

KEYNOTER

Boise State University Association of Office Professionals — BSUAOP

PRESIDENT'S MESSAGE

President's Message — Ramona Martin

It seems like there are storms on every horizon in the world of educational office professionals, from the university-wide changing administration to individual skill development. But it is in these storms that we have an opportunity to learn,



grow, stretch, and support. We can prepare for future storms by using the knowledge we have gained thus far, and by member-pooling that knowledge we can go beyond our self-preparation and create a community that can weather the storms...together.

This upcoming year, I would like to encourage the creation of a more complete Boise State community of educational office professionals through increasing our membership across campus and in the State and National office professional organizations. Doing this will bring more opportunities for networking, resource sharing, and supporting each other.

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KEYNOTER—September/October 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

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I am asking everyone to please take the next step in creating this resource sharing network here in our BSUAOP organization. We can set the standard for what a truly great network of support looks like. Please go beyond the membership form. Bring those around you to the events and meetings, write a short article for our newsletter, volunteer for a committee, and reach out to our board leaders and representatives with ideas, questions, opportunities, resources, and experiences. The time investment is small, but the benefits will be far reaching for our entire university.



Lastly, please consider obtaining the certifications available for office skill(s) development, specifically the Professional Standards Program (PSP) and the Certified Educational Office Employee (CEOE). It will be my mission to provide more information about these throughout the upcoming year; with workshops, easier-to-understand information, and personally getting the certification myself. We could walk through this together! What a wonderful feeling of accomplishment it would be for a large group of our office professional members to walk the stage together at this upcoming National Conference (held in Boise in July 2019).

I hope you will all join me in this path to a more supportive and inclusive BSUAOP over this next year. As we share our resources, strength, skills, and experiences we will be able to weather the current and upcoming storms...together.

A handwritten signature in blue ink that reads "Ramona Martin".

Ramona Martin
2018-2019 BSUAOP President

COMMITTEES 2018/2019

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Scholarships & Awards

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VACANT

Bosses Breakfast

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Holiday Auction

Rob Pangaro
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Professional Development

Day

Corbin Harp
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Photographer

VACANT



Membership Talking Points

By Shelly Doty

Membership Representative, chair

Ever want to talk to colleagues about becoming a member of AOP but aren't sure what exactly the benefits are? Does your supervisor wonder why AOP is important? Use these talking points to explain.

- 10% discount on all AOP events
- Build networks and connections
- Be an ambassador for Boise State
- Drive change with positive impact
- Professional Standards Program (PSP) certification support through local, state and national affiliations
- Connections to state and national organizations and conferences
 - ◊ Idaho Association of Educational Office Professionals (IAEOP)
 - ◊ National Association of Educational Office Professionals (NAEOP)
- Eligibility for educational scholarships
 - ◊ Educational courses
 - ◊ Classroom material
 - ◊ Trainings & workshops
 - ◊ Conferences & travel
- Learn a multitude of skills
 - ◊ Event planning
 - ◊ Organization
 - ◊ Financial Planning
 - ◊ Networking
 - ◊ Organizational planning
 - ◊ Project management
 - ◊ Financial processing
 - ◊ Leadership development
 - ◊ Record keeping
- Be part of our campus-wide signature events
 - ◊ Bosses Breakfast
 - ◊ Holiday Auction
 - ◊ Professional Development Day
 - ◊ Brown Bags

**BSUAOP
MEMBER
REPRESENTATIVES**

**Membership Committee
Chair**

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BUDGET REPORT

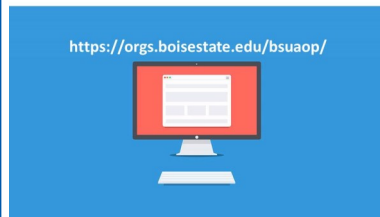
by Michele Kelly, Treasurer



Fiscal Year 18 has just come to a close. In summary, FY2018 our account started with \$6,168. Our revenue for the year totaled \$11,655. Yearly expenses totaled \$10,155, leaving \$7,668 as the starting balance for Fiscal Year 19. There are some encumbrances from the NAEOP conference which have not yet been submitted for payment, so the balance will decrease.

Website Update

by Pam Robbins, Website



Did you know Boise State University Association of Office Professionals has a website? We do - and it has lots of useful university and association information.

Check it at <https://orgs.boisestate.edu/bsuaop/>

You can find a variety of information on the AOP website like membership; meetings; board members; upcoming events and much more. We encourage you to browse and feel free to send us any questions at AOP@boisestate.edu.



