President’s Message—Rob Pangaro

First of all, let me say that it is an honor and a privilege to be given the opportunity to be your AOP President for this year. When I came to BSU only a little over a year ago I would never have imagined that I would find myself surrounded by such great individuals that have not only strengthened me but pushed me to find it within myself to help others.

We have had our first meeting and are in full swing with the planning of Bosses Breakfast and the Holiday Auction both of which have their details put out soon. Professional Development Day will once again be held in the Spring and looks to offer a plethora of opportunities for personal development and growth.

2017-2018 Theme:

Taking the World By Storm…..

To some this might sound like a very aggressive statement but to those that know me, understand it is quite the opposite. I am a huge believer that sometimes it takes a bit of organized chaos to create an environment in which people can learn and grow. Franklin D. Roosevelt once said, “a smooth sea never made a skilled sailor.”

Continued from page 3
A professional organization for persons employed at Boise State University in educational office support positions

**PURPOSE**

The purpose of this Association shall be to elevate the standards and promote professional growth of the office personnel (or those aspiring to be) within the University and to provide for a finer understanding of the relationship between the University and the community in order to promote positive attitudes and to encourage further training in specific skills relevant to each member’s job responsibilities.

**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.

**BSUAOP has its own email: AOP@boisestate.edu**
BSUAOP OFFICERS

President:
Rob Pangaro
426-1388
College of Business and Economics
robpangaro@boisestate.edu

President-Elect:
Ramona Martin
426-1175
College of Engineering
ramonamartin@boisestate.edu

Vice President:
Lisa DeRosier
426-2862
Dept. of Literacy, Language and Culture
lisaderosier@boisestate.edu

Secretary:
Michele Kelly
426-3933
Dept. of Respiratory Care
michelekelly@boisestate.edu

Treasurer:
Katy Lightfield
426-2531
Dept. of Public Policy & Administration
katylightfield@boisestate.edu

Past President:
Shelly Doty
426-3559
Albertsons Library
sdoty@boisestate.edu

Association of Office Professionals
2017/2018 Board

PRESIDENT—Rob Pangaro
Rob has worked at BSU just over a year in the COBE, Administration. Rob served in both the U.S. Navy and the U.S. Army, retiring from the latter. He has been active in AOP & ACE since coming to Boise State.

PRESIDENT ELECT—Ramona Martin
Ramona is an Administrative Assistant 2 in the College of Engineering, Electrical Engineering. Ramona is active in both AOP and the Association of Classified Employees.

VICE PRESIDENT—Lisa DeRosier
BSU employee since 2009. Bled blue & orange since moving to Boise in 1994. My husband and brother-in-law both graduated from BSU in 2000. Two daughters ten years apart (hubby was going to school in between so we waited). Office for the past 30+ years. Enjoy getting to know folks across campus and lift each other up.

SECRETARY—Michele Kelly
With BSU for close to five years. Currently work for the Dept. of Respiratory Care, previously the Registrar’s Office. Love the higher-ed culture and excited to be here. I thoroughly enjoyed being a part of BSUAOP last year, looking forward to the upcoming year. The collaboration, teamwork and support within this organization is incredible.

TREASURER—Katy Lightfield
I have been with Boise State University for six years, currently working in Student Life. I am looking forward to working with the new board members. It's going to be a challenging and eventful year.

Continued on page 7
This is a quote I take very seriously (probably because I spent some time in the US Navy.) I believe that we all have stories to tell, and it is through the trials we have endured that we have become the people we are today. Storms are not meant to break us, but rather give us the experience we need to push through and gain the knowledge we need to tackle the next one that comes along.

I have had the pleasure of leading quite an interesting life. As I mentioned above I spent some time with the US Navy prior to and immediately following 9/11. I then had the honor of serving next to the brave men and women of the US Army, the branch I eventually retired from. All during this time I somehow found time to have a family and attend college. I first completed studies in Biblical Discipleship which led me to becoming an ordained minister. I then decided after military retirement that I wanted to try something new and attended the University of Washington and obtained a degree in Communications with a focus on Law and Policy. As a lifelong learner I am still attending classes here at BSU in pursuit of my doctorate.

The point I want to make is that life is full of opportunities, and while the road along the way may be bumpy and sometimes downright horrible to deal with, in the end I personally believe we all have something good waiting for us. I can honestly say that there have been days that I have wanted to throw in the towel, but it is in those moments that I remember that it is not just about me but those that depend upon me that give me the strength to push through.

