

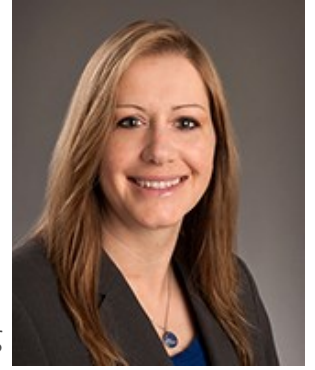
KEYNOTER

Boise State University Association of Office Professionals — BSUAOP

PRESIDENT'S MESSAGE

President's Message

—**Ramona Martin**



Happy Spring! I love this season! The plants are starting to grow, the tree leaves are budding, and the air is warm. My favorite part is opening my windows, clearing out the winter air, and becoming infused with the fresh and clean. There is a renewed energy as the sun starts to shine and the rains wash the earth.

I have been giving considerable thought to the growth of our AOP members. There are some incredible opportunities for personal and professional development at the upcoming Professional Development Day, the State IAEOP conference in April, and the National NAEOP conference in July. There are opportunities to apply for PSP and CEOE certifications through our association and additional certifications through Human Resources here at Boise State. Coming up in a couple of months there will be AOP elections for leadership opportunity in our organization. The opportunities are wide open for growth and progression, what more can our organization add?

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KEYNOTER— April/May 2019

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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

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Past President

VACANT

Continued from page 1—President's Message

This is where each of you need to take the reins. "Sign up", "participate", "volunteer", "attend", "plan", "reach", and "grow" are all action words- personal and professional growth requires action. Do you know someone who is inspiring? Take action- tell them, and then ask them to mentor you. Do you want to have a promotion, a raise, or additional opportunities? Take action- talk with your supervisor and/or Human Resources to create a different reality.



At the end of the day, each of us is responsible for our own growth. AOP members and I are resources to support you, provide as many opportunities as possible, and help to navigate any complicated processes. This is the perfect season to take action knowing you have a strong cheering section backing you in all the growth you attempt.



THE IMPORTANCE OF MENTORSHIP

By Kim Shively, Vice President



Purpose of a mentor: Regardless of your work title, industry or department size, it is important to seek a mentor. Why is this you ask? Mentors can challenge us to take a look at ourselves and what our goals are as well as keep us accountable. One nice thing about mentorship is that it allows you to get to know other people that you might not meet otherwise. Mentoring provides the mentee with an opportunity to think about their career goals and how to achieve them. It is an effective way of helping a mentee progress in his or her career. Whether you are at the beginning of your career, middle or end, you still need a mentor.

What to look for in a mentor: The best thing to look for in a mentor is to find someone who is doing or has already done something you want to do. This also includes someone that models the

Continued on page 7

COMMITTEES 2018/2019

Website

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Scholarships & Awards

Shelly Doty
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Nominations & Elections

VACANT

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PSA Representative

VACANT

Bosses Breakfast

Shelly Doty
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Holiday Auction

Shelly Doty
Ellie Pierce

Professional Development Day

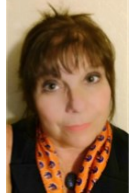
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TECH CORNER

Conference Support Request By Ellie Pierce, Member Representative



Want to request department support to attend a conference? What about requesting support to attend NAEOP, IAEOP or PDD conferences this year? Here are some tips for writing a proposal letter that gets read, appreciated and approved.

First some basics:

- A well-written request, properly formatted and immaculately edited for grammar, syntax and flow will remind your supervisor or department chair how lucky they are to have someone like you watching over their correspondence. You can find great web sites to help you choose the proper form. A good place to start might be Purdue Owl Writing the Basic Business Letter which can be found at https://owl.purdue.edu/owl/subject_specific_writing/professional_technical_writing/basic_business_letters/index.html

Make your proposal a “Win-Win”:

- For your supervisor or department chair, link your request with benefits the department can expect to accrue. Identify what this particular conference offers that will make you a greater asset to your team. In the case of IAEOP 2019, themed this year “Accept the Challenge of Growth” the agenda includes sessions on records retention and financial literacy. If your job includes either of these duties it will be smart to inform yourself on the speakers and their messages. Explain in your letter how gaining in-depth, current training from an expert will enhance your performance and enable you to share this knowledge with your team.

Be realistic:

- If you know that your department will only pay for a portion of travel, consider a conference close to home. Did you know that this year both IAEOP and NAEOP conferences will be held here in Boise? This is a great opportunity to meet AEOP members from far-flung places, learn new skills, and network like crazy. At NAEOP this year sessions will include “Effective Gatekeeping for the Office Professional”, “Infographics for Everyone” and “How to Support Transgender Students”. Give

Continued on page 5

BSUAOP MEMBER REPRESENTATIVES

Membership Committee Chair

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Continued from page 4-Conference support

- your supervisor or department chair a concise overview of what sessions you plan to attend and what they can expect to see positively impacted by the skills and knowledge you obtain. You can find the entire NAEOP conference schedule at <https://www.flipsnack.com/schnorenberg5263/2019-naeop-annual-conference-summit-guide-fdt3g98fh.html>

Offer your top three reasons for attending:

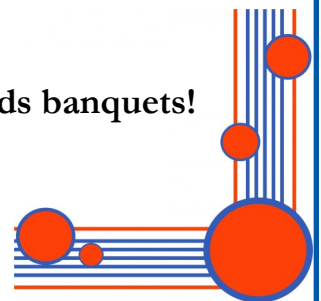
- Link concrete skills, knowledge and professional contacts you plan to acquire with benefits to your department. You can even link the gains you will achieve at the conference to resolving challenges your department currently faces, if you do it in a tactful and positive way. Such a bullet point could arise from specific trainings such as the session on “Fostering Healthy Work Environments: Powered by Civility, Professionalism, and Collegiality” being taught at NAEOP this year. Highlight “Leading with Civility” offered by Representative Melissa Wintrow during PDD. You might offer a modest self-critique on how you could learn to increase congeniality and collaboration in your team. It would be important to avoid any criticism of co-workers in such a bullet. Nevertheless you can describe how much more productive your unit could become with training to promote greater team unity.

Lastly, some ‘Don’ts’:

- Don’t indicate that you want to be trained in a skill you should already possess.
- Don’t suggest that your conference experience will resolve problems or challenges beyond your job description.
- Don’t whine. If this conference is not in the budget this time, and you have been wholly professional receiving a “no”, your professionalism could count in your favor on the next ‘ask’.

Here’s hoping that you can use some of these tips to write a persuasive, inspiring and successful conference proposal letter.

‘See you at the workshops and awards banquets!’



"Accept the Challenge of Growth"

47th Annual IAEOP Conference

Idaho Association of Educational Office Professionals

April 17-19, 2019

Riverside Hotel, 2900 W Chinden Blvd, Boise, ID

Wednesday, April 17, 2019

- Pre-Registration 5:00 pm—8:00 pm
- Hospitality Room Open 5:00 pm—8:00 pm
- IAEOP Executive Board Meeting and Dinner 6:00 pm—9:00 pm

Thursday, April 18, 2019

- Registration 7:30 am—8:30 am
- Breakfast , 50/50 Sales 8:30 am—9:30 am
- General Session Welcome 9:45 am—10:30 am
- Morning Workshops 10:30 am—12:00 pm
 - 1A: Power School Tricks and Tips
 - 1B: Financial Literacy
- Business Session I / Membership Luncheon 12:00 pm—1:45 pm
 - Keynote Speaker: Shawn Miller
- Afternoon Workshops 2:00 pm—3:30 pm
 - 1C: Records Retention 101
 - 1D: PSP Workshop

Friday, April 19, 2019

- Registration 7:30 am—8:30 am
- Breakfast, 50/50 Sales 8:30 am—9:30 am
- General Session 9:45 am—10:30 am
- Morning Workshops 10:30 am—12:00 pm
 - 2A: One Note
 - 2B: Google Tools
- Business Session II / Installation Luncheon 12:00 pm—2:00 pm

Registration information:

<https://www.idahoaeop.org/conference-on-line-registration.html>

<https://www.idahoaeop.org/>

Continued from page 3—Mentorship

behaviors, habits or attitude that you want to embrace. Determining what type of mentorship you are looking for, whether it is job shadowing, personal development or future planning, will be beneficial in looking for the right mentor.

Mentorship opportunities on campus:

[Shared Leadership program](#): The Shared Leadership program is a select group of Boise State University employees — faculty, classified staff, and professional staff that explore leadership issues and opportunities on campus. The mentoring part of Shared Leadership connects mentees with a mentor by identifying their strengths, weaknesses, skill needs, career opportunities and more. This program does have a two-year commitment but if you have the time, it is worth the experience.

[Workshops](#) through the Human Resources department: These workshops provide not only training, but personal development. It is also a great way to meet a variety of people on campus and form relationships.

Brown Bag lunches: These lunches can be a great way to meet and identify leaders on campus that you are interested in networking with. This helps in building your confidence to approach others in a casual setting while gaining knowledge. This is also a great way to get your name out there by bringing your business cards.

Other professional development/opportunities: This can include local conferences or campus-wide events. One great event coming up is [Professional Development Day](#). This would be a good event to network and develop a mentor/mentee relationship.

Benefits of a mentor:

- Increases confidence
- Shapes your skills
- Expands your connections
- Helps overcome obstacles

Final Thoughts: In conclusion, finding a mentor or people on campus to network with is a great way to get connected on campus, especially if you don't know very many people. I would encourage everyone to become involved in different programs or groups on campus. I personally have grown a lot by being involved in AOP and having people on campus to help me grow and achieve my goals. By observing leadership skills in action you may gain useful insight, professional support, and personal inspiration allowing you to make a significant contribution to the campus community and your department.



2019 BSUAOP Professional Development Day

Holistic Growth: Personal, Relational, Educational

Friday, April 26, 2019

7:30 am - 5:00 pm

Micron Business and Economics Building

Customize your
experience!

Mix and match
the different
tracks!

