

PRESIDENT’S MESSAGE

President’s Message—Rob Pangaro



TAKING THE WORLD BY STORM

By Shelly Doty, Past-President

I asked Rob if I could commandeer his column for the last issue of the Keynoter this year and he was gracious enough to agree.

I wanted to take this opportunity to thank Rob Pangaro for everything he has done these past couple of years, first as president elect, then as president.

As president elect last year, Rob developed a Professional Development Day for the Association of Office Professionals that has continued to set the standard for the service and training our organization provides.

As president this year Rob has continued in that same vein, working with colleagues in the organization in a professional, responsive, and advisory manner. Rob has encouraged us and let us all develop leadership skills within our positions on the board and inspired us all to be better, to learn, to engage.

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KEYNOTER—April/May 2018

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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 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

Continued from page 1—President's Message

I look forward to Rob's involvement as Immediate Past President this coming 2018/2019 year. I look forward to his guiding our path forward with new leadership, new and continuing members and new and continuing connections.

Please join us at the upcoming Professional Development Day on April 6th. Take a moment to thank Rob for his commitment to our organization and to welcome Ramona Martin in as president for the upcoming year.

I know that with Rob's guidance Ramona, and the new board, will continue to take our organization to higher levels and provide our members with reasons to be involved.



Annual IAEOP Conference

April 12-14, 2018

Best Western Plus Burley Inn and Convention Center
Burley, Idaho

See page 13 for more in-depth information on the annual conference.

84th Annual NAEOP Conference

July 16-20, 2018

Bloomington, Minnesota
DoubleTree by Hilton Hotel
Bloomington—Minneapolis South
7800 Normandale Blvd.
Minneapolis, Minnesota

Scholarship applications are due by April 15, 2018.

STANDING COMMITTEES

Website

Ramona Martin
ramonamartin@boisestate.edu

Scholarships & Awards

Shelly Doty
sdoty@boisestate.edu

Nominations & Elections

Shelly Doty

PSP Representative VACANT

Program Committee

Lisa DeRosier
lisaderosier@boisestate.edu

Keynoter Editor

Shelly Doty
sdoty@boisestate.edu

ACE Representative

Rob Pangaro
robpangaro@boisestate.edu

PSA Representative

Daniel Gold
danielgold@boisestate.edu

Bosses Breakfast

Michele Kelly
michelekelly@boisestate.edu

Holiday Auction VACANT

Professional Development Day

Ramona Martin
ramonamartin@boisestate.edu

Photographer VACANT

NOMINATIONS and ELECTIONS

Chair: Shelly Doty, Past President



Nominations and Elections for the new 2018/2019 Association of Office Professionals Board will begin in May, shortly after Commencement. Nominations will open May 14th and close May 31st. Elections will begin after the AOP Annual General Meeting (TBD), where nominees will introduce themselves, and close June 25th. The new AOP Board will be announced by email and will take effect July 1.

We are looking for dedicated people to help guide AOP, people who are excited to be involved in all we do and help take us to new heights! If you know someone like that—or you are someone like that—then please nominate that individual or yourself.

See below and **page 13** for a list of all positions, those up for nomination and the description of each position.



President: President Elect Ramona Martin (2017/2018) will become President for 2018/2019.

The President shall preside at all meetings of the Association and of the Executive Board, shall call special meetings of the Executive Board, and shall appoint committees as indicated in Article VIII of this document. The President shall be a member ex-officio of all committees except Nominations and Elections. The President or the Treasurer (President Elect or Past President in lieu of either availability) shall be responsible to approve all Travel Authorization forms for members when Association funds are to be expended for travel-related costs.

President Elect: Nominations will be open for this position.

This is a **three year commitment:** President Elect (2018/2019), President (2019/2020), Past President (2020/2021). The President Elect shall perform the duties of the President in the event of the President's absence, fill a vacancy in the Presidency and be Chair of the annual Professional Development Day.

Continued on page 12

**BSUAOP
MEMBER
REPRESENTATIVES**

**Membership Committee
Chair**

Pam Robbins
426-4281
pamrobbins@boisestate.edu

A-F & Emeriti:

VACANT

G-L:

Shannon Eddins
2017/2019
426-4040
School of Social Work
shannoneddins@boisestate.edu

M-R:

Ellie Pierce
2017/2019
426-1675
College of Health Sciences
elliepierce@boisestate.edu

S-Z:

Pam Robbins
2016/2018
426-4281
College of Arts and
Sciences
pamrobbins@boisestate.edu

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.