I can without a doubt tell you that in my short time here at BSU that I have found that the people here on campus whether it be staff, faculty, or students all have something to give as well as we all have room to grow. I am excited for this year and all the doors I know it will open to us all. So I implore you all to join me in Taking the World by Storm and rocking a few boats along the way.

The purpose of this Association shall be to elevate the standards and promote professional growth of the office personnel (or those aspiring to be) within the University and to provide for a finer understanding of the relationship between the University and the community in order to promote positive attitudes and to encourage further training in specific skills relevant to each member’s job responsibilities.
Do you have an article or information from another source that you’d like reprinted in the Keynoter? Awesome!

Because of copyright laws I need permission from the original source to republish most things. If you would like to get permission, or on the site is permission to republish or reuse the content, send that information along with your suggestion for content. You can also provide me with contact information when sending the content and I’ll do my best to contact the original source. Unfortunately, without permission I cannot legally republish or reuse content.

YAY for Professional Development Day!

AOP had 35 members in FY17. After PDD, we gained 34 brand new members! We currently have a total of 56 members to date for FY18. If you know of anyone who you think might enjoy and/or benefit from membership, please have them contact our Membership Chair, Pam Robbins, pamrobbins@boisestate.edu.

Rachel Maynard Award for Excellence in Communication

Third Place - Local – Category 1
Newsletter – Keynoter
Boise State University AOP
Shelly Doty, Editor
July 2017

National Association of Educational Office Professionals
BOSSES BREAKFAST
2017
HOLLYWOOD GAME
NIGHT 2.0

The 2017 Boise State University Association of Office Professionals (BSUAOP) Bosses Breakfast will be held in the Jordan Ballroom on Friday October 13 at 7:30-9:00am.

Andy Giacomazzi will host this friendly competition where the College Deans will once again take on the University Vice Presidents. This lively and hilarious event was last held in April of 2016 (see pictures above) and was enjoyed by all, contestants and audience alike.

We will once again offer raffle tickets where one lucky will winner will share the winnings 50/50 with a charity chosen by the winning team.

Show your supervisor that you appreciate them by taking them to breakfast – and supervisors feel free to reciprocate the gesture. The more the merrier.

Please join us for a great breakfast and lots of laughs!
Friday, October 13, 2017
7:30—9 am
Jordan Ballroom (A,B,C)
(Registration link coming soon)

Office Professional of the Year &
Administrative Professional of the Year

The winners will be honored during Bosses Breakfast and nominated (based on eligibility) for the state-wide 2018 IAEOP awards.

Know someone that you’d like to nominate for either of the above awards? Check out page 12 of the Keynoter for more information!

Don’t miss out on what the campus will be buzzing about the following Monday.

Dr. Kustra has graciously granted one hour release time for this event.
Association of Office Professionals 2017/2018 Board

PAST PRESIDENT—Shelly Doty

MEMBERSHIP CHAIR—Pam Robbins
Pam is the AOP membership chair for the 17-18 year. She has worked at Boise State University for 3 years and is employed as the Management Assistant for the College of Arts and Sciences in the Dean’s office. Pam has enjoyed being a member of AOP and getting to know fellow colleagues around campus.

MEMBERSHIP REPRESENTATIVE—Ellie Pierce
Academic Advisor for the College of Health Sciences, having earned a MS in Human Resource Development from ISU in 2016. I have been an AOP member rep for the past 12 months and have worked for the State of Idaho for nearly 15 years. I am a proud parent of two young men and a bull terrier.

MEMBERSHIP REPRESENTATIVE—Valerie Hayes
Valerie works in the School of Public Service, Student and Academic Program Support. This is Valerie’s second year as part of the BSUAOP Board and being a Membership Representative. Valerie has been a member of AOP since 2013.

MEMBERSHIP REPRESENTATIVE—Shannon Eddins
Administrative Assistant in the School of Social Work for the MSW Online Program since December 2015. I moved to Boise in 2013 from Eastern Idaho and am working on establishing some roots here in the Treasure Valley and at Boise State. I have been an Admin Assist for 14 years and have my AAS in Medical Assisting, currently working toward my bachelors degree in Information Technology Management. I have two adult daughters, one of whom recently graduated from the Imaging Sciences program at Boise State.
NAEOP 2017 Conference Overview
By Angela Garcia

Greenville, South Carolina, was a beautiful setting for the 2017 Conference. The conference hotel was located in a vibrant downtown area within walking distance of several local area restaurants and merchants. It was fun to duck out whenever possible for a meal to try the local cuisine of the south.