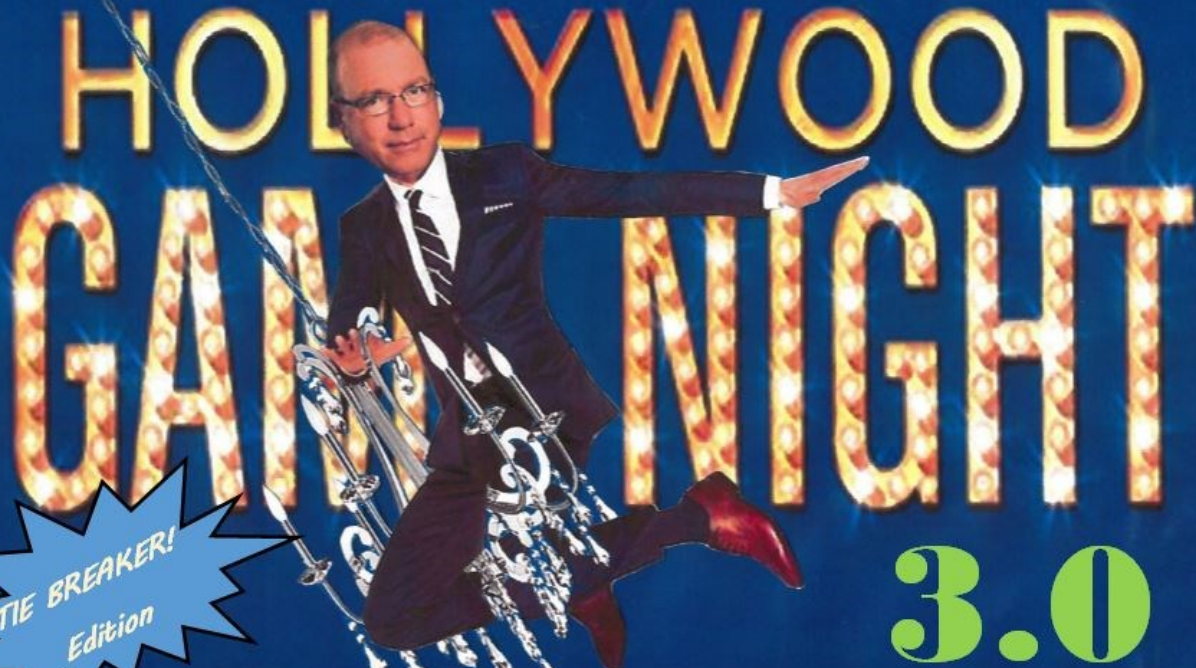
Do you have an article or information from another source that you'd like reprinted in the Keynoter?

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.

*Thanks, Shelly Doty
Editor, Keynoter*

VEEPS...vs...DEANS...vs...VEEPS...vs...DEANS...vs...VEEPS...vs...DEANS
.....Registration coming soon.....



SAVE the DATE & TIME for BSUAOP's BOSSES BREAKFAST 2018
Friday, October 5th 7:30-9:00a.m. Student Union Jordan Ballroom

BOSSES BREAKFAST

Hollywood Game Night 3.0

Join us for a morning filled with laughter and fun and 'our' take on game shows.

Find out who is awarded Office Professional and Administrator of the Year.

Help AOP raise funds for scholarships and a charity! **(Bring cash!)** 50/50

Watch as we have our 3rd—and final— match of Hollywood Game Night Deans vs. VPs!

It's been a tie the last two years.

Which team can pull it out this year?!?

Stay tuned for more info and registration links coming your way. Share the date!

You don't have to bring a boss to join in the hilarity! Everyone is invited!

Nominations for the Office Professional and Administrator of the Year awards will be accepted beginning September 1st.

Nominations are due by **September 24th**.

Winners will be announced at the **Bosses Breakfast** on October 5th.



OFFICE PROFESSIONAL OF THE YEAR AWARD

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
- In-service courses completed
- Membership/Leadership roles in professional associations
- Community activities (areas of impact in addition to education)
- 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:

- Achievement in the field of education
- Experience in the field of education
- Educational (academic) background
- Membership/Achievement in professional associations
- Interest shown in education office personnel
- Recommendation of sponsoring individual
- Letters of recommendation (three letters minimum)

Send questions to Shelly Doty, Albertsons Library, MS1430 and submit online via the Secure Submission Link found at: <https://orgs.boisestate.edu/bsuaop/awards/>

Updated links coming soon

**Rachel Maynard Award
for
Excellence in Communication**

Second Place - Local - Category 1

Newsletter – *The Keynoter*

**Boise State University AOP
Shelly Doty, Editor**

July 2018

National Association of Educational Office Professionals

Thanks to all of you *The Keynoter* continues to be a newsletter of distinction. *The Keynoter* placed 2nd at the NAEOP Annual Conference this summer. It excels because of your input, ideas, articles, information and encouragement. Thank you to everyone for being a part of making this happen!