The November/December 2017 Keynoter was submitted recently to NAEOP for the Rachel Maynard Award for Excellence in Communication competition. Winners will be announced at the NAEOP Annual Conference in Minnesota in July. Thanks to everyone who submits articles and information to our newsletter. It takes all of us to make this a top notch communication tool!



Keep up to date on the University, policy changes and information from Human Resources.

Human Resources Online News: <https://hrs.boisestate.edu/online-news/>

Boise State Policy Manual: <https://policy.boisestate.edu/>

Boise State Monthly Policy Updates: <https://policy.boisestate.edu/blog/category/updates/>



There's still time to register for the **BSUAOP Professional Development Day**. See page 6 for information. NAEOP has granted six (6) in-service credit hours for this conference for those who are/or may be planning to go for their PSP (see page 19).

Registration: https://secure.touchnet.com/C20444_ustores/web/classic/store_main.jsp?STOREID=22&SINGLESTORE=true



BOISE STATE UNIVERSITY
ASSOCIATION OF OFFICE PROFESSIONALS

Embrace the Future Professional

Professional Development Day

April 6, 2018, 8 a.m. - 4:30 p.m.

<u>Be "YOUR" Best</u>	<u>Technology For Tomorrow</u>	<u>Work-Place Inclusion</u>
Emotional intelligence	Making/Posting a podcast	Inclusivity Assessment
Continuing Education Boise State - benefits/fee waivers/ classes/ certifications)	Career portfolio/ LinkedIn	Strengthfinder 2.0
Life Coaching	The "Office" Specialist/ going paperless	Gender Equity
Conflict Management	VR office trial	Conversations Within Positions of Power/Subordination
Personal health toolkit	Google Integration	Building and Sustaining Inclusive Work Environments

2018 PDD will be hosted in the Micron Business and Economics Building (2360 W. University Drive).
Registration opens March 5, 2018, and includes all conference materials, morning snacks and a lunch buffet.
Boise State AOP membership is not required.

The President's Office has granted release time for employees to attend with supervisor approval.

Professional Development Day (PDD) is a one-day conference held annually by the Boise State University Association of Office Professionals (AOP) to better yourself, your work and your life. PDD provides training in resources and skills from office needs to personal growth and to support the purpose of AOP to elevate the standards and promote professional growth of the office personnel within the University and to provide for a finer understanding of the relationship between the University and the community so that ever-increasing efficient service may be rendered to our educational system.

Boise State AOP
is a supportive campus organization
that facilitates national and local
networking for office professionals,
and offers scholarships
to assist members
in professional development.

A reduced AOP 2018-19 membership is available with Professional Development Day registration.



Kaizen Mindset Raising Student Satisfaction By Ellie Pierce AOP Board, Membership Representative

Don't kid yourself; customer satisfaction is a **thing** in higher education. Staff and faculty who embrace the Kaizen principle of continuous improvement distinguish highly performing colleges and universities, and lead to improved student retention. Want to see it in action? You need only look out of your own office window. Here at Boise State University many of us have been working hard with College of Business and Economics' Dr. Tom Gattiker's Process Improvement Initiative team to find ways to reduce waste, and improve efficiency. A component of this training is Kaizen, the process of continuous improvement.



leanit

As a recent participant in a Lean training with Dr. Gattiker's team, I was reminded of the Kaizen continuous improvement process. Thinking about the four stages, I thought I would share an instance where with minimal effort I could achieve greater teamwork creating a more satisfying student experience. Here is my example of continuous improvement mindset, seeking to improve student satisfaction. Please keep in mind, I'm an advisor, so this example is drawn from my daily tasks.