Presenter Amanda Turner Dobson taught two Institute Classes: Google and Web Tools. The Google session covered search engine settings, logging in, email, Google Calendar, and the Chrome Store to name a few. We also covered the basics of setting up a Google Form to gather data.

The Web Tools session reviewed social media apps available to assist us in our work: Facebook, Twitter, and Pinterest. Other apps I found useful are:

- Google Photos – automatically backs up photos from your PC or Phone.
- Last Pass – Organizes passwords, stores passwords and autofills the login.
- Wolframalpha – Math website to calculate answers for advanced Math.

Idaho made its presence known throughout the conference:

- Debra Nordquist (president—IAEOP, Meridian Elementary) was recognized for her PSP during the Awards Banquet.
- Debra was installed as Chair of Elementary Education Council.
- Shelly Doty (past president—BSUAOP, Boise State) was awarded third place as Editor of The Keynoter.
- Susan Belliston (Area II Representative—IAEOP, Burley High School) was awarded First Place as Webmaster of the IAEOP website.
- Susan was also installed as the NAEOP President-elect.
- Angela Garcia (president elect—IAEOP, Boise State, retired) successfully ran for a spot on the 2018 Advisory Council and Awards Committee.
- Idaho presented a formal bid to the NAEOP Board to host the 2019 NAEOP Conference in Boise ID and we got the bid!

The Higher Education Council chaired by Rene Delaney, IAEOP Idaho, addressed a theme of civility in the workplace. Debbie Wade, Texas, staged some activities for us to do to help us remember to treat our customers and co-workers like the way we would want to be treated. The service project this year was to donate either cash, gift cards, or material to an organization that makes clothing for infants and babies who have died.

Lois Santillanes, Idaho, (Boise State) was remembered during the NAEOP Celebration of Life/Memorial Service, celebrating the lives of NAEOP members, and family and friends of members, who have passed away since the last national conference.
Thank you for sending me to the 2017 NAEOP Conference in South Carolina. I would highly recommend anyone that can, attend the national conference in the future.

Besides being the BSUAOP delegate and getting to vote on a variety of issues brought before the Advisory Council, there were a ton of break out sessions for lots of learning opportunities. And there were several opportunities for getting to know others in similar jobs across the nation. One such person that greeted me at the first-timers breakfast turned out to be the Office Professional of the Year and I was able to see why she was nominated and won. Really terrific person and very welcoming.

Our Keynote speaker was an amazing man called "The Attitude Guy". Sam Glenn not only talked about how our attitudes affect everything, he also did some awesome paintings. He has several books available and I got a screaming deal on a couple of them.


Next year the conference will be in Minnesota, but the following year it will be right here in Idaho! Let’s please show up in force to support this amazing organization and show them our hospitality.

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Email from Lisa Morehouse, CEOE, NAEOP President

This past July, over 350 NAEOP members gathered in Greenville, South Carolina to participate in the NAEOP Annual Conference and Institute. We attended professional development sessions, NAEOP General Sessions, Area Meetings and various briefings. And all of these activities were captured in pictures.

I am sharing the link to the picture gallery of our July 2017 NAEOP Conference in Greenville, South Carolina. I want to encourage all members to take a few minutes and browse through the pictures. Even if you didn't attend the conference...take a few minutes to enjoy the events of conference. Who knows....it might spark your interest in attending the 2018 NAEOP Conference in Bloomington, Minnesota! As you can see, we did indeed share many good laughs, a ton of professional development, banquets and more.

The website link is: [https://trinitystudiohd.smugmug.com/Greenville-SC](https://trinitystudiohd.smugmug.com/Greenville-SC).
Fun was had by all at the 2017 NAEOP Annual Conference in Greenville, South Carolina!

Pictured, bottom to top: Lisa DeRosier (Boise State, AOP vice president), Angela Garcia (Boise State, retired, IAEOP president elect), Rene’ Delaney (Boise State, retired, IAEOP immediate past president).

84th Annual NAEOP Conference
July 16-20, 2018
Minneapolis, Minnesota
DoubleTree by Hilton
Bloomington Minneapolis South
7800 Normandale Blvd.

Scholarship applications are due by April 15, 2018.