**Keynoter Editor,
Shelly M. Doty**



PSP...Is It For Me?

By Kathy Buck, CEOE, Idaho PSP Chairman

Only you can answer that question. PSP (Professional Standards Program) is a voluntary program sponsored by the National Association of Educational Office Professionals (NAEOP). Participation demonstrates your commitment to lifelong learning and professionalism.

Educational Office Professionals (that's you!) are encouraged to continue learning personally and professionally. Our parent organizations, National Association of Educational Office Professionals (NAEOP) and Idaho Association of Educational Office Professionals (IAEOP), provide opportunities for members to enhance their professional competencies through academic programs, conferences, institutes and workshops. These activities enable members to take the necessary steps to achieve their desired level of professionalism. Successful completion of the Professional Standards Program offered by NAEOP qualifies a member for one or more of the following Professional Standards Program certificates:

- *Basic*
- *Associate Professional*
- *Advanced I*
- *Advanced II*
- *Advanced III*
- Associate Degree
- Bachelor Degree
- Master Degree
- Doctoral Degree

After reaching the required certificate level, a person is eligible for the distinction of Certified Educational Office Employee (CEOE).

In order to apply for a Professional Standards Program certificate, you must be a member of NAEOP. Membership with NAEOP must be continuous, while pursuing a PSP certificate. Membership must be maintained each year thereafter in order to be eligible for re-certification (at every fifth year anniversary of their original certification). I encourage you also to become a member of IAEOP and any local association in your area, if one exists. These organizations provide professional growth and networking opportunities for their members.

The following documents may also provide you with additional information about the PSP Certification process. They are available at NAEOP.org, under the Programs tab.

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Form I – Record of Experience and Education

Form II – Administrator’s Evaluation of Applicant

Form IIIa – Professional Activity Record, Inservice Training in Seminars and Workshops

Form IIIb – Professional Activity Record, National, State and Local Association Responsibility

Form V & Form VI – Continuing Education for PSP Re-certification

Form VII – Application for the Distinction of Certified Educational Office Employee

NEED SOME HELP? Contact me, Kathy Buck, at klrainbow49@gmail.com to set up a meeting time. I’d love to come talk to one or a group of you. I’m excited to hear from you.

SPECIAL NOTE: The annual NAEOP Conference will be held in Boise in July 2019. During the Awards Banquet, all those who have earned a certificate will be honored. *Wouldn’t you like to be one who walks across that stage?*



**FOCUS ON MEMBERS:
ELLA CHRISTIANSEN
Director COHS Office of Research**

Hello fellow AOP members! My name is Ella Christiansen and I am the Director of the College of Health Sciences (COHS) Office of Research and am a new member of BSUAOP this year.

Like most people you meet around town these days, I’m from (Southern) California. I moved to Idaho with my husband and four year old son two years ago. We currently live in Melba with our two dogs and are looking forward to the arrival of Baby Boy #2 at the end of this year!

Being an employee and a part of the Boise State community has been a very rewarding experience thus far. It was not my intent to go back to work full-time after moving, however, the right opportunity presented itself and it was hard to say no. I joined the COHS Office of Research as a Research Administrator having spent the past 7 years in this career field at Loma Linda University. Growing up in a community centered around medical professions, I was amongst the minority of my graduating high school class that

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MAKING CONNECTIONS

By Shawn Miller,
Associate Vice President, Human Resources

I worked at One East Camelback in downtown Phoenix for a 60 person law firm. I had worked really hard in law school and my first jobs to finally land this position. I even moved my family across the country to take this role. About nine months into the job I received an appointment to meet with two of the partners that I reported to. They took me to a really nice restaurant. Being used to drive through meals that usually included a toy with the meal (we had four young sons at the time) I was pretty excited for the opportunity. The partners I worked with were incredible attorneys, and absolutely loved what they did for a living. During our dinner, one of the attorneys, let's call him Paul, started to share that he had some concerns about me. He shared that attorneys are paid well, and that it is a great job. He let me know that I needed to show more "face time" in the office and that I needed to start working on Saturdays. My heart sank and my appetite disappeared. In response, I begrudgingly started coming in on Saturdays. Saturdays were very important days to spend with my family so Paul's ask was hard for me to swallow. For about three months I was miserable. Finally, I left the firm. All that I had worked for in my career ended, or so I thought, after one year. I went to work for one of the firm's clients. Rather than practicing law, I worked at a large school district in its human resources department.