- Media and Identity—Kim Camacho
- Media and Literacy/Fake News—Memo Cordova
- Google Apps—Jennifer Weddel
- Leading with Civility—Anselme Sadiki
- Intermountain Bird Observatory—Greg Kaltenecker
- Introduction to LGBTQIA+ Identities—Csea Leonard, Valeryn Shepherd
- Microaggressions in the Workplace—Tasha Souza
- Implicit Bias—Donna Llewellyn
- Basics of Working with Students with Disabilities—Allison Gonzalez, Mike Gibson
- How to Reinvent Your Personal Brand—Melinda O'Malley Keckler
- Food That Works for You—MarLee Harris
- Personal Budgeting—Lisa Hamilton
- Life Coaching—Dr. Terry Pape'
- Google Photo—Kelly Hall
- Teamwork—Jacy Nary
- AGILE—Brian Fariss
- Generational Synchronicity—Dr. Jeremy Graves

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.

Sign up for AOP 2019-2020 as a new member and receive a discount for Professional Development Day registration.

Professional Development Day (PDD) is a one-day conference held annually by the Boise State University Association of Office Professionals (AOP) to better ourselves, our work, and our life. PDD provides workshops and training in resources and skills from office needs to personal growth to global interests and to support the purpose of AOP: to elevate the standards and promote professional growth of the 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.

2019 PDD will be hosted in the Micron Business and Economics Building (MBEB), Imagination Lab. Registration opens April 1, 2019, and includes all conference materials, morning and afternoon snacks and a lunch buffet. Boise State AOP membership is not required and is open to all.

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

BSUAOP PDD WORKSHOPS and PRESENTATIONS

(Pages 9-12)

TRACK 1:

⇒ World Around You

- ◇ Media and Identity—Kim Camacho
 - * Learn about advertising norms and their effects on identity development
- ◇ Media Literacy/Fake News—Memo Cordova
 - * Do you ever hear or read about things that go on in the world and wonder if it's credible? Learn about ways to approach and pare down the barrage of news and information in our daily lives. This workshop will prepare you to look at information critically and help you hone your media literacy skills.
- ◇ Google Apps—Jennifer Weddel
 - * Spend some time getting to know your Google app tools. We will dive into each tool to help understand it's use and how to make it work for you. This course will cover email, calendaring, storing and sharing files and using Google for team collaboration.
- ◇ Leading with Civility—Anselme Sadiki
 - * This workshop will explore what it means to be civil and how to increase our empathy and understanding when working with each other. Participants will engage in hands on activities to explore concepts of civility and engage each other in discussion.
- ◇ Intermountain Bird Observatory—Greg Kaltenecker
 - * The Intermountain Bird Observatory: Yet another way that Boise State University engages the public and enhances our global experience - You've all heard of Boise State's famous football team, but did you know that this small program in the Department of Biological sciences engages thousands of people each year? The IBO reaches out to local school children, hosts dozens of public field trips, provides wholesome family entertainment, and creates opportunities for hundreds of volunteers each year associated with their bird monitoring and research activities. What are the plans for a Bird Observatory nature park along the Boise River? Social media? The IBO has thousands of regular followers! International reach and influence? Yep, that, too. Come and be informed about all of the ways that IBO engages the public, from going into elementary schools, to taking people just like you on birding tours to places like Mozambique! Learn how you can get involved, and better understand the full reach of Boise State in our local and global community!

BSUAOP PDD WORKSHOPS and PRESENTATIONS

TRACK 2:

⇒ **BUILD Certificate Eligible**

- ◇ Introduction to LBGTQIA+ Identities—Gsea Leonard, Valeryn Shepherd
 - * Learn more about personal experiences of people who are LGBTQIA+, define different terms relating to the LGBTQIA+ community, discuss identity, and engage in an empathy building exercise.
- ◇ Microaggressions in the Workplace (2 parts)—Tasha Souza
 - * What do you do when you are faced with a microaggression? This workshop will help you feel more empowered to respond when confronted with a microaggression in the workplace. By the end of this session, you should be able to identify examples of microaggressions (MA), weigh key considerations when faced with a MA, recognize forms of microresistance, and apply communication tools in response to MAs. (Participants choosing this workshop must take both part 1 and part 2.)
- ◇ Implicit Bias—Donna Llewellyn
 - * We all make quick judgements and decisions based on past experiences. While this is necessary to survive in a world that is constantly feeding us stimuli, it can lead to unintended consequences. In this session, we will talk about implicit biases – the ways in which our past experiences and our exposure to the messages that are fed to us via news and popular culture may cause us to create an inequitable environment. After looking at some of the research that shows the predominance of implicit bias in settings related to the academic workplace (including hiring, promoting, mentoring, and working in teams/committees), we will discuss strategies for recognizing biases and overcoming them.
- ◇ Basics of Working with Students with Disabilities—Allison Gonzalez, Mike Gibson
 - * According to the CDC, in 2018 one in four U.S. adults - 61 million Americans have a disability that impacts major life activities. People with disabilities make up the largest minority group in the U.S. This is a minority group in which any person could fit into at some point in their life. Cognitive disabilities are most common in younger adults while mobility disabilities are most common for others. This workshop will provide insight and increase awareness on the laws, etiquette, and institutional responsibilities regarding people with disabilities. You will learn suggestions for approaching, interacting, and using the correct language when engaging with individuals who have disabilities.