- **Identify.** Students want to enroll as soon as their enrollment appointment opens. Sometimes they have holds which prevent this. They are obliged in their first semester, to meet with me to lift the required advising hold. I frequently receive emails from frustrated students who don't understand the difference between the various holds. They do receive email notification for each of the holds, but new students don't automatically grasp who is emailing, nor what is required. I know of at least three university offices placing enrollment holds. What if we explained holds from a more student-centric position?
- **Plan.** I'm in a good position to educate them on many of those holds. If I anticipate some who may not realize they have multiple holds, student frustration and enrollment delay could be reduced. What if I could improve this by simply accepting responsible for helping every advisee to ***understand the process, instead of staying inside my zone of direct responsibility only removing the advising hold?***

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FOCUS ON MEMBERS SHANNON EDDINS

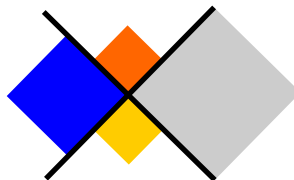
Hello! I am Shannon Eddins, Administrative Assistant II for the Respiratory Care Department. I have been an AOP member since 2016. I began my career here at Boise State University in the School of Social Work back in December of 2015. I was hired to work in the MSW Online program which has grown tremendously in the last two years. This past month I decided that it was time to try something new, so I accepted a position in the Respiratory Care program supporting the undergraduate program. I am excited to work with on campus students and learn the ins and outs of on campus programs.

I graduated with my AAS in Medical Assisting back in 1995 and was a certified medical assistant for about 9 years. In 2003 I took a position at Idaho National Laboratory and that was the beginning of a new career. I moved up quickly in the admin world as I discovered I had the right talents to be a great administrative assistant. I spent 13 years at INL, both growing my career and raising my children. After my youngest daughter graduated, I decided it was time for a change and moved to Boise in 2013.

I am an empty nester, with 2 daughters out on their own. My oldest graduated from Boise State in the Radiology program last year, and recently moved to Pennsylvania. She is expecting her first child, my first grandchild. I am so excited for that! My other daughter is in the Navy and currently stationed in Virginia.

I am currently taking classes and working toward my bachelor's degree in Information Technology Management. That keeps me fairly busy along with my pug puppy, Charlie. I enjoy exploring new areas, traveling, and scrapbooking in my spare time. I am very proud to be a Boise State Bronco!

-Currently Shannon is a member of the Association of Office Professionals board and serves as a member representative. Shannon has been encouraging and active in planning all of our events and the Board of AOP has benefited from her knowledge and expertise!





MEMBERSHIP

By Pam Robbins

AOP Board, Membership Chair

As we move closer to the end of the school year, the AOP membership numbers have remained consistent. We currently have 56 active members and six retired associate members. With our biggest event coming up (Professional Development Day) it's the perfect opportunity to renew and/or register for BSUAOP 18-19 membership at a discounted rate when you register for PDD, only \$5.00!

BSUAOP membership provides professional growth and renewal for all office personnel. We sponsor the annual Professional Development Day; annual Holiday Auction and annual Bosses' Breakfast, as well as in-service workshops and monthly meetings with speakers on timely topics.

I ask you to continue your support of BSUAOP and encourage your colleagues to join. Please feel free to contact me with any questions. I look forward to seeing you at PDD!



Boise State University 2018 Benefits Fair

Boise State University Association of Office Professionals will be at Boise State's Annual Benefits Fair between 10 a.m. and 2 p.m., on Tuesday, May 1, 2018. Please stop by our table in the Simplot Ballroom (located on the second floor of the Student Union Building) to say hi and learn of the opportunities local, state and national AOP membership provides to its members.

University Health Services and Campus Recreation will also be providing massages and sharing information about their programs for faculty and staff. Transportation & Parking will be available, as well as ACHD Commuter Ride with information about alternative transportation. Representatives from Human Resources, Payroll, and several other on-campus groups will be available to provide information and answer any questions you may have about important Boise State employee resources.

Participating Boise State employees will be eligible for the prize drawings. The drawing will take place following the fair, and winners need not be present to win. Release time of one hour has been granted with supervisor approval. Light refreshments will be provided. Parking is available in the Lincoln Garage, next to the Student Union building.

- **Execute.** While I am sending out reminders to students who need to come to me for advising to lift their RAD hold, I'll review all the holds on their account. My reminder emails will include instructions on how to review all holds, and how to access information about how to address the requirements of the most frequently encountered holds. This improves student satisfaction (assuming they read my email) by providing more information to make their second semester enrollment process less frustrating.