Looking back now, I realize that as hard as this experience was, Paul's discussion with me was the best thing that could have happened in my career. On reflection, I realized that the sole reason I went into law was because I thought I could become rich. Further, I realized that I did not enjoy practicing law - my job consisted of sitting in an office researching, writing, and poring over documents to prepare partners to go to trial. I had very little interaction with others because I needed to bill a certain number of hours. It dawned on me later that practicing law was not the problem with this job. There was something missing that I really needed - something that I have been fortunate to have in each job I have had since then. The thing I needed was connection - connection to people that I worked with and connection to a vision that I supported. At the law firm the thrust was to bill hours, earn money, and help clients that were typically corporations. The job I moved into was about ensuring a student's day was as good as it could be. Our role was to hire talented employees, support our principals, and take away the distractions so teachers could have their best day in the classroom. My days were consumed with personal connection with happy and not so happy employees, and, as important, I felt connected to the mission of educating the next generation.

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"Accept the Challenge of Growth"

47th Annual IAEOP Conference

Idaho Association of Educational Office Professionals

April 11-12, 2019

Boise, Idaho

[Riverside Hotel](#)

Registration and specific information
will be available in February/March 2019.

IAEOP Website can be found at <https://www.idahoaeop.org/>.

AOP scholarship applications are due by February 15, 2019.

**85th Annual
NAEOP Conference and Institute
National Association of Educational
Office Professionals
July 15-20, 2019
Boise, Idaho
[Riverside Hotel](#)**



Registration and specific information
will be available in March/April 2019.

NAEOP website can be found at <https://www.naeop.org/>

Sponsored by IAEOP. If you would like to help make the national conference a success contact Leslie Black, lblack@boisestate.edu and volunteer.

AOP scholarship applications are due by April 15, 2019.

**INTRODUCING YOUR NEW
2018/2019
ASSOCIATION OF OFFICE PROFESSIONALS BOARD**



Ramona Martin—President

I have been with Boise State as an office professional since 2014 and currently work with the College of Engineering as the Department Administrator for Construction Management. This year I am the President of both Boise State AOP and the Association of Classified Employees here on campus, as well as being part of the NAEOP committee for professional development. I am Mom to seven kiddos ranging from 27 to 11, with my first Boise State freshman starting this year. I am also well into my MPA program here in the School of Public Service. Go Broncos! I enjoy helping others, talking with people, and making connections with everyone I come in contact with, so if you see me- stop me to say “hi!”



Corbin Harp—President Elect

As a graduate of Boise State University, I am excited to be back at BSU as Business Manager of the College of Business and Economics. With this, I am working on extending my reach across campus by accepting the opportunity to be Chair of the Professional Development Day this Spring.



Kim Shively—Vice President

I work as a Management Assistant in the COBE Dean's office. I am the Vice President of AOP at Boise State and am enjoying getting to know all the members. Before coming to Boise State, I worked in secondary education and loved working with students.



Cynda LeDuc—Secretary

I've been at Boise State for 6+ years, currently as the Evaluation Services Supervisor in the Registrar's office. My son recently graduated from Boise State and my daughter has 2 years left for her degree. Both my husband and I graduated from here so we seem to be a Bronco Family. I'm excited to work with and get to know this group.

Continued on page 14—2018/2019 Board



Michele Kelly—Treasurer

I have been with Boise State for six years; I currently work for the Department of Respiratory Care in the College of Health Sciences. I love the higher-ed culture and am excited to be here. The collaboration, teamwork and support within the BSUAOP organization is incredible.



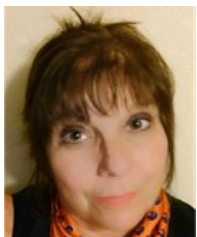
Rob Pangaro—Past President

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.



Shelly Doty—Member Representative

Twenty-eight years at Albertsons Library, currently an Associate Academic Program Coordinator. Active in ACE 2006-2013 and BSUAOP 2006-2007, 2013-current. Best vacations: white water rafting on the Salmon River, last four summer trips to Longmire Days in Buffalo, Wyoming, Hawaii with the whole family. Best everything: three daughters, one son-in-law, two grandkids, two granddogs.