BSUAOP PDD WORKSHOPS and PRESENTATIONS

TRACK 3:

⇒ Individuals

- ◇ How to Reinvent Your Personal Brand—Melinda O'Malley Keckler
 - * The biggest brands in the world all have one thing in common - they adhere to a unique brand promise and aim to deliver on it everyday. As individuals, are we taking the same care with our own brand and personal connections? This session unveils the tangible tools to some of the best branding techniques available for individuals or for organizations. Go ahead, reinvent yourself. This workshop can help make it happen.
- ◇ Food That Works for You—MarLee Harris
 - * Ever wonder what nutrition advice is worth your time? Sift out fad and fiction with our campus dietitian. Turn nutrition fundamentals into personalized, practical ways to eat and live well. Come with questions while we discuss how to turn food from stress and mess to fun and done!
- ◇ Personal Budgeting—Lisa Hamilton
 - * Budgeting Basics - Pay Yourself First – Spending Map - Even with the best intentions, improving money behaviors may seem like an overwhelming task. • Group discussions on how to build SMART goals • Helpful tips and tools to build a spending map • Paying Yourself First
- ◇ Life Coaching—Dr. Terry Pape
 - * If you have ever heard of Life Coaching, you may have thought: “I could benefit from a Life Coach”, or “I could become a Life Coach”. In this interactive seminar we will discuss the definition of “Life Coaching”, what it is and what it is not, how a person could benefit from using a Life Coach, what it take to become a Life Coach, how to become a successful Life Coach, and answering those nagging questions about a career as a Life Coach.
- ◇ Google Photo—Kelly Hall
 - * Do you use a smartphone or a digital camera to take photos? Are you running out of storage space on your phone for your photos? Attend this session, taught by a Certified Google Education Trainer, to learn how Google Photo can help you to easily save, edit, and share your photos anywhere, any time using your iOS, Android phone or computer with unlimited free cloud-based storage. Participants should have the free Google Photo app installed on their phone or tablet.

BSUAOP PDD WORKSHOPS and PRESENTATIONS

TRACK 4:

⇒ Teamwork

- ◇ Teamwork (Limit 18)—Jacy Nary
 - * How do you communicate under pressure? Do deadlines allow you to highlight your strengths or do you find yourself challenged to step outside of your box? Join other members of the campus community as you examine how teams react to challenges under pressure, what you can do to be a more effective communicator in times of stress and have interactive fun along the way. (This workshop is offered 3 times. Each session will be limited to 18 people.)
- ◇ AGILE—Brian Fariss
 - * Does it sometimes feel like your entire work life has been reduced to waiting for the next person to tell you what to do? Does it sometimes feel like there is tension around getting your needs met? You aren't alone! Discover how you can restore feelings of collaboration and get things done with less stress. Using case studies, attendees will learn actionable skills to put people and interactions over the tools, so that solutions are made with the end goal in sight, not in a mire of endless unmet needs and desires.
- ◇ Generational Synchronicity—Dr. Jeremy Graves
 - * Focus on working within multigenerational teams and how to utilize the strengths of each generation to build cooperation, collaboration, and a positive culture.

KEYNOTE SPEAKER: DR. VINCENT KITUKU

Dr. Vincent Muli Kituku, CSP, author, international speaker and philanthropist, works with organizations and individuals who want to increase their productivity and stay focused. He is one of a small group of speakers to earn the coveted Certified Speaking Professional (CSP) recognition, the highest designation presented by the International Federation of Professional Speakers.

Vincent is the founder/director of Caring Hearts and Hands of Hope (CHHH) a non-profit organization that helps needy orphans and children from poverty-stricken families obtain a high school education, in Kenya. He also founded Caring Hearts High School, a boarding facility for girls. CHHH is sponsoring 252 students in high schools and 85 in universities or diploma colleges.

Dr. Kituku is a widely read influential writer in business, inspiration and education. He received his Bachelor of Science degree from the University of Nairobi and both his Masters and Doctorate from the University of Wyoming.

BSUAOP PDD Particulars

Mix and match sessions from all four tracks and create a customized experience just for you. Whether it's creating a more global connection, learning for your personal self, working towards earning a certificate or working better with others—Professional Development Day is an experience to enhance your skills and knowledge as an important member of Boise State University and the community.



WHERE:

- ⇒ Micron Business and Economics Building (MBEB)

WHEN:

- ⇒ Checkin/Breakfast begins at 7 am—Imagination Lab (MBEB 2302)
- ⇒ Welcome begins at 7:30 am.
- ⇒ Sessions (Room numbers will be available day of)
 - ⇒ Session 1: 8:00-9:15 am
 - ⇒ Session 2: 9:30-10:45 am
 - ⇒ Session 3: 11:00 am-12:15 pm
 - ⇒ Keynote/Lunch: 12:15-1:30 pm—Skaggs Hall (MBEB 1301)
 - ⇒ Session 4: 1:45-3:00 pm
 - ⇒ Session 5: 3:15-4:15 pm
 - ⇒ Closing: 4:30-5:00 pm—Imagination Lab (MBEB 2302)

COST: \$60.00 April 1-21.

