

# KEYNOTER

Boise State University Association of Office Professionals – BSUAOP

## PRESIDENT'S MESSAGE



Think **BIG**  
Personalize Your Future  
Discover Your Path

*“If we did all the  
things we are capable*

*of doing, we would literally astound ourselves.” – Thomas Edison*

We all wish, dream and envision a future or alternate reality for ourselves – it’s part of human nature. Making those dreams come true requires making changes in our lives, often in our habits. And unless you have a fairy godmother or a magic wand that you’re not sharing with the rest of us, changing your habits, your life, will require hard work, dedication and some sacrifice. We are all capable of making these changes; sometimes we have to find a strategy that works for us. We often have to ignore our fear, the self-doubting voice in our heads (yes – we all have one of those), and just *do* what we need to do to move ourselves forward. Thomas Edison says it more eloquently than I do: often we don’t know what we’re capable of until we’ve done it. Humans, after all, are amazingly resilient and adaptable creatures – look at our history for evidence of that.

Continued on page 2

### SEPTEMBER/OCTOBER 2014

#### In this issue:

President’s Message	1	AOP Leadership History	9
IAEOP Conference Reflection	3	NAEOP Conference Reflection	12
Upcoming Events, Skillsoft Training	4	Catching Up, Book Club News	13
The Art of Sale	5	AOP Purpose	14
Installation Luncheon	6	Membership	15
NAEOP Conference Reflection	8	PSP Standards	16
		Calendar of Events	17

## BSUAOP OFFICERS

### President:

Danya Lusk  
426-1687  
College of Health Sciences,  
Administration  
[danyalusk@boisestate.edu](mailto:danyalusk@boisestate.edu)

### President-Elect:

Jamie Sheppard  
426-2825  
Mathematics/COAS  
[jamiesheppard@boisestate.edu](mailto:jamiesheppard@boisestate.edu)

### Vice President:

Rene' Delaney  
426-5641  
Recreation Services  
[rdelaney@boisestate.edu](mailto:rdelaney@boisestate.edu)

### Secretary:

Gay Barzee  
426-1843  
Educational Talent Search—  
Upward Bound/COE  
[gbarzee@boisestate.edu](mailto:gbarzee@boisestate.edu)

### Treasurer:

Vacant  
*Interested in this position?*  
Contact Danya Lusk  
426-1687  
[danyalusk@boisestate.edu](mailto:danyalusk@boisestate.edu)

### Past President:

Leslie Black  
426-5776  
College of Health Sciences  
[lblack@boisestate.edu](mailto:lblack@boisestate.edu)

**CONGRATULATIONS to Shelly Doty,  
editor of the  
Keynoter. The Keynoter won 2nd place  
in the Raychel Maynard Communica-  
tion Award—Newsletter—Local—  
Category 1 (100 members or less) at the  
NAEOP  
Conference this past summer!**



Continued from page 1

Whether you want to get a degree, change careers, lose weight, or climb a mountain, you have to follow the same basic life-planning and goal setting steps. The details of the steps make up your unique path to your goal. Those details can make the difference between reaching your goal or failing somewhere along the way. Think about what it takes to climb a mountain.

No one should climb a mountain alone and no one should climb a mountain without preparing and training for the expedition. Climbing in a team offers many advantages – it allows you to distribute equipment, first aid supplies, and food across several people's packs; it offers security in the case of emergency; it offers camaraderie throughout the adventure. To climb a mountain, you must research and prepare for your adventure. You might find someone who has successfully climbed the mountain before who can share tips, tricks and insights into how to reach the top. You should research the mountain's trails, finding one that fits your skills and experience that will get you to the summit. You should also research the equipment and techniques that you will need along the way. It's a really smart idea to physically train to make sure that you are physically capable of performing the techniques you will need and you should practice those techniques at a high altitude in order to be better prepared for the mountain's conditions. You should find partners to join your adventure, including perhaps a guide with climbing and wilderness expertise, like the infamous Sherpas who guide people climbing Mount Everest. You will pick the dates that you will travel to and from the mountain. As you near those dates, you should find the weather conditions at multiple locations on the mountain and ensure that you have equipment that will stand up to those conditions.

