

# absudaop keynoter

Boise State University  
Association of Office Personnel

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Department of Nursing

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LESLIE PASS  
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### Thought for the Year

Not what we have,  
but what we *use*;  
Not what we see,  
but what we *choose*;  
Not what seems fair,  
but what is *true*;  
Not what we dream,  
but what we *do*;  
Not what we take,  
but what we *give*;  
Not as we pray,  
but as we *live* . . .  
These are the things that mar or  
bless  
The sum of human happiness.

## WORKSHOPS FOR YOU

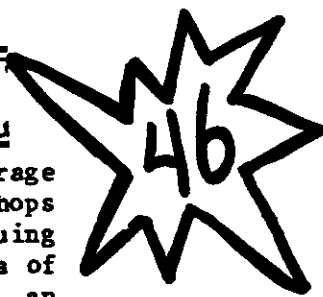
BSUAOP Executive Board would like to encourage each of you to take advantage of the workshops being offered by the Office of Continuing Education. Our organization brought the idea of offering these non-credit programs at an affordable price to the BSU classified employees to Art Eichlin, Non-Credit Programs Coordinator. He took our advice and our suggestions for program content and is now offering four half-day workshops for \$15 each. We urge you to take advantage of these workshops and want to thank Art Eichlin and the Office of Continuing Education for giving us this opportunity to elevate our professional growth.

The workshops are:

- Improving your Communication Skills—January 8
- Editing and Proofreading—February 5
- Holding Down Two Full-Time Jobs—March 5
- Conflict Management—April 2

For more information and/or to reserve a place in these limited enrollment workshops, call 1709.

If you have any suggestions for future workshops of this type, call Donna Sistrunk, 1459.



## NEW MEMBERS

Our list of 1984-85 members has increased by 18 since the last issue of the KEYNOTER. This brings our total to 46. The newest members are:

- |                   |                    |
|-------------------|--------------------|
| Jeanette Baldazo  | Trudy Leininger    |
| Ruth Bechtel      | Sherry Mattox      |
| Edith Benson      | Eva Jeanne Myers   |
| Regina Bermeosolo | Bernie Mueller     |
| Faith Bringham    | Rosemary Porter    |
| Ruthann Caylor    | Kathleen Steinmetz |
| Mary Anne Gray    | Carole Thomason    |
| Jewell Haskins    | Nancy Walter       |
| Dorothy Huston    | Diana Kotewa       |

It is not too late to add your name to the list. Send your \$5 membership dues to Donna Sistrunk, Student Health Services.

# MEETINGS IN REVIEW

## NOVEMBER

At our November meeting, Miss Karen Barnard, a Registered Dietitian from Central District Health Department gave a very interesting talk entitled, "Them Bones." The talk centered around osteoporosis—a painful and crippling bone disease where bones become so thin and brittle that they break very easily.

Because osteoporosis is eight times more common in women than in men, we must guard against calcium deficiency by making dairy foods a regular part of our lives. Some suggestions Ms. Barnard gave in her talk and in the handouts are to eat a calcium-rich diet, add regular exercise, stop smoking (although they can't explain why, scientists have linked smoking to osteoporosis), get lots of vitamin D (it helps your body absorb calcium), and drink your milk.

## DECEMBER

I want to thank everyone who participated in our Christmas Auction. Thanks to our four able auctioneers, Gary Bermeosolo, Lee Mercy, Dr. William Keppler, and Dr. Richard Hart, the auction was a success with \$414.50 being raised for our scholarship fund.

Leslie Shankweiler from the Music Department entertained us with Christmas music and then led us in a few songs. And, a special thank you was given to Inez Keen, Mail Room, for making the Christmas coasters for those attending the luncheon. She had been working on them since January 1984.

Start making those handmade items for the next Christmas Auction. Its success depends on you.

Donna Sistrunk, Chairman  
Christmas Auction

At the Annual BSUAOP Christmas Lunch/Auction, checks were presented to members who applied for and were awarded scholarships for Spring Semester, 1985. Recipients of awards were: Kathy Amos (\$35), Diane Cowles (\$35), Sue Ellis (\$35), Sharon Monroe (\$15), and Rosemary Porter (\$15). Funds are available for Summer Session, and limited workshops. More information will be given about this at a future meeting.