- **Review.** I keep records of RAD hold emails sent out and all advising meetings. I will ask in advising meetings whether or not the emails made it easier to understand the purpose of the various holds and how to address the issues each hold presents? Keeping count of those who felt the process helped, if 10% of those I emailed say they were helped to enroll more easily with less delay, I call these more satisfied students and I consider this evidence of continuous improvement.
- What do you think? Can you identify a Boise State University process in which you participate where you can plan, execute, and review a process impacting student satisfaction? Is there a pain-point for students with whom your regularly work? Where can you expand your definition of customer service to embrace improving student experience?



President Rob Pangaro and President Elect Ramona Martin will both be attending the National Association of Educational Office Professional's (NAEOP) annual conference this year in July.



This year's NAEOP conference will be July 16-20 in Minneapolis, Minnesota. This will be the first NAEOP conference for both of them, and they are excited to go! Both Ramona and Rob have signed up for workshops on improving office communications and increasing leadership skills. The information gained and contacts made from this gathering of office professionals from across the nation will be an invaluable asset, both individually and to colleagues here at Boise State and with our own AOP organization.

Are you a member of NAEOP? Would you like to be?
It's our national organization and offers great benefits!

NATIONAL ASSOCIATION OF EDUCATIONAL OFFICE PROFESSIONALS MEMBERS

DO YOU KNOW SOMEONE WHO
DESERVES TO BE RECOGNIZED?

CHECK OUT OUR AWARDS AND
DOWNLOAD A FORM TODAY

LOG ON TO <https://www.naeop.org> AND
GO TO THE MEMBERS ONLY SECTION

NATIONAL EDUCATIONAL ADMINISTRATOR OF THE YEAR
OLIVE T. RITCHIE EDUCATIONAL OFFICE PROFESSIONAL OF THE YEAR
WEB SITE AWARD

RACHEL MAYNARD AWARD FOR EXCELLENCE IN COMMUNICATION

APPLICATIONS MUST BE
POSTMARKED BY MARCH 15th



*Every project is an opportunity to learn, to figure out problems
and challenges, to invent and reinvent. - David Rockwell*

AOP BOARD POSITIONS
2018/2019
JULY 1—JUNE 30

Vice President: Nominations will be open for this position.

This position is a one year position. The Vice President shall assist the President and be Chair of the Program Committee ('Brown Bag' development).

Secretary: Nominations will be open for this position.

This position is a one year position. The Secretary shall keep an accurate record of the proceedings of the Association and the Executive Board meetings, and shall send to the President and the Executive Board a copy of the minutes of each meeting within fifteen (15) days after the meeting and secure minutes vote from board prior to the next meeting. The Secretary shall conduct correspondence of the Association as directed by the President.

Treasurer: Nominations will be open for this position.

This position is a one year position. The Treasurer shall receive all monies, disburse funds as directed by the Executive Board, instruct members on matters dealing with the budget and present a monthly report to the Executive Board and Association meetings.

Immediate Past President: President Rob Pangaro (2017/2018) will become Past President (2018/2019).

The Immediate Past President shall be Chair of the Nominations and Elections Committee.

Member Representatives: Nominations will be open for two of the four position. Ellie Pierce and Shannon Eddins will continue as Member Representatives (2017/2019).

There shall be four (4) elected Member Representatives who will be assigned a portion of the alphabet of all eligible employees at the university. Chair of the Membership Committee (a member representative) will develop areas for each representative and oversee marketing for the Association in regards to membership. Each Member Representative will also be assigned responsibilities to another committee or assist an officer of AOP.

See the AOP website and Bylaws and Standing Rules for more information: <https://orgs.boisestate.edu/bsuaop/>.

IAEOP 2018 Annual Spring Conference "Sharing the Gem Within You"

The Idaho Association of Educational Office Professionals (our state organization) 2018 Annual Spring Conference is just around the corner! There's still plenty of time to sign up!

It affords an awesome opportunity to learn and create relationships with people throughout the state of Idaho. The nationally recognized Keynote Speaker will be Sam Glenn: <http://samglenn.com/>.