Continued on page 6

## STANDING COMMITTEES

### Website

Twyla Perkins

[twylaperkins@boisestate.edu](mailto:twylaperkins@boisestate.edu)

### Scholarships & Awards

Sue Antonich

[sueantonich@boisestate.edu](mailto:sueantonich@boisestate.edu)

### Nominations

Leslie Black

[lblack@boisestate.edu](mailto:lblack@boisestate.edu)

### PSP

#### Representative

Lois Santillanes

[lsanti@cableone.net](mailto:lsanti@cableone.net)

### Ways & Means

Leslie Black

[lblack@boisestate.edu](mailto:lblack@boisestate.edu)

### Holiday Auction

Leslie Black

[lblack@boisestate.edu](mailto:lblack@boisestate.edu)

### Keynoter Editor

Shelly Doty

[sdoty@boisestate.edu](mailto:sdoty@boisestate.edu)

### ACE

#### Representative

Rene' Delaney

[rdelaney@boisestate.edu](mailto:rdelaney@boisestate.edu)

### Historian

Anita Lasher

[anitalasher@boisestate.edu](mailto:anitalasher@boisestate.edu)

### Auditor

Guen Johnson

[gjohnson@boisestate.edu](mailto:gjohnson@boisestate.edu)

## Idaho Association of Educational Office Professionals

The Idaho Association of Educational Office Professionals conference is always enjoyable. The 2014 conference was held April 3-5 in Twin Falls. The hotel overlooked the Snake River Canyon and offered lovely accommodations for the conference.



While the attendance was low this year, it was nice to get to know colleagues across the state better. The low attendance offered the benefit of a more intimate conference, where we could deepen friendships and easily make new friends.



The conference offered a PERSI presentation about planning for retirement, which helped attendees think about their retirement options – no matter how near or far retirement may be. The session also provided an opportunity for attendees to ask questions of a PERSI employee and expert. The conference also offered breakout sessions in e-Portfolios, iPad Tablet Basics and “Ethics – ‘Policy vs. Humanity’ and the Thin Line between Human Resources.”



After a day of learning, some of the conference attendees went on a walk along the rim of the Snake River Canyon, adjacent to the hotel, with Lorri Prescott, an attendee from the Twin Falls area. The walk was refreshing, offering us a time to get to know one another better while enjoying breathtaking views of the canyon. Other attendees stayed in and knit scarves with the soon-to-be-installed association president, Shirley Hanes.

The second day of the conference was a celebratory day. Attendees were treated to an interactive workshop on “Secrets of Happiness at Work,” followed by the installation luncheon. “Secrets of Happiness at Work” brought out our creative sides while we

Continued on page 13

## **BSUAOP MEMBER REPRESENTATIVES**

**Membership  
Committee  
Chair**  
Carol Nickel

---

### **A-L & Emeriti:**

Carol Nickel  
426-5961  
Extended Studies—eCampus  
[carolnickel@boisestate.edu](mailto:carolnickel@boisestate.edu)

---

### **M-Z:**

Emily Sommer  
426-2531  
Political Science/SSPA  
[emilysommer@boisestate.edu](mailto:emilysommer@boisestate.edu)

---

### **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.

## **UPCOMING EVENTS**

Professional Development Day ★ October 14, 2014 ★ 8:30am-4:30pm  
Simplot Ballroom ★ Registration information coming soon!

Idaho Association of Educational Office Professionals—Board Meetings  
August 9, 2014—October 18, 2014—January 10, 2015—April 23, 2015

Idaho Association of Educational Office Professionals Annual Conference  
April 24-25, 2015 at the Riverside Hotel, Boise, Idaho  
Conference Planner: Leslie Black

Office Professional and Administrator of the Year nominations due: April 13, 2015

Bosses Breakfast: May 5, 2015

### **SKILLSOFT ELEARNING**

#### **WHAT IS SKILLPORT/SKILLSOFT?**

Skillport is a catalog of online courses & books designed to help employees develop their existing skills and learn new skills. The courses are free to Boise State faculty and staff. Courses cover a range of critical business skills like customer service, communication, Microsoft Office, project management, and more.