Congratulations to the members receiving awards, and good luck with your scholastic endeavors!!

Dorothy L. Huston, Chairman

## JANUARY

Our January meeting was a salad potluck luncheon with Maudie Garretson as the featured speaker. She showed a film entitled "A Perfectly Normal Day" and a very fine presentation on being people helpers. The following is a brief synopsis of the talk contributed to us by Maudie.

### LET'S BE PEOPLE HELPERS

To be successful educational office personnel we need to be committed to concentrating on and developing those skills that make us outstanding in the area of public relations, as well as polishing up on the job related skills. We are living in a time of maximum stress, everyone seems to experience it, so we need to reach out to others with concern even though we may feel frustrated because we have too much to do and too little time.

I believe as contributing and involved office personnel we have a responsibility to work to enhance the quality of life for ourselves and others. We must be willing to learn, be a sympathetic listener, love to work with people, willing to admit a mistake and willing to forgive the person we feel has wronged us, and most certainly strive to develop leadership qualities.

(continued on page 5)

### COMING UP:

February Meeting  
Tuesday, February 12  
11:30-1:30  
Lookout Room, SUB

March Meeting  
Tuesday, March 12  
11:30-1:30  
Lookout Room, SUB

IAEOP Spring Conference  
April 12-13  
Red Lion-Downtown

For more information, see  
separate flyers or call  
Donna at 1459.

The BSU Bookstore continues to award door prizes at each of the BSUAOP meetings. Lucky winners for the November and December meetings were Mildred Edquist, Geology, who won a BSU folder/notepad and Donna Sistrunk, Student Health Services, a hand calculator. Maybe you will be the lucky winner next month—all you have to do is attend to have a

# NATIONAL CONFERENCE

Boise State University Association of Office Personnel is very proud to announce that the Annual Meeting and Institute of the National Association of Office Personnel (NAEOP) will be held in Boise on July 14-21 at the Red Lion-Riverside. This unique opportunity is available to all office personnel on our campus. NAEOP is the only national association especially for educational office personnel.

The annual conference is being hosted by the states of Washington, Montana, Wyoming, Oregon, Alaska, and Idaho. Co-Chairmen for the event are Irene Usitalo from Washington and Mary Cozine from Idaho (and recently retired from BSU). Chairman for the two-day Institute is Jackie Fuller, a member of BSUAOP.

This is a once in a lifetime opportunity for all of us to experience a national conference without the expense incurred in travelling. Ladies (and possibly gentlemen) from most of the 50 states will be in attendance so we want to encourage all BSUAOP personnel to take advantage of this opportunity. Included in the week-long meeting are ten workshops offering Continuing Education Units, two one-credit classes, several luncheon and banquet meetings, and tours to Idaho City and Sun Valley, plus a float trip! For further information, please contact Jackie Fuller at 3900 or Maudie Garretson, 1528.

## PAT TEST

In honor of our national president, Pat Fleming, who will be presiding over the event, here is a "PAT" test to check your "pat" vocabulary. Hope you enjoy it.

Fill in the blanks with a PAT.

1. A PAT that mends \_\_\_\_\_
2. A PAT that loves his country \_\_\_\_\_
3. A PAT that protects an invention \_\_\_\_\_
4. A PAT used by the dressmaker \_\_\_\_\_
5. A PAT that inherits \_\_\_\_\_
6. A PAT we all follow \_\_\_\_\_
7. A PAT that is good to eat \_\_\_\_\_
8. A PAT that does sentry duty \_\_\_\_\_
9. A PAT that is old \_\_\_\_\_
10. A PAT that stirs up tender emotion \_\_\_\_\_
11. A PAT that the doctor welcomes \_\_\_\_\_
12. A PAT that sounds on the window \_\_\_\_\_
13. A PAT that is a kind of a quilt \_\_\_\_\_
14. A PAT that acts fatherly \_\_\_\_\_
15. A PAT that is part of a Spanish type home \_\_\_\_\_