Ellie Pierce—Member Representative

I'm Ellie and I am honored to be one of four member representatives in the 2018-2019 AOP Board. It's going to be a wonderful year and I'm excited to get to know you all better. I've been on the board here since 2016 and I'm looking forward to helping one of you step up and take my place for 2019-2021. In the meanwhile, let me invite you to reach out to me with any ideas, concerns or requests for information. I'm here to help and as I say to my advisees "If I don't know the answer I'll be happy to find out and we'll learn together."



Lisa DeRosier—Member Representative

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.



Audrey Williams—Member Representative

I have been at Albertsons Library for 20 years, with the State of Idaho for 21 years. I currently work in Access Services, having made a career in public service. I started out as a student employee in the early 90's while working on my Bachelor's and Master's degrees.

My educational accomplishments include: Certificate in Technical Communication—BA in American Literature—MA in Interdisciplinary Studies – American Studies, 1997—Thesis, *Influences of the Myths of the American West on Business Culture in the United States*, available in the library.

I have seen a lot of changes at both the library and the university over the years and the changes continue daily. Each day is an adventure and challenge and it is never the same...that is why I love working here.

Professional Development Day (PDD) Spring 2018

Professional Development Day is a one day event to join business people, deans, legislators, teachers and/or community leaders as they hold workshops and training focused on diversity, leadership and other important topics across campus. It is a great opportunity to network with your peers and the leaders among us. 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. Food and refreshments will also be served with registration!

Corbin Harp,
President-Elect,
PDD Chair



Continued from page 10—Connections

I am proud to be at Boise State University because of the connection I am building with all of you - either directly or through the programs we are beginning to build. The University's mission is personally powerful to me as two of my four little boys that used to eat "Happy Meals" are now pursuing their degrees. So, my challenge to you is to think about where you are at today in your profession. Think about what's on your mind today at work. Perhaps you are worried about a looming deadline, not having the right equipment to do your job, dreading a meeting you have to attend, or wondering what the next step of your career is. An antidote to these concerns begins with creating connections, and finding those you can help or those that can assist you in your professional journey. If I can help, please know that my door is always open to you.

Continued from page 10—Focus

went on to become “office professionals” instead of doctors or nurses. As a kid, it’s a career path I always knew I’d take. While my friends played hospital or vet, I preferred to sit at my desk and fill out blank bank deposit slips that I’d collected on trips with my parents. Instead of begging to go to the toy store, I preferred browsing the aisles of Office Depot. To this day, filling out forms is still one of my favorite things to do!

I spent a year in the Research Administrator role before being asked to serve as the Interim Director of the COHS Office of Research. I became the permanent Director in April of this year and can honestly and wholeheartedly say that I love what I do! Being in a leadership role has its many challenges but it is also very rewarding. I strive to have a transparent and open door policy to every extent possible -- I feel this creates a safe and supportive work environment for my team. I encourage communication, collaboration and connection at all levels and hope that I can continue to be a mentor not only for those on my team, but for peers and colleagues as well. Additionally, I am a strong proponent of professional development and a self-professed life-long learner. My team know that staying abreast of changes and developments within Research Administration, as well as being involved in the campus community, is part of what will continue to make our office grow and succeed.

As time permits, I look forward to becoming more engaged with AOP in the future!

Brown Bags
By Kim Shively, Vice President
Programming Chair



This year we are planning on having five brown bag lunches during the months of September, December, January, February, and March.

Our theme this year is *Weathering the Storms Together*. One idea for the first brown bag is to bring in Shawn Miller from HR to discuss employee relations.

Some other topics that have been discussed are LinkedIn, Stress Management, and Health Services. I would love some input on how to bring more people into these brown bags.

If anyone has any other ideas or someone in mind to bring in for a brown bag, please contact me, Kim Shively at kimshively@boisestate.edu.

- * The September Brown Bag will be announced to members as soon as the date, topic and place are set.



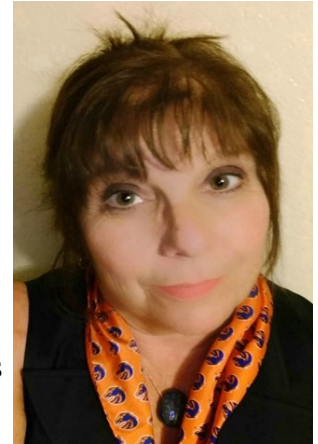
Holiday Auction
November 16, 2018
MBEB

Start thinking about the Holiday Auction. We'll need donations from various vendors, departments and individuals. Know someone who'll donate a weekend getaway? What about a river trip? Anyone you know love to bake? Do you know some artisans that paint, make jewelry, design furniture? Does your department want to donate a gift basket?