Sample skills you can learn:

- ◇ Administrative Support
- ◇ Communication
- ◇ Customer Service
- ◇ Human Resources
- ◇ Financial Services
- ◇ Project Management
- ◇ Strategic Planning

**Take control of your own education and skill building!**

—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 Scholar-Works 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!

## The Art of Sale: Why It's All About Confidence, Conviction and Charisma

By Gurbaksh Chahal

Some people have it; many people don't. But there are three attributes you need to develop if you want to master the art of the sale. They're the three C's: **Confidence. Conviction. Charisma.**

If you have these attributes, there isn't a single thing you can't sell.

### Confidence

Do you have the confidence in yourself to represent your product or service so that your customer is convinced of its worth?

When you display confidence you exude an infectious aura. When you're confident, you're convincing. People listen to you; people believe you, and believe *in* you.

When I started my first real business, I was just 16 years old. I was definitely something of an introvert. But I had enough confidence to pick up the phone and make sales call after sales call. The people on the other end of the line had no idea they were dealing with a 16-year-old schoolkid whose office was the bedroom he shared with his brother. I was polite. I was professional. And I sounded confident.

"Confidence" also means inspiring confidence in the people with whom you do business. Once they have confidence in you, they will keep doing business with you and you'll understand that ultimately business isn't run by machines, they are run by these relationships. They can't be programmed, they are earned.

Continued on pg. 7

### SELL YOURSELF THROUGH YOUR RESUME!

Having a hard time creating a new resume? Check out the article by Adrienne Tom, [4 Tips For Gathering Great Resume Content](#), posted May 12th, 2014, on [www.careerealism.com](http://www.careerealism.com).

Learn how to research your skills, use your past evaluations to support your success, quiz yourself on your skills and performance and tell the story of your career.



Climbing a mountain can be a metaphor for my theme – “Think BIG – Personalize Your Future, Discover Your Path.” Climbing a mountain is a *big* goal. There are many smaller goals that you can set in order to reach the overarching goal of a successful climb to the summit of a mountain. The particulars of how you go about climbing your mountain, including the very mountain you choose to climb, will be unique to you. The journey that you take to the summit will be unlike any of the climbers who climbed that mountain before you, with you, or after you. The insights, the struggles, the experience will be highly personal. It is up to you to share your story with your fellow climbers and with future climbers who choose to use you as one of their resources as they prepare to climb in your footsteps.



Through my involvement with Boise State AOP, I have met a wide-range of people – all of whom are highly supportive. Some of the most supportive people I have met in my life are members of AOP. They have helped me rewrite my job description, organize events, better my writing and my designs, and feel good about myself and my work.

This year I challenge each of you as members of Boise State University Association of Office Professionals to pick one of your dreams to work on over the coming year. Pick a smaller goal that will be achievable within the year that will help you make your dream a reality. If you want to finish a degree, establish a plan with an advisor and enroll in at least one class. If you want to become healthier, get a body composition test and set a related goal to tone up, lift a certain weight, exercise three days a week, or eat a new healthy recipe each week. As a side note, I don't recommend setting all of those goals at once, lest you overwhelm yourself; habits are hard to change and just as hard to develop.

You have a whole organization of colleagues and friends who are able and willing to support you as you work towards your goals. Research shows that sharing your goal(s) with someone else makes you more likely to achieve your goal(s). Share your dreams and your strategies with a friend. Ask her or him to support you in your journey. This year let's help each other reach our goals and better our lives, deepening our friendships along the way. Together, let's astound ourselves!



**BOISE STATE UNIVERSITY  
ASSOCIATION OF OFFICE PROFESSIONALS  
INSTALLATION & LUNCHEON  
Monday, September 8, 2014, 12 pm  
NORCO 408A  
Cobb Salad Lunch Provided  
CONGRATSTO DANYA LUSK!**



## 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:

Student Union  
Athletics  
Taco Bell Arena  
Children's Center  
Morrison Center  
Housing  
Campus Recreation

### What it does:

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



Continued from pg. 5

## Conviction

Do you truly believe in what you're doing? Do you have the strength of your convictions? Conviction is a 'must-have.' It gives you the power to handle any rejections that come your way — and there will inevitably be rejections. There will be disappointments. There will be setbacks. At times things might go so wrong it seems like a major catastrophe from which it would be hard to recover.