## PAT ANSWERS

- |               |              |               |
|---------------|--------------|---------------|
| 1. Patch      | 2. Patriot   | 13. Patchwork |
| 4. Pattern    | 5. Patrimony | 10. Patchwork |
| 7. Patch      | 8. Patrol    | 7. Patch      |
| 10. Patchwork | 11. Patient  | 10. Patchwork |
| 14. Patchwork | 14. Patient  | 14. Patchwork |
| 15. Patchwork | 15. Patient  | 15. Patchwork |

### Typing lists

Rules for punctuating lists vary, but here are a few guidelines you can follow:

Put a period after each item in a vertical list if the items make complete sentences with the introductory statement or if they are long phrases, clauses or sentences. Compare the punctuation of these two lists:

The order includes:

1. Stationery.
2. Pencils.
3. Staples.

BUT

Please order these supplies:

1. Stationery
2. Pencils
3. Staples

In the second list the items don't make complete sentences with the introductory statement. Also, each item is a single word—not long enough to warrant a period.

For those of us typing multiple-choice questions—use the same rules. For example:

The name of this newsletter is the

- |                |              |
|----------------|--------------|
| a. KEYBOARD.   | b. KEYNOTER. |
| c. NOTEKEEPER. | d. KEYPUNCH. |

BUT

What is the name of our organization?

- |            |            |
|------------|------------|
| a. BSUACE  | b. BSUAOP  |
| c. BSUEAOP | d. AOP-BSU |

In the first example, the answer, along with the introductory statement, completed the sentence and a period was used.

Creative School Secretary

### A SPECIAL THANK YOU

A very special THANK YOU to Inez Keen, Mail Services Supervisor, for the terrific Christmas coaster sets that she made and gave to each person attending our Christmas Luncheon/Auction. Our entire organization thanks you and especially those of us lucky enough to have received one. We really appreciate you!!!

### A Short Course in Human Relations

The six most important words in the English language are:

I WAS WRONG—PLEASE FORGIVE ME

The five most important words:

YOU DID A FINE JOB

The four most important words:

WHAT IS YOUR OPINION?

The three most important words:

CAN I HELP?

The two most important words:

THANK YOU

The one most important word:

YOU

The least important word:

I

Ann Landers, The Idaho Statesman, May 17, 1984

### WANTED—Newsletter Editor

Anyone interested in editing this newsletter, please contact Jackie Fuller at 1126. The plan is to co-edit the KEYNOTER for the rest of the academic year and then to take over on your own the next year. Any volunteers???

### FIVE ESSENTIALS OF HAPPINESS

Health, freedom, financial security, congenial work and reciprocated love.

Lou Boyd, The Idaho Statesman, May 17, 1984

Let's Be People Helpers  
(Continued from page 2)

In BSU's own Dawn Craner's workshop titled "Come Walk With Me in the Mud" she states, "To meet our basic needs in the kind of world we live in today, we need to feel that we are capable of designing our communication in such a way as to confirm ourselves and others even during communication difficulties. We are all valuable people. We need to reach out and touch each other with quality communication. We need each other."

In summary, a competent educational office person is one who looks for the usual but sees the unusual, is susceptible to external influences and responds quickly to changes in conditions, she is one who:

- ..uses her rational powers—thinks
- ..cooperates and provides the right kind of environment to communicate
- ..leads, does not push
- ..has a sense of humor when things are not going well
- ..has strong convictions when the need arises
- ..has a voice that sells
- ..makes quick decisions
- ..has the finger on the pulse of the people and public served
- ..has a deep interest in people and an equal interest to serve them
- ..knows the strengths that lie in the diversities of people
- ..has a way of relaxing the person who thinks he/she has a problem
- ..has an abundance of common sense

