard to make the conference a memorable event. I am perpetually grateful that BSUAOP, IAEOP and NAEOP are available to help me take time to pause, redirect, and recharge myself instead of hitting the wall!



National Association of Educational Office Professionals
Buffalo NY—July 21-26, 2015
Left to Right:
Rene Delaney—Boise State University; Debra Nordquist—West Ada School District ;
Angela Garcia—Boise State University; Kim Rhoades—West Ada School District

Recycling Program

Boise State Environmental Health, Safety, and Sustainability (EHSS), Facilities, Operations and Maintenance and Boise State AOP are working together through a program called [Funding Factory](#) to gather recyclable toner and ink cartridges campus wide.

Collection locations:

All recycle collection sites or containers in each building on campus.

What it does:

A portion of the money returned to Boise State supports additional recycling and sustainability initiatives and a portion provides continued funding to Boise State AOP programs.



The Early Show with Jimmy Fallon By Sue Antonich

“The Early Show with Jimmy Fallon” was the theme for this year’s 2015 Bosses Breakfast. Dr. Andrew Giacomazzi entertained over 250 people, playing Jimmy Fallon with his sidekick played by TJ Wing.

Guests participated in the Whisper Challenge, Box of Lies, Celebrity Lip Sync and Lounge Singer Challenge. A big thank you to our participants: Dr. Lisa Harris, Barbara Morgan, Nicole Nimmons, Dr. Tony Roark, and Mark Wheeler.



LEARNING OPPORTUNITY

LET'S TALK SERIES

Presented by Human Resource Services
Learning and Development

Let's Talk is an ongoing series of **FREE** 60 minute information sessions on a wide variety of topics of interest to Boise State staff and faculty. These sessions will help enhance and professionally develop all that make up our great institution. Many of these sessions are offered over the lunch hour. Check out the full offerings and register at <http://hrs.boisestate.edu/workshops/letstalk/>.

Partial listing of the types of sessions offered Wednesdays, 11am -12 pm

September 16, 2015 -- Emotional Intelligence -- presented by Bayard Gregory

September 23, 2015 -- Healing Touch-Renewing Your Energy -- presented by Marty Downey

September 30, 2015 -- Celebrating What's Right With the World -- presented by Jim Everett

October 7, 2015 -- Microaggressions -- presented by Ro Alvarado

October 14, 2015 -- Bachelor of Arts in Multidisciplinary Studies -- presented by Rebecca Morgan

October 21, 2015 -- Creating a Positive Culture -- presented by Adriane Bang

October 28, 2015 -- Un/Healthy Relationships -- presented by Adriane Bang

November 4, 2015 -- History of Boise State -- presented by Dr. Cheryl Oestreicher

November 11, 2015 -- Change Management -- presented by Anthony Marker

December 2, 2015 -- Health for the Holidays -- presented by Holly Levin & MarLee Harris

BSUAOP Membership List

Traci Anderson	Valerie Hayes	Danya Lusk
Sue Antonich	Guen Johnson	Michelle Marler
Karen Baker	Shawnee Karpuleon	Juli McCoy
Gaynel Barzee	Donna Knaple (Amaru)—H	Sherepta McLeod
Leslie Black	Lesley Knight	Carol Nickel
Phyllis Carnahan—H	Robert Kustra—H	Sue Paseman
Anita Castello	Elaine Lambrou	Twyla Perkins
Connie Charlton—H	Anita Lasher	Lynelle Perry-Kolsky
Michelle Davis	Peggy Lindley	Mandi Pierce
Rene' Delaney		Pete Quijas
Shelly Doty	<div style="border: 2px solid green; padding: 10px;"><p>Did you renew your membership when you registered for Professional Development Day?</p><p>If not, fill out the membership form at orgs.boisestate.edu/bsuaop/membership .</p></div>	Pam Robbins
Coleen Dudley		Lois Santillanes—H
Kelley Erickson		Jamie Sheppard
Rossitta Fleming		Emily Sommer
Jackie Fuller—H		Alicia (Li) Sperl
Angela Garcia		Judy Wayne
Maudie Garretson—H		Janell Webster

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
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To find out even more check out the NAEOP website:

<http://www.naeop.org/2012-07-07-00-03-11/professional-standards-program.html>

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 is 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 verify 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 per year

Committee Chair = 2 points per year

Committee Member = 1 point per year

Workshop/Seminar leader or keynote speaker = 1 point per presentation

For complete requirements, request a PSP book from NAEOP, PO Box 12619, Wichita, KS, 67277-2619 or go to the [pspbook](#) from the Boise State AOP website.

Boise State University Association of Office Professionals 2015-2016 Calendar



September 22 2015	Executive Board Meeting – Noon-1:30 pm—Norco 408A
October 13, 2015	Professional Development Day - 8:30am-4:30 pm
October 27, 2015	Executive Board Meeting – Noon-1:30 pm—Norco 408A
November 11, 2015	Holiday Auction
November 24, 2015	Executive Board Meeting – Noon-1:30 pm—Norco 408A
December 8, 2015	Brown Bag Lunch/Bishop Barnwell – 11:30-1 pm
December 22, 2015	Executive Board Meeting – Noon-1:30 pm—Norco 408A
January 12, 2016	Brown Bag Lunch/Bishop Barnwell – 11:30-1 pm
January 26, 2016	Executive Board Meeting – Noon-1:30 pm—Norco 408A
February 9, 2016	Brown Bag Lunch/Trueblood – 11:30-1 pm
February 23, 2016	Executive Board Meeting – Noon-1:30 pm—Norco 408A
March 8, 2016	Brown Bag Lunch/Hatch C – 11:30-1 pm
March 20, 2016	Deadline for IAEOP Conference Scholarship*
March 22, 2016	Executive Board Meeting – Noon-1:30 pm—Norco 408A
April 12, 2016	Deadline for BSUAOP Award Nominations
April 12, 2016	Brown Bag Lunch/Bishop Barnwell – 11:30-1 pm
April 29-30, 2016	IAEOP Conference
April 26, 2016	Executive Board Meeting – Noon-1:30 pm—Norco 408A
May 10, 2016	Bosses Breakfast - 7:30-9:00 am
May 10, 2016	Brown Bag Lunch/Bishop Barnwell – 11:30-1 pm
May 22, 2015	Deadline for NAEOP Conference Scholarship*
May 24, 2016	Executive Board Meeting – Noon-1:30 pm—Norco 408A
July 13-16, 2016	NAEOP Conference – St. Louis, Missouri

*Application deadline for discounted registration deadline.

All dates are subject to change. Details to be announced as they are known.

Boise State AOP | 2015-2016 CALENDAR

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