Having conviction in your undertaking is really important when people try to drag you down for whatever reason.

A stand-out moment for me was when I was trying to raise capital for my previous business, BlueLithium. The general partner of a big firm, an MBA from an Ivy League university, cut short my presentation and told me my chances of success were pretty much zero.

Then he gave me a 10-minute lecture on business basics. I often wonder if he knows that I went on to build and sell that zero chance company for \$300 million. Without conviction, I could have listened to this so-called expert and given up.

## Charisma

This is a tricky one. Having "charisma" means having a personality that attracts people to you; that makes people like you; that even makes people want to follow you. I'm tempted to say that you either have it or you don't have it.

Maybe you don't have the special kind of magnetism and charm that makes someone charismatic. But you can shine nevertheless. You can promote feelings of goodwill and foster positive cooperation among your colleagues. Be likeable! People only like to work with people they like.

There is one final item you need to remember if you wish to master the art of the sale.

In sales, you are never selling an object or something tangible. What you are really selling at the end of the day is: *Opportunity*. Confidence, Conviction and Charisma just allow you to take that opportunity and turn it into art.

(reprinted by permission of Elite Daily: <http://elitedaily.com/money/entrepreneurship/confidence-conviction-charisma-art-sale/> )



L-Angela Garcia, R-Cassie Nelson,  
T-Susan Alberg

The conference took place on July 14-17, 2014 in Portland, Oregon.

### NAEOP Conference Volunteer Experience by Angela Garcia

I feel very fortunate to have attended the NAEOP Annual Conference and Institute July 14-17 in environmentally conscious Portland, OR. I appreciated the professional development opportunities that I participated in at the conference but it is my volunteer service during the conference I will write about here.

I was appointed to serve as a Teller on the Credentials Committee which staffs the Advisory Council and General Business Meetings. The Advisory Council is the meeting forum for the associations which have affiliated with NAEOP; it is composed of one delegate from each affiliate. The Advisory Council works to: develop programs that promote the Association's purposes and activities; advise the Board of Directors in matters concerning the Association; and elect two members to each standing committee.

I was able to observe first-hand the delegates' presentation, discussion, and voting on association business. In the General Business sessions, the process is quite formal using Parliamentary Procedure. This really helps with keeping order and having everyone's voice heard. Tellers work in the back of the meeting room. They work in teams to count ballots. The ballots are color coded for quick identification of each position. Each team is assigned the counting of votes for one position at a time. After the votes are recorded, they are counted again to validate the original count. The votes are recorded on an "Election Results" sheet and given to the Head Teller. The Head Teller delivers the sheet to the Parliamentarian and the voting results are announced.

Serving the association in this way was like being able to see a big machine at work with all of the parts that are needed to run the machine smoothly. Also, it was a pleasant benefit to be able to meet fellow members from across the country who also volunteered and shared their experience as time allowed. The other two members of my team were Cassie Nelson from South Carolina and Susan Ahlberg from Nebraska.



Lois Santillanes' installation on the NAEOP board as the National Association of Retired Educational Office Professionals president and representative.

Leslie Black during the installation banquet. **IAEOP Office Professional of the Year!**





1981-82

•GETTING TO KNOW YOU

- President: Maudie Garretson
- Advisor: Dr. William Keppler
- Office Professional of the Year: None
- Administrator of the Year: None

1987-88

•REACH FOR A STAR

- President: Clare Spoor
- Advisor: Dean Richard Hart
- Office Professional of the Year: None
- Administrator of the Year: Dr. Neila Poshek

1982-83

•GETTING TO KNOW YOU

- President: Maudie Garretson
- Advisor: Dean William Keppler
- Office Professional of the Year: None
- Administrator of the Year: None