It is always a lot of fun, Santa and the Elves do an awesome job, and the bidding wars can get intense! Have some ideas about how to make this great? Get ahold of Rob Pangaro, robpangaro@boisestate.edu. He's the chair of the planning committee.

And come prepared to do all your Holiday Shopping!

**BUILD certificate offered by Boise State
Center for Teaching and Learning
by Ellie Pierce**



Did you know that there are workshops designed to increase our knowledge and cultural competence skill set to contribute to a more welcoming and inclusive environment on campus? The BUILD (**B**oise State **U**niting for **I**nclusion and **L**eadership in **D**iversity) Certificate is offered to faculty and staff with the goal of creating campus leaders better prepared to promote and support greater inclusion and diversity on our campus and throughout our community. You can sign up for one or all of the workshops by going to <https://ctl.boisestate.edu/workshop-and-event-calendar>, or by exploring the website for BUILD at <https://ctl.boisestate.edu/build/>.

Dr. Tasha Souza directs this program. Dr. Souza, faculty in the Communication Department as well as the Associate Director of the Center for Teaching and Learning, is a consultant on classroom communication in areas of inclusive excellence. She is author of works on difficult classroom dialogs, transforming classroom conflict and microresistance to microaggression. She has developed an acronym to provide a structure for addressing microaggressive behaviors which is known as ACTION (Faculty Focus, April 20, 2018)

Ask clarifying questions

Come from curiosity, not judgment

Tell what you observed as problematic factually.

Impact exploration by asking for or stating the potential impact of such a statement or action on others

Own your own thoughts and feeling around the impact

Take the **Next** steps by requesting appropriate action be taken

Some of the individual workshops included in this certification which might be most interesting to AOP members are:

- 8/28 Supporting Students Who are Parenting - 12 to 1pm
- 8/31 Laying the Foundation for Meaningful Conversations about Diversity - 12 to 1pm
- 9/6 LGBT 101 and TRANs 101 Facilitating Inclusive Practices - 9am to 11:30am
- 9/21 Inclusive Excellence at Boise State: Creating an Environment that Values and Supports All Members 1:30 to 3:30 pm
- 10/9 LGBT 101 and Ally Development - 9 to 11:30 am

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- 10/25 Helping Students Persist Through Imposter Syndrome – 12 to 1 pm
- 12/7 Inclusive Excellence at Boise State: Creating an Environment that Values and Supports all Members 10 am to 12 pm

AOP members can take advantage of these specific workshops or time permitting, enroll in the entire BUILD program and earn the certificate. I am confident that my colleagues in AOP will be excited to develop greater professional proficiency as advocates for a more inclusive, welcoming and safe campus environment. I'm confident of this because I know our members are committed to Boise State's Shared Values of Caring, Fairness and Respect. I'm looking forward to seeing you at a BUILD workshop this fall.



IAEOP NEEDS YOU!



Message from Leslie Black
IAEOP Vice President
NAEOP Conference Professional
Learning Chairman



We have several needs to make the 2019 NAEOP Annual Conference and Institute in Boise, Idaho be one of the best conferences in the nation!

We're planning now so contact Shelly Doty, sdoty@boisestate.edu, myself, Leslie Black, lblack@boisestate.edu, or one of your BSUAOP board members to find out more.

BSUAOP will be choosing from one of the following planning opportunities that they will be asking their members to volunteer for. If you have a preference let them know:

- **Hospitality Room**—This is the most fun and where people have the most anonymity. It provides an opportunity for creativity and innovation.
- **Marketplace**—This is a great way to learn how to solicit vendors. It provides a lot of opportunity for creativity and innovation.
- **Institute and Workshops**—Work directly with various confirmed speakers throughout the conference to ensure they have everything they need.
- **Awards Luncheon**—Use your creative energy to develop low cost (or no-cost) decorations for the luncheon.



NAEOP ANNUAL CONFERENCE

Reflection

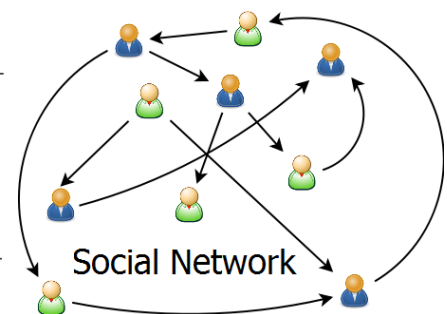
By Ramona Martin, President

Going to the National conference on behalf of BSUAOP was a phenomenal experience for me. I learned more about potential professional development certifications, how other associations are growing their numbers, and many other resource sharing tips and knowledge. By the time the conference was over I had many office professional friends from education institutions across the country.

