

KEYNOTER

Boise State University Association of Office Professionals {BSUAOP}

SEPTEMBER-OCTOBER
2019
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BSUAOP has its own email:
AOP@boisestate.edu

President's Message Learn...Change...Grow

I want to welcome everyone to the new year! This summer has already been exciting and we're looking at our year continuing to be great!

We held our first meeting of the new membership year on July 9th and assigned most of the committee's and posts needing filled. Our minutes will be available soon. We've been asked to move our website to OrgSync. Our own

Pam Robbins, member representative and website administrator, and Beth Allen, member, will be working on this over the next several weeks. Hopefully by the time you read this it will be complete and we'll be up and running. We're not quite sure yet how this will all play out, but we're hopeful there won't be a huge impact to getting information to our members.

If you didn't get the opportunity to attend the 2019 Annual NAEOP Conference held here in Boise at the Riverside Hotel, you missed a great event. There were 38 various summits, workshops and learning sessions, business meetings, general sessions, advisory council meetings and several meet and greets that took place from July 15-29. Be sure to give Leslie Black (College of Health Sciences) and Rene' Delaney (retired, Campus Recreation) high five's! They were the NAEOP 2019 Conference Professional Learning Co-Chairs for overall conference!

Over 200 people from Vermont to California, Alaska to Florida, and everywhere in-between attended the conference. There were a lot of hugs from friends, laughter from mingling events and serious business conducted, including the Installation of the new NAEOP 2019-2020 president, Jill Averyhart, from Columbia, South Carolina. She replaces our own Susan Belliston, NAEOP 2018-2019 president, from Burley, Idaho.



Continued on page 4



Submit your Nominations for Office Professional and Administrator of the Year



ONLINE NOMINATION FORM FOR
ADMINISTRATOR OF THE YEAR:

<https://orgsync.com/150497/forms/368892>



ONLINE NOMINATION FORM FOR
OFFICE PROFESSIONAL OF THE YEAR:

<https://orgsync.com/150497/forms/368891>

**NOMINATION DOCUMENTATION IS DUE BY 09/27/2019*

NOMINATION QUALIFICATIONS: https://orgsync.com/150497/custom_pages/18569



2019 BOSSES BREAKFAST FEATURING

- BREAKFAST BUFFETT
- ADMINISTRATOR OF THE YEAR AWARD
- OFFICE PROFESSIONAL OF THE YEAR AWARD
- VPs VS. DEANS HOLLYWOOD GAME NIGHT
 - 50/50 RAFFLE FUNDRAISER

HOLLYWOOD GAME NIGHT



Office Professional and Administrator of the Year Awards

Nominations and documentation are due by Friday, September 27th.
Winners will be announced at the **Bosses Breakfast** on Friday, October 4th.

OFFICE PROFESSIONAL OF THE YEAR AWARD

ADMINISTRATOR 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 educational institution, agency, public or private school, college or university.

ELIGIBILITY:

- The nominee must currently be employed as an educational administrator at Boise State University.

NOMINATION FORM:

- The nomination form must be submitted online with proper documentation attached.

CRITERIA FOR JUDGING:

- Education
- PSP certificates
- Inservice courses completed
- Membership/Leadership roles in professional associations
- Community activities (areas of impact in addition to education)
- Letters of recommendation (minimum of three)

CRITERIA FOR JUDGING:

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

BOSSSES BREAKFAST

Hollywood Game Night 4.0! Deans vs. VPs

hosted by Dr. Andrew Giacomazzi

Friday, October 4th, 7:30 am - 9:00 am
Jordan Ballroom, Student Union Building

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

Office Professional and Administrator of the Year will be announced. Help BSUAOP raise funds for scholarships and a charity! *Bring cash for the 50/50 raffle!*

Registration: <https://tinyurl.com/y75jbzjs>

Everyone is invited...you don't have to bring your boss to enjoy the hilarity!

\$12^{+tax} through Sept. 29th; \$15^{+tax} Sept. 30th - Oct. 4th.

Doors open at 7 am. Program starts at 7:40 am.