1988-89

•REACH FOR A STAR

- President: Clare Spoor
- Advisor: Dean Richard Hart
- Office Professional of the Year: Jackie Fuller
- Administrator of the Year: None

1983-84

•UP, UP, AND AWAY

- President: Jackie Fuller
- Advisor: Dean Richard Hart
- Office Professional of the Year: None
- Administrator of the Year: None

1989-90

•SEEKING THE BALANCE

- President: Linda Kay Allen
- Advisor: Dean Richard Hart
- Office Professional of the Year: None
- Administrator of the Year: Dr. William Mech

1984-85

•ACCENTUATE THE POSITIVE

- President: Donna Sistrunk
- Advisor: Dean Richard Hart
- Office Professional of the Year: None
- Administrator of the Year: None

1990-91

•GUIDING THE WAY

- President: Judy Nelson
- Advisor: Barbara Eglund
- Office Professional of the Year: Clare Spoor
- Administrator of the Year: Dr. James Nicholson

1985-86

•UP WITH PEOPLE

- President: Sue Ellis
- Advisor: Dean Richard Hart
- Office Professional of the Year: None
- Administrator of the Year: Dean Richard Hart

1991-92

•HANDS UNITED

- President: Cathy Hampton
- Advisor: Dr. Sharon Cook
- Office Professional of the Year: Clare Spoor
- Administrator of the Year: Dr. Sharon Cook

1986-87

•PARTNERS FOR EXCELLENCE

- President: Diane Carico
- Advisor: Dean Richard Hart
- Office Professional of the Year: Maudie Garretson
- Administrator of the Year: None

1992-93

•JUST DO IT!

- President: Cathy Hampton
- Advisor: Dr. Sharon Cook
- Office Professional of the Year: Carol Joyce
- Administrator of the Year: Dr. Anne Payne

1993-94

• **LOOK TOWARD THE FUTURE**

- President: Marian Graham
- Advisor: Dr. Anne Payne
- Office Professional of the Year: Cathy Hampton
- Administrator of the Year: Dr. Anne Payne

1999-2000

• **TOGETHER WE'RE BETTER**

- President: Helen Smith
- Advisor: Dr. Gwen Smith
- Office Professional of the Year: None
- Administrator of the Year: None

1994-95

• **TOGETHER...WE MAKE A DIFFERENCE**

- President: Merrylea Hiemstra
- Advisor: Dr. Gwen Smith
- Office Professional of the Year: Marian Graham
- Administrator of the Year: Joanne Spring & Anne Payne

2000-01

• **JOURNEY OF CHANGE**

- President: Lois Santillanes
- Advisor: Dr. Gwen Smith
- Office Professional of the Year: None
- Administrator of the Year: None

1995-96

• **TOGETHER...WE MAKE A DIFFERENCE**

- President: Merrylea Hiemstra
- Advisor: Dr. Gwen Smith
- Office Professional of the Year: Merrylea Hiemstra
- Administrator of the Year: Dick Rapp

2001-02

• **ACHIEVING BEGINS WITH BELIEVING**

- President: Nancy Rountree
- Advisor: Dr. Gwen Smith
- Office Professional of the Year: ???
- Administrator of the Year: ???

1996-97

• **LEARN TO PARTICIPATE, PARTICIPATE TO LEARN**

- President: Valencia Garrett
- Advisor: Dr. Gwen Smith
- Office Professional of the Year: Beth Collier
- Administrator of the Year: None

2002-03

• **BRIGHT FUTURE, ENDLESS POSSIBILITIES**

- President: Gaynel Barzee
- Advisor: Dr. Lisa McClain
- Office Professional of the Year: Lois Santillanes
- Administrator of the Year: ???