There were several highlights that I would like to share with you all. The first is that everyone I talked to is extremely excited for next year's national conference here in Boise. As soon as they heard I was from Boise State, they would say, "Oh, we're coming to you next year!" The 2018-2019 NAEOP president is from Idaho, and the Idaho State Association (IAEOP) will be hosting the national conference. They would appreciate our member's help in putting on the national conference. I did teach all of the participants in the classes I attended the "Boise"- "State" chant, so they would be ready.

Second, the conference awards dinner showcases those Association members who have moved forward in their professional development with a stage crossing. I was sitting there appreciating how these men and women –on top of their crazy busy work and family lives– were able to achieve their PSP and/or CEOE certifications. If they could do it so could I, and so could all of our BSUAOP members. I also noticed that there weren't many from Idaho on that stage, none actually. I began to imagine a stage covered in blue and orange recipients for next year. I am excited- I will be walking! Let's do this!

Third, and lastly for this article, what an amazing opportunity to learn from and share with office professionals from all walks of life. Since this was the first national conference I had attended, I was able to participate in the "newcomers' event which included an education mentor. Newcomers were noted and appreciated in every activity and class. The organization as a whole would like to encourage "newcomers" to join and more importantly, become involved. They realize the role of an educational office professional is evolving, and the more participation we have in the national organization, the better it can represent and support us.



NAEOP ANNUAL CONFERENCE PICTURES



BSUAOP Members Having Fun!
Corbin Harp—President Elect
Ramona Martin—President
Rob Pangaro—Past President

BSUAOP Members on a Serious Note!
Corbin Harp—President Elect
Ramona Martin—President
Rob Pangaro—Past President



BSUAOP Members Hanging Out!
Ramona Martin—President
Corbin Harp—President Elect

Rob Pangaro—Past President, was taking the picture



NAEOP ANNUAL CONFERENCE

Reflection By Rob Pangaro

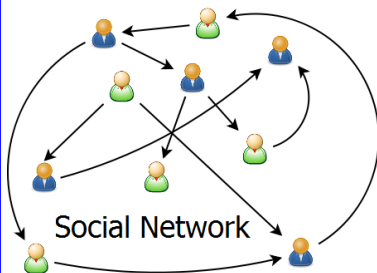


There have been many conference and trainings I have been to in my life between the military and private sector, however, none of them prepared me for the experience I was to have in attending the NAEOP National Conference this past July. Upon entering what is called the First Timer's Reception I immediately noticed that men were a rarity in these events. The welcome and appreciation for my attendance were well above the average normal conference attendee. Another effect of being one of just a handful of men is that I was known and recognized at every session I went to. I digress though as I forgot to mention that all newcomers were to take part in the plethora of "Bee" references over the course of the week by wearing a bee pin to represent being new-BEES. We were all assigned mentors who walked us through how the next week would play out and I was also introduced to what I would consider the most competitive aspect of the conference..... The Pin Exchange.

The Pin Exchange consisted of the act of obtaining each state specific pin that other attendees brought from their home state. Most of these were attached to a business card which allowed for further communication after the conference. One scenario that we were not prepared for was the very high demand for the coveted Potato Pins. We had a limited number and even though we had more Idaho pins shipped to us the Potato Pins were what was wanted. This created a sort of black market, behind closed doors trading for the very few potato pins we had left.

In all seriousness though, the conference was much more than Bees and Pins. There were so many great workshops that I attended from Supervisor's Leadership, to Ethics in the Workplace, and even a class on how to have hard discussions. The opportunity to become more involved was immense, I was honored enough to have been nominated and elected to serve in the NAEOP Bylaws Committee and was a very vocal member of the advisory council that discussed the possible need for childcare at future conferences.

The social event and banquets would be the culmination of all the sessions and give all of us time to network with each other, but more importantly build new friendships. I have a newfound admiration and respect for those that have had the honor to lead local chapters as well as those that are in national roles now that I have seen the much broader scope of what this organization does. I plan on applying for my CEOE this upcoming year and to be able to walk across the stage right here in Boise when we host the 2019 conference. I can without a doubt say that this conference is one that I will never forget.



MEMBERSHIP

Contact:

Shelly Doty

Membership Chair

426-3359

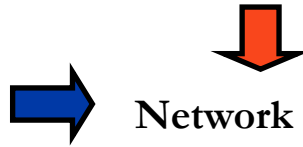
sdoty@boisestate.edu

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 members are happy to provide mentorship. 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 Scholarships & Awards chair, Albertsons Library, MS 1430. If you have any questions, please contact Shelly Doty, 426-3559 (sdoty@boisestate.edu).