- * April 22-25 price increases to \$70.00.
- * No refunds will be provided after April 18th.
- * Current AOP members will be given a code by email for a 10% discount.

Breakfast snacks, lunch and afternoon snacks will be provided.

Registration: <https://tinyurl.com/PDD2019>

Everyone is welcome. You do not have to be an AOP member to register. If you would like to become an AOP member and receive a 10% discount when registering you can sign up at <https://tinyurl.com/aopmembership>, then contact Michele Kelly or Shelly Doty for the discount code.

FOCUS ON MEMBERS

Rochelle Cunningham



Hello, my name is Rochelle Cunningham and I work at Boise State University as a Management Assistant to Dr. Todd Norton and the Department of Communication and Media.

I returned home to Idaho in 2007 as a transfer student from the University of Oregon, learning of my father's battle with cancer. After graduating in 2010 from BSU with multiple degrees in Communication, Mediation, and Journalism, I spent a few years enjoying a prosperous career in technical writing. This led to travel, freelance writing, and ultimately, publishing my own creative works beginning in 2013. It was during the late summer of 2014 when a summer temp-job, ultimately turned into an AA1 position for the Department of Communication.

Since then, in both my campus position(s) and my personal endeavors, I enjoy the autonomy to reinvent myself to keep life interesting. Recognizing the needs of our large and growing department, I worked closely during the last three years with our department head to streamline, address, and innovate new efficiencies. Where there continues to be deficiencies in staffing, I create student teams, and they develop "Beyond The Major" skills, while connecting to and strengthening our Department. After hours, I retire to my writing, woodworking, or volunteer judging for high school speech and debate.

My love of storytelling and woodworking comes naturally, as my father was an Irishman and master carpenter. Where his love and skill resided in oral narrative, I chose the written path, and in 2012 I formed Domestic Wildflower Press, LLC to learn the publishing industry. What started as opportunities to sell books, accompanied by selling my handcrafted wooden pens, later turned to requests for wands. Now I spend the majority of my time managing inventory demands as Boise's [Wand Woman](#)! I take great



pride in collecting and re-purposing the wood I use, and it's my pleasure to support local businesses, contractors, and arborists.

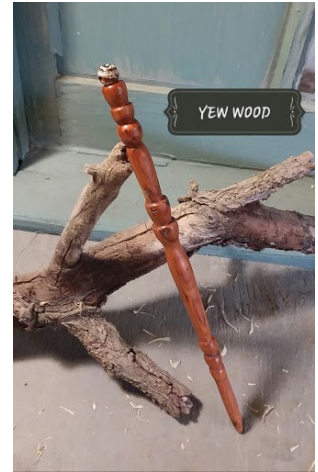


Continued on page 15

Continued from page 14—Cunningham

I'm a proud fourth generation, native Idahoan, who strives to embrace the changes to my once small, hometown. Although I do not always welcome the growth in numbers, I certainly appreciate the vibrant diversity and opportunities that change continues to bring to the Boise Valley. While I continue to develop my crafts, I find myself blessed with a business which empowers me to share my words and wood-working with anyone in need of a little magic!

If you would like to know more about me as an author and artist, please visit my website @ www.rochellecunningham.com.



Help us preserve the University's history!



By Alessandro Meregaglia (Archivist and Assistant Professor)

The University Archives is the repository for official university records and publications going back to its founding in 1932. The purpose is to collect, preserve, and make available those records which document the history of the University and its operations. Examples include: annual reports, newsletters, magazines, brochures, pamphlets, newspapers, catalogs, budgets, yearbooks, photographs, audio and video, books, posters, memorabilia, and athletics programs and media guides. We have the official records of the President, Faculty Senate, ASBSU, student organizations, administrative offices, and academic departments.

Donate! We actively collect permanent records from departments and offices. Boise State University [Policy 1020](#) governs the disposition of university records. More detail is in the State Board of Education's [records retention schedules](#). Contact archives@boisestate.edu or 426-3958 to discuss the transfer of records and papers. We will visit your office, bring you boxes, accept digital files, anything you need!

Do Research! Curious about our history? Looking for historic photos of your department? Research topics include faculty and staff, students, campus life, buildings, academic departments, athletics, student organizations, and university departments. To start your research, we have searchable inventories available online via our University History Research page: <https://archives.boisestate.edu/universityarchives/uhr/>. Feel free to contact us at archives@boisestate.edu for further assistance.

Continued on page 16

Continued from page 15—University History

Browse online! We've digitized some documents and publications related to Boise State's history, including:

- [ASBSU](#)
- [Association of Office Professionals](#)
- [Association of Office Professionals Scrapbooks](#)
- [Books](#)
- [Commencement Programs](#)
- [Facts and Figures](#)
- [FOCUS on Boise State](#)
- [HRS Review](#)
- [International Student Services](#)
- [Office of the Provost](#)
- [University Catalogs](#)
- [Women's Center](#)
- [Yearbooks](#)


See more university publications: http://scholarworks.boisestate.edu/uni_docs/

Browse more than 2,600 photos: [Historic Boise State](#)

"[The Boise State Story](#)" includes timelines of events, people, buildings, technology.