1997-98

• **KNOWLEDGE IS POWER**

- President: Guen Johnson
- Advisor: Dr. Gwen Smith
- Office Professional of the Year: Guen Johnson
- Administrator of the Year: Dr. Gwen Smith

2003-04

• **BLOOM WHERE YOU ARE PLANTED - GROW WHERE YOU GO!**

- President: Terri Shafer
- Advisor: Dr. Lisa McClain
- Office Professional of the Year: Valencia Garrett
- Administrator of the Year: Dr. Phillip Eastman

1998-99

• **CELEBRATING OUR DIFFERENCES**

- President: Angela Garcia
- Advisor: Dr. Gwen Smith
- Office Professional of the Year: None
- Administrator of the Year: None

2004-05

• **WE DON'T KNOW WHO WE ARE, UNTIL WE SEE WHAT WE CAN DO**

- President: Terri Shafer
- Advisor: Dr. Lisa McClain
- Office Professional of the Year: Nancy Rountree
- Administrator of the Year: ???

2005-06

• **SUCCESS LIES UPSTREAM. YOU CANNOT DRIFT TO IT.**

- President: Suzan Raney
- Advisor: Dr. Lisa Bostaph
- Office Professional of the Year: Julie Gerrard
- Administrator of the Year: Jim Girvan

2006-07

• **NO ONE CLIMBS A MOUNTAIN IN ONE BIG LEAP, IT IS DONE ONE STEP AT A TIME**

- President: Leslie Black
- Advisor: Dr. Ed Baker
- Office Professional of the Year: ???
- Administrator of the Year: Pam Springer

2007-08

• **THE ROAD TO SUCCESS IS ALWAYS UNDER CONSTRUCTION**

- President: Sue Antonich
- Advisor: Darlene Travis
- Office Professional of the Year: Teri Shafer
- Administrator of the Year: Andrew Giacomazzi

2008-09

• **WE BECOME WHAT WE ENVISION**

- President: Sue Antonich
- Advisor: Darlene Travis
- Office Professional of the Year: Carol Carroll
- Administrator of the Year: Darlene Travis

2009-10

• **DANCE LIKE NO ONE IS WATCHING**

- President: Linda Hamson
- Advisor: Kimber Shaw
- Office Professional of the Year: Leslie Black
- Administrator of the Year: ???

2010-11

• **RISE ABOVE THE CLOUDS, SOAR WITH THE WIND**

- President: Kelley Davis
- Advisor: Kimber Shaw
- Office Professional of the Year: Sue Antonich
- Administrator of the Year: Richard Klautsch

2011-12

• **BE ALL THAT YOU CAN BEE WITH BSUAOP**

- President: Kelley Johnston
- Advisor: Kimber Shaw
- Office Professional of the Year: ???
- Administrator of the Year: Kimber Shaw

2012-13

• **TREASURE THE PAST, CHERISH THE FUTURE, LIVE FOR TODAY**

- President: Rene' Delaney
- Advisor: Jerri Mizrahi
- Office Professional of the Year: None
- Administrator of the Year: None

2013-14

• **IT'S ALL ATTITUDE!**

- President: Leslie Black
- Office Professional of the Year: None
- Administrator of the Year: None

2014-15

• **THINK BIG - PERSONALIZE YOUR FUTURE - DISCOVER YOUR PATH**

- President: Danya Lusk
- Office Professional of the Year: **Will this be you?**
- Administrator of the Year: **Nominate your boss!**

If anyone can fill in missing information from the leadership history of BSUAOP, please contact Shelly Doty, 426-3559 or [sdoty@boisestate.edu](mailto:sdoty@boisestate.edu).

## NAEOP Conference by Leslie Black

Attending the National Association of Educational Office Professionals (NAEOP) annual conference is NOT a once in a lifetime experience. **It is an experience that educational office professionals should make a priority every year!**

I have had the privilege of attending a number of these annual conferences and I always come away with renewed energy, new ideas for how to perform better in my job, and a few new friends to meet up with the next year. The July 2014 conference in Portland, Oregon, at the Doubletree Hotel was no exception.

The conference was sponsored by the Northwest, which made Idaho one of 4 sponsoring states, along with Washington, Oregon and Wyoming. As the official delegate representing the Idaho Association of Educational Office Professionals, I was the flag carrier in the opening session flag ceremony. It was an honor to be part of such a meaningful ceremony symbolically representing all of the members who come together from organizations of almost every state in the union. Those states who have no members in attendance are still represented through their flags by their colleagues carrying their flag for them.