When: April 12-14, 2018

Where: Best Western Plus Burley Inn and Convention Center, Burley, Idaho

Registration: <http://www.idahoacop.org/conference-on-line-registration.html>

BSUAOP Treasurers Report By Katy Lightfield

Carryforward from FY17	\$6,167.75
Bosses Breakfast Revenue	\$2456.62
Holiday Auction Lunch Revenue	\$823.99
Total Holiday Auction Sales	\$3521.87
2018 PDD Registration Revenue (as of 3/28/3018)	\$2915.00
Total Expenses as of 3/28/18	\$9,558.30
Pending Expenses (including travel)	\$4657.92



MEMBERSHIP

Contact:

Pam Robbins

Membership Chair

426-4281

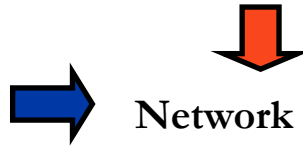
pamrobbins@boisestate.edu

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

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.



Network with Colleagues

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/>

Scrapbook (digitized): <http://digital.boisestate.edu/cdm/compoundobject/collection/archives/id/2739>

Keynoter: http://scholarworks.boisestate.edu/bsuaop_newsletter/

—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!

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 Program.



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.



BSUAOP Membership List 2017/2018

Elizabeth Allen	Kristen King	Shannon Reed
Rhosan Ames	Desiree Kohl	Pam Robbins
Brittany Archuleta	Keiko Knudson	Kellie Rose
Gaynel Barzee	Elaine Lambrou	Isabell Rowsell
Jacob Bingham	Anita Lasher	Tom Schmidt
Leslie Black	Katy Lightfield	Emily Sommer
Julia Camilli	Danya Lusk	Shanda Sorenson
Kait Chase	Ramona Martin	Li Sperl
Jeanju Clifton	Kili Murphy	Andrea Sullivan
Lisa DeRosier	Chris Murua	Eden Taylor
Shelly Doty	Tina Myers	Elizabeth Taylor
Patricia Dudziak Kerr	Carol Nickel	Susan Weese
Shannon Eddins	Rita Nuxoll	Audrey Williams
Jennie Ficks	Rob Pangaro	Tracy Yarnell
Rossitta Fleming	Twyla Perkins	Chris Young
Collyn Halsted	Lynelle Perry	Associate Members:
Angela Haugh	Ellie Pierce	Jackie Fuller
Valerie Hayes	Gail Puccetti	Donna Knaple (Amaru)
Eva Horn	Suzan Raney	Maude Garretson
Guen Johnson	To renew your membership fill out the membership form at orgs.boisestate.edu/	Angela Garia
Shawnee Karpuleon		Rene' Delaney
Michele Kelly		Connie Charleton

PSP ENDORSEMENTS

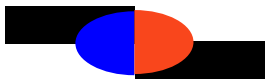
The PSP Program is endorsed by:

- *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
BSUAOP
Board Members



To find out even more check out the NAEOP website:

[http://
www.naeop.org/2012-
07-07-00-03-11/
professional-standards-
program.html](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 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 Educations 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 2017-2018 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—NORCO 113F
October 13, 2017	Bosses Breakfast—7:30-9 am—Jordan Ballroom
November 13, 2017	Executive Board Meeting – 2:30-3:30—EDUC 709
November 17, 2017	Holiday Auction—11:30 a—1:30 p—Simplot Ballroom
December 11, 2017	Executive Board Meeting – 2:30-3:30—ALBR 109A
January 9, 2018	Executive Board Meeting – 2:30-3:30—EDUC 642
February 1, 2018	IAEOP Conference Scholarship*
February 27, 2018	Executive Board Meeting – 1:30-2:30—ALBR 109A
March 28, 2018	Executive Board Meeting – 11:00-12:00—EDUC 523
April 6, 2018	Professional Development Day—MBEB—8:00am-4:30pm
April 9, 2018	Executive Board Meeting – 2:30-3:30—TBD
April 12-14, 2018	IAEOP Annual Conference—Burley, Idaho
April 15, 2018	NAEOP Conference Scholarship*
May 14, 2018	Executive Board Meeting – 2:30-3:30—TBD
June 11, 2018	Annual General Meeting – 2:30-3:30—TBD
July 16-20, 2018	NAEOP 84th Annual Conference—Minneapolis, MN

***Application/Nomination deadline**