Take a tour! Want to see behind the scenes? Come visit and we'll show you our stacks and any materials of interest to you.

We serve you! Our goal is to preserve our history but also be a resource for the entire campus. We present at events or to departments, facilitate transfer of records, answer questions, and provide resources for everyone. All you have to do is ask!



We are so lucky here at Boise State and throughout Idaho to have access right in our own back yard to not only the AOP Professional Development Day but to both the state IAEOP Annual Conference and the national NAEOP Annual Conference. It's a once in a lifetime opportunity for exceptional learning and networking! Share all of these events with your colleagues and supervisors. Post the flyers in your office.

Everyone is welcome!

(Pages 17-21)

2019 NAEOP Annual Conference

July 15-20, 2019
Boise, Idaho



2019 National Association of Educational Office Professionals Annual Conference & Summit

Riverside Hotel, 2900 Chinden Boulevard, Boise, Idaho

Registration: <https://www.naeop.org>

- See pages 14-17 for information on the Summit and Breakout Session workshops.
- Biographies of the presenters and workshop information can be found online.
 - ◊ NAEOP website
 - ◊ Events
 - ◊ 2019 NAEOP Conference



NAEOP 2019 Conference Summit Class Offerings

Monday, 7/15/19 & Tuesday, 7/16/19
(Offered both days)

8:00 am - Noon - *Evernote PLUS*

On your computer, on your tablet or on your phone, Evernote is there to get stuff out of your head and never lose your notes again.

8:00 am - Noon - *Preventing Targeted Violence*

The focus of this training will be to identify risk factors and warning behaviors in persons/students of concern, assessing the potential and risk for violence and managing the threats posed.

1:00 - 5:00 pm - *All Things Google*

Come get an introduction to the Google tools you use every day!

1:00 - 5:00 pm - *Continuity of Operations Planning: Planning for the Natural, Technological and Human-Caused Disasters*

If your school building was suddenly non-existent or compromised to the point that it could not be inhabited, how would you continue to meet the requirements for students to be educated.

NAEOP 2019 Conference Breakout Sessions

Tuesday, 7/16/2019

#101 8:00 am - 9:30 am - *PSP: Are You Up For the Challenge?*

An overview of the PSP certification program and application process will be provided.

#102 8:00 am - 9:30 am - *So You're Going to be President!*

This session is for association members stepping into leadership roles such as president, president elect, vice president or anyone taking on a leadership role in an educational association.

#103 8:00 am - 9:30 am - *Transitions: Are You Prepared?*

In this workshop we will talk about the steps humans go through during typical transitions and ways we can be better prepared to come out on the other side.

#104 8:00 am - 9:30 am - *PART ONE: Fostering Healthy Work Environments*

A stimulating, interactive session to explore evidence-based strategies for healthy work environments.

#201 9:45 am - 11:15 am - *Parliamentary Procedures Simplified*

You will become comfortable with Robert's Rules of Order and will learn how to use it to protect the democratic process in your meetings.

#202 9:45 am - 11:15 am - *Ask The Undertaker*

This interactive discussion will center on everything you want to know about death and dying. It will include how to talk to your family about your funeral plans and give you guidance in planning it.

#203 9:45 am - 11:15 am - *Communicating to Make a Difference*

This session will explore communication techniques and skills to help you be the leader you want to be.

#204 9:45 am - 11:15 am - *PART TWO: Fostering Healthy Work Environments*

See breakout Session #104 for description.

#301 1:00 - 2:30 pm - *Leading Where You Are*

Focus on making your personal 'brand' meaningful by how you present yourself.

NAEOP 2019 Conference Breakout Sessions
Tuesday, 7/16/2019 (Continued)

#302 1:00 - 2:30 pm - *Infographics For Everyone*

Did you know 70% of all your sensory receptors are in your eye? Find out how you can use infographics.

#303 1:00 - 2:30 pm - *Meeting Difference with Understanding*

This session will explore different behavioral styles and help you understand what is going on for you and those people that you just can't seem to figure out.

#304 1:00 - 2:30 pm - *Rising With The Phoenix*

You will discover tools needed to strengthen your professional and personal foundation as you develop an action plan of change.

#401 2:45 pm - 4:15 pm - *Walking Through the Minefields of Life*

Do you sometimes wonder if you are walking through a minefield? Let's spend some time together looking at how to avoid the mines and, if we do step on one, how to defuse it and keep going.

#402 2:45 pm - 4:15 pm - *Effective Gatekeeping for the Office Professional*

This presentation provides useful information for office professionals who serve as gatekeepers for their supervisors.

#403 2:45 pm - 4:15 pm - *Is Your Customer Service Up to PAR (Professional, Accurate, Responsive)?*

The importance of teamwork and shared direction in a school office in order to get and keep your customer service up to PAR (Professional, Accurate and Responsive) is discussed.

#404 2:45 pm - 4:15 pm - *Creating a Culture of Wellness In the Workplace*

We will focus on ways to improve physical, social and emotional well-being that will lead to an improved occupational wellbeing for the office as a whole.