I attended a number of useful workshops including:

- Creating Eye Catching Publications where we were provided with several samples of what to do and what not to do when creating publications;
- Building a Positive Office Culture where a school principal discussed ways we could make our own environments more positive and therefore more effective;
- The Best is Yet to Come, which was a day-long workshop where we discussed the systemic continuous improvement process and actually developed personal goals and strategies to improve our performance at work or at home; and
- Workplace Bullying where we discussed what bullying is and is not and how our personal reactions to and responsibility for the situation can affect its outcome.

Some of the most interesting and educational time spent at conference is attending the business meetings. They are run effectively by adhering strictly to parliamentary procedures with NAEOP's very own professional parliamentarian. It is fascinating to watch the process, but we also have a chance to participate in small group discussions about topics of business and then see how that is carried back to the whole group and put to a vote. It is democracy at its best!

Of course there are the meal functions where we have an opportunity to meet others who work in similar types of jobs or meet other educational office professionals who live in the same region as we do. There is an elegant banquet to honor our own who have earned recognition in the Professional Standards Program.

There are door prizes and raffle items and hospitality room hours where you can meet and greet or just relax for a few minutes. There are so many smiling faces full of excitement, encouragement, and respect for each other. You will never have as powerful of an experience anywhere else. Can't you just picture yourself there?

Next year the conference is in Buffalo, New York. Those ladies are SO EXCITED to host the conference in their state. I hope you will consider attending. Boise State AOP offers scholarships to members who wish to attend. All you have to do is apply!

**WARNING: once you go, you will be hooked for life!!!**

## Catching up:

### Holiday Auction

Raised: \$3,286.00

Donation to the GoodWill Fund: \$328.60

Two scholarships awarded: \$139.15

### Crossword Puzzle Contest Winners

Employment Services—Part 1

Rhonda Beal, Michelle Berard, Tiffany Trader, Tina Bailen

Environmental Health, Safety & Sustainability—Part 2

Barbara Beagles, Sarah Hansen, Katie Thomas, Randy Bunnis, Suzy Arnette

Check out the [puzzles](#) on the BSUAOP webpage: <http://orgs.boisestate.edu/bsuaop/>

---

Continued from page 3

created an inspiration collage of pictures of things, people or places that make us happy.

During the installation luncheon, three Boise State AOP members were installed on the state board: Leslie Black as President-Elect, Angela Garcia as Vice President, and Rene' Delaney as the Area II Representative (Clearwater, Latah, Lewis, Idaho and Nez Perce Counties).

Leslie Black is planning the 2015 conference here in Boise. Mark your calendars for April 24 and 25 for an exciting conference! Leslie will share additional information in an upcoming Keynoter.

---

## BOOK CLUB NEWS

By Jamie Sheppard

Spring 2014 Semester Boise State University Association of Office Professionals introduced a book-club, exclusive for Boise State University Staff. Staff had a chance to participate in six different clubs with the following six genres:

- Biography/History
- Societal/Philosophical/Political
- Leadership/Personal Development/Work Attributes
- Classics/Science Fiction
- Fiction/Mystery
- Boise State Authors



Some of the book clubs are still actively meeting. This Fall 2014 we will do a “re-vamp”, and encourage more Boise State Staff to participate. The idea behind the bookclubs:

- Promote, encourage and enjoy reading of good books
- Get to know others from all parts of campus who share the same view-point or interest
- Instill leadership qualities to perform better in work and in personal life

For more information please refer to the following google site:

<https://sites.google.com/a/boisestate.edu/boise-state-university-employee-book-club-sponsored-by-boise-state-aop/?pli=1>