Annual IAEOP Conference
April 13-14, 2018
Idaho
City TBD

Scholarship applications are due by February 1, 2018.
Congratulations to **Angela Garcia**, who retired after more than 30 years of service to Boise State. Angela began work with the State of Idaho in 1975 and joined Boise State University in 1986. In 2012 she was recognized by the College of Health Science with the Excellence in Staff Service award.

Angela gained a diverse background in providing administrative support while working for the following units:

- Intercollegiate Athletics
- Department of Music
- College of Business
- College of Applied Technology
- Department of Community and Environmental Health
- School of Allied Health Sciences

Angela is now an Associate Member of AOP, the president elect for IAEOP and was our PSP representative at the 2017 NAEOP Conference this past July.

A few of the many accomplishments that make Angela stand out as a professional:

- AOP president from 1998-1999
- AOP Office Professional of the Year 1999
- IAEOP Office Professional of the Year 2001

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**The Lost Dr. Seuss Poem (I Love My Job)**

*by ANDREW G. ROSEN*

I love my job, I love the pay!
I love it more and more each day.
I love my boss, he is the best!
I love his boss and all the rest.

I love my office and its location, I hate to have to go on vacation.
I love my furniture, drab and grey, and piles of paper that grow each day!
I think my job is really swell, there’s nothing else I love so well.
I love to work among my peers, I love their leers, and jeers, and sneers.

I love my computer and its software;
I hug it often though it won’t care. I love each program and every file.
I’d love them more if they worked a while.

I’m happy to be here. I am. I am.
I’m the happiest slave of the firm, I am.
I love this work, I live these chores.
I love the meetings with deadly bores.

I love my job – I’ll say it again – I even love those friendly men.
Those friendly men who’ve come today,
In clean white coats to take me away!!!!
OFFICE PROFESSIONAL OF THE YEAR

ELIGIBILITY:
1. Candidate must be a current BSUAOP member.
2. Candidate must currently be employed as an educational office professional.
3. Candidate must have been employed as an office professional for a minimum of five (5) years in an educational institution, agency, public or private school, college or university.

CRITERIA FOR JUDGING:
- Education
- PSP Certificates
- Inservice Courses Completed
- Membership/Leadership Roles in Professional Associations
- Community Activities (areas of impact in addition to education)
- Personnel Rating
- Letters of Recommendation (minimum of three)

ADMINISTRATOR OF THE YEAR

ELIGIBILITY:
The nominee must currently be employed as an educational administrator at Boise State University.
1. The nomination form must be typed.
2. The nomination form must be signed by the nominating individual.
3. The nominating individual must be a current member of BSUAOP.

CRITERIA FOR JUDGING:
- Interest shown in education office personnel 45%
- Recommendation of sponsoring individual 15%
- Letters of recommendation (three letters minimum) 10%
- Achievement in the field of education 10%
- Experience in the field of education 10%
- Educational (academic) background 5%
- Membership/Achievement in professional associations 5%

Send Nomination Forms to Shelly Doty, Albertsons Library
sdoty@boisestate.edu, 426-3559, MS1430
Deadline for forms: October 1, 2017
Focus on Members
Ellie Pierce

I’m Ellie Pierce, academic advisor for the College of Health Sciences, proud parent of two young men and a bull terrier, and proud BSU AOP member representative. I earned a Master of Science from Idaho State University in Human Resource Development in 2016. I’ve lived most of my life on a university campus. One of my earliest memories is peddling my tricycle down the halls of Kresge Art Center at Michigan State, where my dad taught serigraphy.

It’s been my honor to represent Boise State AOP membership for the past 12 months. It was a pretty steep learning curve, but my participation in this wonderful organization has been such a benefit to me, inspiring me to strive to better serve you, the members of Boise State AOP. Participation in this organization continually empowers me, providing insight into the amazingly diverse pallet of skills and talents Boise State professional employees deploy on behalf of our students and faculty.

I have worked for the State of Idaho in one capacity or another for nearly fifteen years. I have tremendous respect for my fellow state employees. I believe the defining quality an Office Professional working in Higher Education for the State of Idaho is altruism. We are believers in knowledge, skill and passion. We are believers in the inevitably bettering influence of education. We are willing to bend our pallet of skills to the service of the next generation of the college-educated. In this respect we are movers, shakers and molders of the future. I’m so proud to be one of us!

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**LEARNING WITH YOUTUBE**

YouTube can be a great source of information. Check out some of the tutorials that are posted on Microsoft Office software.