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 send the information to kimshively@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!

Want to ask us something? Have a suggestion or reason to cheer?

There's a number of ways you can contact AOP and anyone on the board.

Email:
aop@boisestate.edu

Website:
<https://orgs.boisestate.edu/bsuaop/>

Board members:
<https://orgs.boisestate.edu/bsuaop/officers/>

This is your organization. Help us make it great!

- Suggest workshops
- Volunteer to help out
- Give us ideas
- General comments

Let us know if a member is celebrating a milestone! We'd love to feature them in the newsletter!

- Promotion
- Retirement
- Conferences attended

**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 three more issues this year so all we need is three 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 2018/2019

Elizabeth Allen	Candace Hart	Ellie Pierce
Rhosan Ames	Angela Haugh	Gail Puccetti
Brittany Archuleta	Valerie Hayes	Suzan Raney
Gaynel Barzee	Lauren Hershey	Pam Robbins
Jacob Bingham	Eva Horn	Kellie Rose
Leslie Black	Victoria Hoshino	Isabell Rowsell
Sharon Brown	Dori Hulme	Beverly Sherman
Noreen Camacho	Guen Johnson	Kim Shively
Julia Camilli	Michele Kelly	Emily Sommer
Anita Castello	Kristen King	Shanda Sorenson
Kait Chase	Desiree Kohl	Li Sperl
Ella Christiansen	Keiko Knudson	Andrea Sullivan
Alicia Clapier	Anita Lasher	Elizabeth Taylor
Jeanju Clifton	Cynda LeDuc	Jennifer Taylor
Rochelle Cunningham	Katy Lightfield	Susan Weese
Michelle Davis	Danya Lusk	Tiffany Widman
Lisa DeRosier	Ramona Martin	Allison Wilde
Diane Donald	Brittany McEwen	Audrey Williams
Shelly Doty	Sonia Medrano	Tracy Yarnell
Patricia Dudziak Kerr	Yessica Mendoza	Chris Young
Debbie Eidson	Cheri Molatore-Lemoine	
Jennie Ficks	Kili Murphy	<u>Associate Members</u>
Rossitta Fleming	Chris Murua	Rene' Delaney
Susan Fullmer	Rita Nuxoll	Jackie Fuller
Sage Grimmett	Kristin Olson	Donna Knaple (Amaru)
Collyn Halsted	Dana Oster	Maudi Garretson
Jeanne Hansen	Rob Pangaro	Angela Garcia
Corbin Harp	Twyla Perkins	Phyllis Carnahan
MarLee Harris	Lynelle Perry	Connie Charleton

PSP ENDORSEMENTS

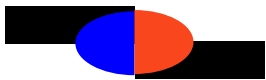
The PSP Program is endorsed by:

- *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 Educational 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 Educational 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 2018-2019 Calendar



July 11, 2018	Executive Board Meeting— 3:00-4:00 pm—ALBR 109A
August 9, 2018	Executive Board Meeting— 3:00-4:00 pm—MBEB 3100
September 5, 2018	Executive Board Meeting – 3:00-4:00 pm—MBEB 3100
September 24, 2018	Office Professional & Administrator of the Year*
October 2, 2018	Executive Board Meeting – 3:00-4:00 pm—MBEB 3100
October 5, 2018	Bosses Breakfast—7:30-9 am—Jordan Ballroom
November 13, 2018	Executive Board Meeting—3:00-4:00 pm—ALBR 109A
November 16, 2018	Holiday Auction—11:30 am-1:00 pm—SUB/Simplot
December 11, 2018	Executive Board Meeting—3:00-4:00 pm—ALBR 109A
January 8, 2019	Executive Board Meeting—3:00-4:00 pm—ALBR 109A
February 1, 2019	IAEOP Conference Scholarship Application Due*
February 12, 2019	Executive Board Meeting—3:00-4:00 pm—ALBR 109A
March 12, 2019	Executive Board Meeting—3:00-4:00 pm—ALBR 109A
April 9, 2019	Executive Board Meeting—3:00-4:00 pm—ALBR 109A
April 15, 2019	NAEOP Conference Scholarship Application Due*
April 17-19, 2019	IAEOP 47th Annual Conference—Riverside Hotel, Boise, ID
April 26, 2019	Professional Development Day—MBEB
May 14, 2019	Executive Board Meeting—3:00-4:00 pm—ALBR 109A
June 2019	Annual Meeting – TBD
July 15-20, 2019	NAEOP 85th Annual Conference—Riverside Hotel Boise, ID

***Application/Nomination deadline**