## **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.

## BSUAOP Membership List

---

Bea Allen	Angela Garcia	Lynelle Perry-Kolsky
Sue Antonich	Maudie Garretson—H	Gloria Rolland
Karen Baker	Chris Griffin	Lois Santillanes—H
Gaynel Barzee	Valerie Hayes	Jamie Sheppard
Brooke Bell	Dori Hulme	Emily Sommer
Leslie Black	Carol Hutson-Marso	Alison (Ali) Sosnowski
Phyllis Carnahan—H	Pam Johnson	Alicia (Li) Sperl
Anita Castello	Donna Knaple (Amaru)—H	Judy Wayne
Connie Charlton—H	Robert Kustra—H	
Lisa Clements	Elaine Lambrou	
Kelley Erickson	Anita Lasher	
Michelle Davis	Dominick Longbucco	
Rene' Delaney	Danya Lusk	
Debbie DelToro	Rhonda Magill	
Bonnie Dodson	Tamara Martinez-Anderson	
Shelly Doty	Sherepta McLeod	
Coleen Dudley	Carol Nickel	
Jackie Fuller—H	Twyla Perkins	

Don't forget to renew your membership when you register for Professional Development Day.

Can't make it to PDD? Fill out the membership form at [orgs.boisestate.edu/bsuaop/membership](http://orgs.boisestate.edu/bsuaop/membership) .

**H = Honorary Member**

## PSP ENDORSEMENTS

The PSP Program is endorsed by:

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

The underlying concepts of the Program are endorsed by:

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

For questions contact the PSP Chair:

Lois Santillanas, 409-1696, [lsanti@q.com](mailto:lsanti@q.com)



Congratulations to  
Gay Barzee  
for her earning her  
Professional Standards  
Program certification in  
Spring 2014!



## Professional Standards Program

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

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

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

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

---

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

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

Membership = 1 point per year

Elected Officer = 2 points

Committee Chair = 2 points

Committee Member = 1 point

Workshop/Seminar leader or keynote speaker = 1 point

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

# Boise State University Association of Office Professionals

## 2014-2015 Calendar

August 26, 2014	Executive Board Meeting – Noon-1:00 pm
September 8, 2014	Installation - Noon-1:00 pm - Norco 408A
September 23, 2014	Executive Board Meeting – Noon-1:00 pm
October 14, 2014	Professional Development Day - 8:30am-4:30 pm
October 28, 2014	Executive Board Meeting – Noon-1:00 pm
November 14, 2014	Holiday Auction - 11:30 am - 1:00 pm
November 25, 2014	Executive Board Meeting – Noon-1:00 pm
December 16, 2014	Executive Board Meeting – Noon-1:00 pm
January 13, 2015	Tentative Date for Brown Bag Luncheon
January 27, 2015	Executive Board Meeting – Noon-1:00 pm
February 10, 2015	Tentative Date for Brown Bag Luncheon
February 24, 2015	Executive Board Meeting – Noon-1:00 pm
March 10, 2015	Tentative Date for Brown Bag Luncheon
March 13, 2015	Deadline for Boise State AOP Award Nominations
March 20, 2015	Deadline for IAEOP Conference Scholarship*
March 24, 2015	Executive Board Meeting – Noon-1:00 pm
April 7, 2015	Tentative Date for Brown Bag Luncheon
April 24-25, 2015	IAEOP Conference – Riverside Hotel, Boise, ID
April 28, 2015	Executive Board Meeting – Noon-1:00 pm
May 5, 2015	Bosses Breakfast - 7:30-9:00 am
May 22, 2015	Deadline for NAEOP Conference Scholarship*
May 26, 2015	Executive Board Meeting – Noon-1:00 pm

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

# Boise State University Association of Office Professionals

## 2014-2015 Calendar

July 2014						
Su	M	Tu	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August 2014						
Su	M	Tu	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

September 2014						
Su	M	Tu	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

October 2014						
Su	M	Tu	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

November 2014						
Su	M	Tu	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

December 2014						
Su	M	Tu	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

January 2015						
Su	M	Tu	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

February 2015						
Su	M	Tu	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

March 2015						
Su	M	Tu	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

April 2015						
Su	M	Tu	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

May 2015						
Su	M	Tu	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

June 2015						
Su	M	Tu	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				



Event Dates



Holiday/Boise State University Closed



Executive Board Meeting



Tentative Event Dates



Scholarship/Award Deadline

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