- [Microsoft Excel 2016 Tutorial for Beginners Part 1 Full Intro Learn How to Use Excel 2016](#)
- [PowerPoint 2016 Tutorial - A Complete Tutorial on Using PowerPoint](#)
- [Microsoft Publisher 2016 Course](#)
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.

MEMBERSHIP

Contact:
Pam Robbins
Membership Chair
426-4281
pamrobins@boisestate.edu

Get information on updating your membership for the year. Membership renewal will entitle you to receive the Keynoter in your inbox along with being eligible to apply for scholarships for conferences, workshops, training and education.

Mentor Program

Want to attend a conference, but not sure you can afford the registration? Apply for a scholarship with BSUAOP! As a member of BSUAOP you are eligible to apply for a scholarship for professional development opportunities, including the IAEOP and NAEOP conferences.

The deadline to apply for scholarships to attend the conferences will be announced with notice of conferences. To apply, please visit http://orgs.boisestate.edu/bsuaop/scholarship/. Application is at Scholarship Application online.

Once the application form is completed, please submit it to Shelly Doty, BSUAOP past president, Albertsons Library, MS 1430. If you have any questions, please contact Shelly Doty, 426-3559

The Boise State Association of Office Professionals offers monthly brown bag events featuring guest speakers on a variety of topics from health and well being to professional skills development. Presentations typically run approximately 50 minutes. If you would like to recommend a guest speaker for an upcoming event, please forward the information to lisaderosier@boisestate.edu. Type "Brown Bag Speaker Recommendation" in the subject line of your email. Indicate the name of the person you are recommending, the suggested topic for their presentation, and their contact information. Thank you.

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/
Keynoter: http://scholarworks.boisestate.edu/bsuaop_newsletter/
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://scholar-works.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!

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**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 the Goodwill Pro-

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**FOCUS ON MEMBERS— I’m Searching for You!**

We really enjoy our Focus on Members section. It’s great to learn about the people who support the Association of Office Professionals, their time at the University and their life. Unfortunately, we can’t do it without your help. Please consider volunteering to be highlighted in our Focus on Members section. We have two more issues this year so all we need is two outgoing, fun loving people to introduce. Even if you’re not outgoing we’d love to get to know you. Think about it and give me, Shelly Doty, a call! I can be reached by phone at 426-3559 or email at sdoty@boisestate.edu.
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**Associate Members**

- Jackie Fuller
- Donna Knaple (Amaru)
- Maudi Garretson
- Angela Garia
- Phyllis Carnahan
- Connie Charleton

To renew your membership fill out the membership form at [orgs.boisestate.edu/](http://orgs.boisestate.edu/bsuaop/)
The Professional Standards Program (PSP) is a voluntary program established by the National Association of Education Office Professionals (NAEOP) to encourage education office personnel 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.

http://www.naeop.org/2012-07-07-00-03-11/professional-standards-program.html
Boise State University Association of Office Professionals  
2016-2017 Calendar

July 14, 2017  Executive Board Meeting—2:30-3:30—MBEB 3100
August 14, 2017  Executive Board Meeting—2:30-3:30—MEC 301
September 11, 2017  Executive Board Meeting – 2:30-3:30—EDUC 523
October 1, 2017  Office Professional & Administrator of the Year*
October 9, 2017  Executive Board Meeting – 2:30-3:30—TBD
October 13, 2017  Bosses Breakfast—7:30-9 am—Jordan Ballroom
November 13, 2017  Executive Board Meeting – 2:30-3:30—TBD
November 17, 2017  Holiday Auction—11:30 a—1:30 p—Simplot Ballroom
December 11, 2017  Executive Board Meeting – 2:30-3:30—TBD
January 8, 2018  Executive Board Meeting – 2:30-3:30—TBD
February 1, 2018  IAEOP Conference Scholarship*
February 12, 2018  Executive Board Meeting – 2:30-3:30—TBD
March 12, 2018  Executive Board Meeting – 2:30-3:30—TBD
April 9, 2018  Executive Board Meeting – 2:30-3:30—TBD
April 13-14, 2018  IAEOP Annual Conference—TBD
April 15, 2018  NAEOP Conference Scholarship*
April/May 2018  Professional Development Day—TBD
May 14, 2018  Executive Board Meeting – 2:30-3:30—TBD
June 11, 2018  Annual Meeting – 2:30-3:30—TBD (Tentative)
July 16-20, 2018  NAEOP 84th Annual Conference—Minneapolis, MN

*Application/Nomination deadline

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