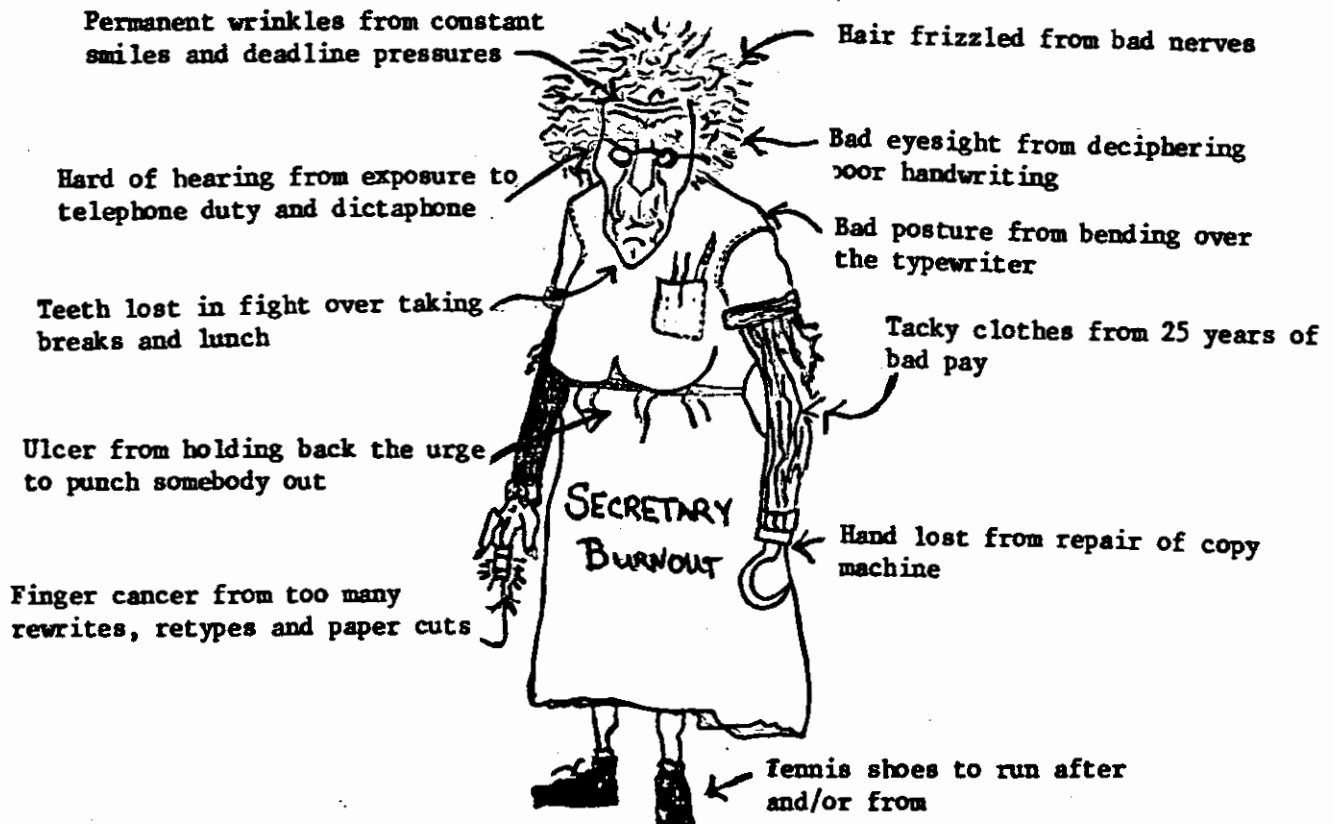
That sounds like a big order but we can do it! We do touch one another's lives and we either add something or take away, and who wants to be guilty of that? The Bible exhorts us many times about being helpful, especially remember when Christ said "Even as much as you have done it unto one of these, you have done it unto me." So let's be in control of our office and be a "people helper."

Contributed by—Maudie Garretson  
Teacher Education

### The Last Degree

Getting a B.A. was a snap  
So was a Ph.D.  
The hard part, though, came later on.  
Getting a J.O.B.