NAEOP 2019 Conference Breakout Sessions

Wednesday, 7/17/2019

#501 1:15 pm - 2:45 pm - *The Purposeful Professional*

This session provides a blueprint for articulating a professional philosophy that will help you become a more consistent, grounded and trusted colleague.

#502 1:15 pm - 2:45 pm - *Shine The Light On You*

You throw yourself into your work because you care so much. In this interactive session, we'll uncover 3 surprising game changers to help you feel refreshed and ready to shine.

#503 1:15 pm - 2:45 pm - *Increasing Access to Mental Health Services in Schools Through Community Partnerships*

The presentation will describe a school-based mental health (SBMH) pilot project that was developed to build a partnership between education, mental health, and university systems.

#601 1:15 pm - 4:15 pm - *A Basque Cultural Experience*

Learn a traditional dance, taste traditional dishes and hear about Boise's robust Basque community.

#602 1:15 pm - 4:15 pm - *Motivational Interviewing: A Skill for Professionals*

Motivational Interviewing can be used to resolve ambivalence towards change. The skill set is pertinent to classroom management, any type of coaching (homework, financial, relationship, etc.) and parenting.

#603 1:15 pm - 4:15 pm - *Human Rights for All*

We will investigate opportunities/methodologies for strengthening the capacity of human rights in organizations committed to fostering an environment in which the rights of all people are valued.

#604 1:15 pm - 4:15 pm - *How to Support Transgender Students*

Issues covered include appropriate gender accommodations within schools; legal issues surrounding bullying, discrimination, and other issues; and how to model trans-inclusive behaviors within the school.

NAEOP 2019 Conference Breakout Sessions

Thursday, 7/18/2019

#701 8:00 am - 9:30 am - *Caring for Yourself at Work*

This will be an interactive session related to physical activity, nutrition and stress management.

#702 8:00 am - 9:30 am - *Be the CEO of Your Own Career*

We will discuss the art and science behind feeling engaged at work; how to drive your career within your current organization; and how to use today's tools to leverage your opportunity for a meaningful career.

#703 8:00 am - 9:30 am - *The Future is Not What It Used to Be*

Dramatic changes have occurred in the world during the last two decades that have transformed the work place. This workshop will also describe how the American Dream of improving our lives through hard work and dedication has begun to disappear and be replaced with a new requirement: education.

#704 8:00 am - 9:30 am - *The Essentials of Tai Chi and Qigong*

Dedicated to establishing harmony and balance, the philosophy and the practice offer the world insight into a profound system of health, wellness and healing. Come prepared to move.

#801 9:45 am - 11:15 am - *Avoiding Scams and Fraud*

Members of the Idaho Senior Medicare Patrol will present on detecting and protecting against fraud and scams and what resources are available to report them.

#802 9:45 am - 11:15 am - *Everyone Has a Story / What is Your Legacy?*

In this interactive session you will be inspired to do the “things” that you always wanted to do but haven't.

#803 9:45 am - 11:15 am - *How to use Social Media in Education*

Learn how to engage your audience using different social media platforms, build your brand and content, and walk away with our favorite tips, tricks and resources to ace your social media presence.

#804 9:45 am - 11:15 am - *Caregiving*

Members of the Idaho Caregiver Alliance will discuss the challenges to being a caregiver, whether it is to a parent, spouse, or an adult child or a minor.

Upcoming Training Opportunities on Campus

Put together by Cynda LeDuc



Training and Workshops offered from Human Resources, held in the HR Employee Learning & Development classroom (ELD), located in Capitol Village.

- Apr. 1st [Benefit Refresher Workshop](#), 9:30 a.m. - 10:30 a.m.
- Apr. 3rd [PonyUp: Boise State Crowdfunding & Fundraising](#), 11:00 a.m. - 12:00 p.m.
- Apr. 8th, 22nd and May 6 [ONE Boise State \(Orientation for New Employees\)](#), 8:30 a.m. - 12:30 p.m., Pioneer Hall Room 102
- Apr. 10th [Learning Style Inventory: Discover Your Individual Learning Style](#), 11:00 a.m. - 12:00 p.m.
- Apr. 12th [Search Committee Training & Recruitment Pool Certification](#), 1:30 p.m. - 3:30 p.m., Pioneer Hall Room 102

For other offerings and ongoing HR training and development, please visit

<https://hrs.boisestate.edu/workshops/>

April 4th, 1:30-2:30 or April 10th, 9:00-10:00pm. Pioneer Hall, Room 102 Financial Well-Being. [Register Here](#) HR has teamed up with [BroncoFit](#) to offer financial well-being classes as part of the eight dimensions of wellness! We kick off the series with Cynthia Adrian from the Idaho Tax Commission. She will discuss the new Idaho W-4 paycheck withholding process.

3 day free training offered by the Idaho Division of Human Resources: Supervisory Academy, various offerings: <https://dhr.idaho.gov/Training/SupervisoryAcademy.html>

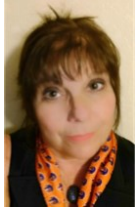
Supervision and Leadership opportunities: <https://hrs.boisestate.edu/workshops/supervision-and-leadership/>

University Developmental Opportunities: <https://hrs.boisestate.edu/workshops/university-developmental-opportunities/>

G Suite Learning Center: <https://gsuite.google.com/learning-center/products/drive/#/>

Other links for campus opportunities: <https://www.boisestate.edu/saem/divisional-resources/professional-development/>

Resource for online training for all Boise State employees: AcademicImpressions.com, register and click on “included with my membership” so see what is offered for free.