—Palmina Stephens

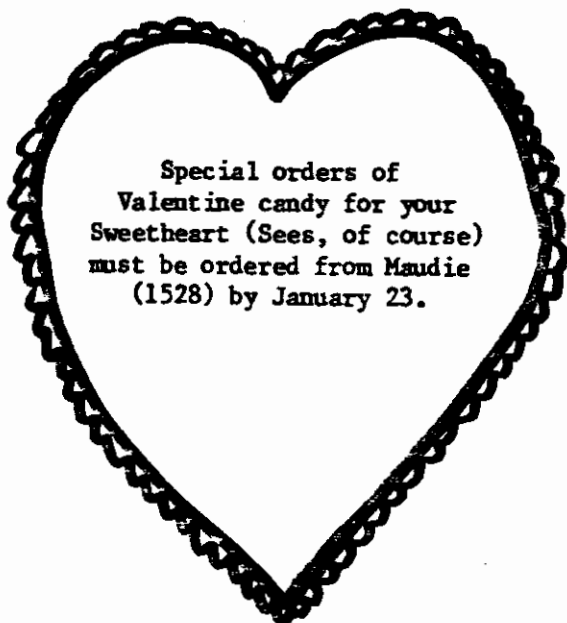


## USING A COLON

Use a colon after the introductory statement when words such as the following, these or thus are used or implied.

Don't use a colon after a verb or preposition preceding a run-in list. The colon is unnecessary in this example: The books are cataloged by: title, author and subject.

Creative School Secretary



## Employees Honored

Fifty classified employees of Boise State University were honored recently at the 1984 Employee Recognition Luncheon. BSUAOP would like to congratulate these employees for their years of dedicated service to the University. Members of our organization that were honored include:

### Five years of service

Diane Carico, Darlene Flacker, Maudie Garretson, and Georgia Harris

### Ten years of service

Betty Metkin, Ernie Roberson, Clare Spoor, and Carole Thomason

### Fifteen years of service

Edith Benson, Phyllis Carnahan, Ruthann Caylor, Inez Keen and Barbara McGowan

### Emeritus Status

Mary Cozine

## To Be or Not To Be

"This is a story about four people. They are named Everybody, Somebody, Anybody and Nobody. There was an important job to be done but Everybody was sure Somebody would do it. Anybody could have done it but Nobody did it. Somebody got angry about that, because it was Everybody's job, Everybody thought that Anybody could do it, but Nobody realized that Everybody wouldn't do it. It ended that Everybody blamed Somebody when Nobody did what Anybody could have done."

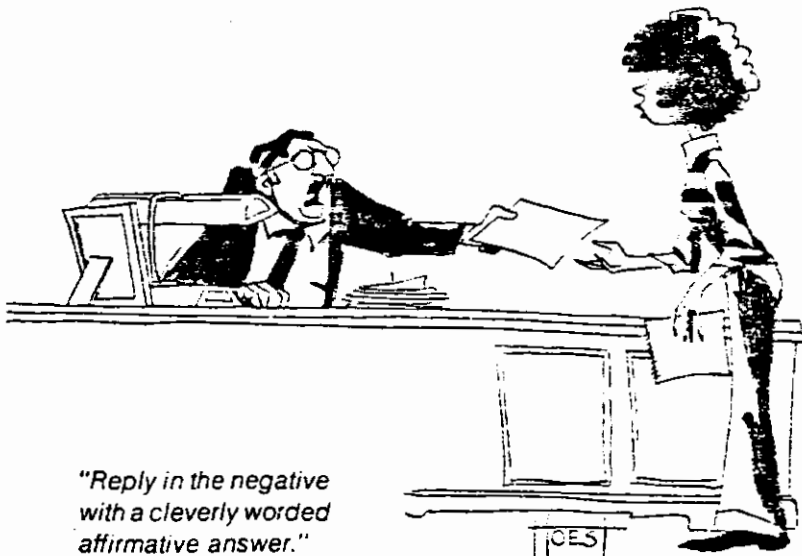
submitted by:  
Dr. Willim Keppler, Dean  
Arts and Sciences  
(Author unknown)

## COMPOSING

Should you need to do creative writing, no matter which form your writing is to take, ask yourself the question, "Why is this communication needed?" Your answer will help you organize your thoughts and decide what you want to say. Write your ideas down, verify each fact, and arrange the ideas in a logical sequence before you begin to compose.

All business communications can be divided into three general sections:

The beginning introduces the topic and tells the reason for the writing. The middle will be divided into as many paragraphs as needed to cover the number of ideas to be expressed. The ending summarizes what has been covered, suggests future action where this is appropriate, and says something to leave the reader with positive feelings toward the firm.



"Reply in the negative  
with a cleverly worded  
affirmative answer."