Workshops offered at Professional Development Day can lead to a complete BUILD certificate.

By Ellie Pierce, Member Representative

Here's how!

The Center for Teaching and Learning, in collaboration with many departments, such as STEM & Diversity and the Gender Equity Center, offer a variety of workshops for faculty and staff designed to produce leaders with the cultural competence and knowledge to make Boise State a more welcoming and inclusive environment. We call this program “Boise State Unit-



ing for Inclusion and Leadership in Diversity”, BUILD. Completion of the certificate program prepares one to better promote and support individual and organizational goals of greater inclusion and respect for diversity. To become part of the program one must enroll in the BUILD Certificate Program, complete the core workshop and select a number of BUILD approved learning opportunities. You can read more about the scope of learning which will count toward a complete BUILD Certificate at this [link](#).

At PDD this year, we are offering 4 trainings that count for BUILD. Those who want to have these sessions count toward a BUILD Certificate need to take the following steps.



- 1) Fill out the BUILD Certificate Program Enrollment Form, at this [link](#).
- 2) Register for PDD: <https://tinyurl.com/PDD2019>
- 3) Select as many of the BUILD sessions as you wish. (You can mix and match throughout all workshops.)
- 4) Track the BUILD events you attend using the BUILD self-tracking template available at the PDD info desk, or on line at <https://ctl.boisestate.edu/build/>

The BUILD eligible workshops being offered at PDD are:

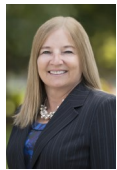
1. Introduction to LGBTQIA+ Identities
2. Microaggressions in the Workplace (2 parts)
3. Implicit Bias
4. Basics of Working with Students with Disabilities

BUDGET REPORT as of March 2019

by Michele Kelly, Treasurer



Our finances look strong with a current balance of \$8733.52. Upcoming charges will include the purchase of some promotional items and catering costs for Professional Development Day. We also plan to send our President and President elect to NAEOP in July. These will be substantial expenses (estimated at \$4000), but our account balance will still be strong. This is a great accomplishment to be proud of. Other organizations on Boise State's campus are awarded a stipend each year. Because of our state and national affiliations, we are unable to accept any university stipend. All funds in our account have been earned/donated by the members of BSUAOP and our wonderful campus community.



Website Update

by Pam Robbins, Website



Spring is here and with it, many changes. The days are longer, the temperature is starting to feel a little warmer, and buds are starting to pop up on many plants.

Likewise, the BSUAOP website is getting ready for change. Boise State University Department of Communication and Marketing has been rolling a new web design under the guidance of web designers [Modern Tribe](#). They are a web strategy leader in innovation and higher education. On campus, the Office of Information Technology is the lead for assisting and implementing a smooth rollover.

The Boise State University website is being rolled out in stages and the BSUAOP page is projected to launch in early summer. So stayed tuned for a new look, and in the meantime, [check out our new university homepage](#) for a peek at what's to come!



Membership and Events

By Shelly Doty, Membership Representative, chair

We're up to 80 members! Talk to your colleagues about attending PDD and becoming a member of AOP. We would love to reach the 100 member mark for the coming year!

Our major events - Bosses Breakfast, Holiday Auction and Professional Development Day literally take months of preparation, collaboration and detailed planning. It takes more than just the Board to pull off these events. If you would like to volunteer to help please reach out, Professional Development Day is coming up. We'll need help day of or the day before to get ready.

We've submitted our Keynoter and website for competition through NAEOP. Can't wait to find out at the national conference how we did!

MEMBERSHIP

Contact:

Shelly Doty

Membership Chair

426-3359

sdoty@boisestate.edu

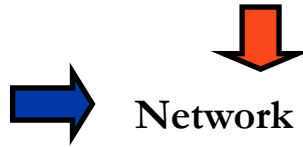
Get information on updating your membership for the year. Membership renewal will entitle you to receive the Keynoter in your inbox along with being eligible to apply for scholarships for conferences, workshops, training and education.

AOP Mentoring

Starting a new job is always mindboggling, but wouldn't it be nice if when you start working at Boise State there is someone to show you around, and give you tips on where things are and who to contact for what service?

AOP member representatives send welcome letters and offers of mentorship to new office staff as they are hired to work at Boise State. So let your member rep know of any new employees.

All of our members are welcoming and happy to help new employees maneuver their way around the university, whether they become an AOP member or not.



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!

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

<http://www.naeop.org/2012-07-07-00-03-11/professional-standards-program.html>

**NEXT DEADLINE:
MAY 15TH**

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

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—RUCH ENGR 301
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 4, 2019	Annual Meeting – TBD
July 15-20, 2019	NAEOP 85th Annual Conference—Riverside Hotel Boise, ID

***Application/Nomination deadlines**