**The President's Office has granted release time for this event.*

HOLLYWOOD GAME NIGHT

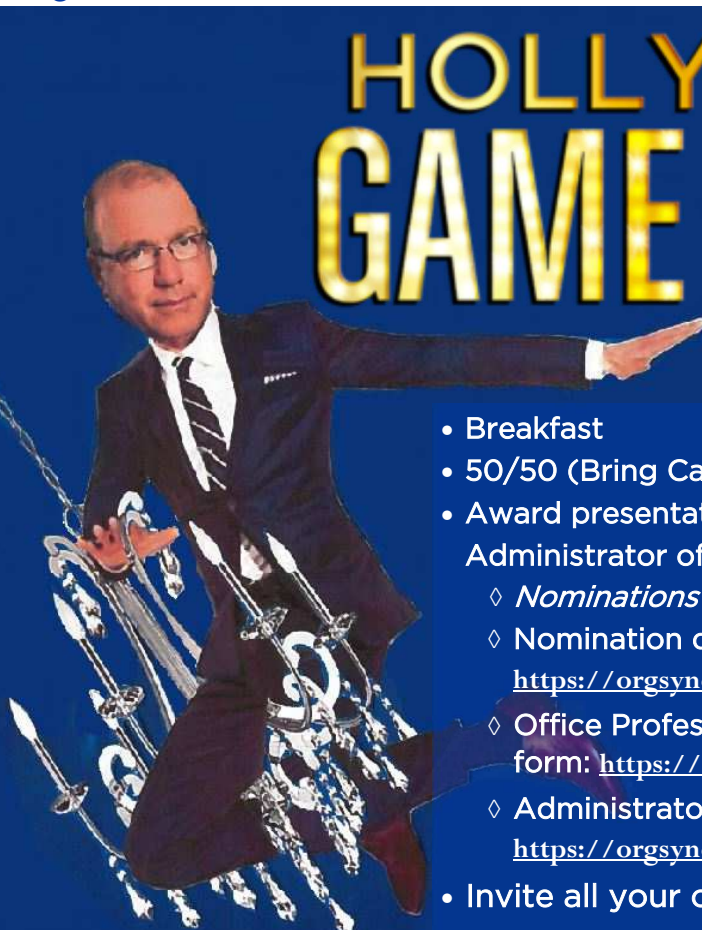
4.0

- Breakfast
- 50/50 (Bring Cash!)
- Award presentations for Office Professional & Administrator of the Year
 - ◇ *Nominations are due by September 27*
 - ◇ Nomination qualifications: https://orgsync.com/150497/custom_pages/18569
 - ◇ Office Professional of the Year submission form: <https://orgsync.com/150497/forms/368891>
 - ◇ Administrator of the Year submission form: <https://orgsync.com/150497/forms/368892>
- Invite all your colleagues! It's a blast!

Proudly sponsored by



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.

As part of the conference BSUAOP was asked by the state hosts/ planners, IAEOP, to host the Hospitality Room. Basically it's a room where conference goers can come get snacks and drinks, play games, put together puzzles, and generally just rest and relax from their busy schedules. Check out the [Hospitality Room Sign-In book](#). "Best Hospitality Room ever!" were many of the sentiments. A HUGE thank you goes to Cynda LeDuc (Registrar's Office) for pricing, shopping, delivering, and many other things along the way to making this happen. There were several people who were able to drop in at a moments need and help staff the room or bring supplies. Thanks to Pam Robbins (Alumni Relations), Ellie Pierce (College of Health Sciences), Ramona Martin (Construction Management), and Lisa DeRosier (Literacy, Language and Culture). Folks from IAEOP also stepped in for staffing and bringing items: Li Sperl (School of Public Service), Kathy Buck (retired-Washington state), and Kim Rhoades (West Ada School District). And many thanks to Marianne Ledford (Office of Continuous Improvement), Isabell Rowsell (Dept. of Marketing), Audrey Williams (Albertsons Library), Annette Welburn (Registrar's Office), Michele Kelly (Respiratory Care), Paty Dudziak Kerr (Sociology Dept.) and Desirée Kohl (School of Social Work) for their invaluable assistance locating donations, packing, delivering, creating baskets for the raffle and many other things.



Shelly Doty
BSUAOP President,
2019-2020

As you can see, there are ample opportunities to get involved with AOP and the things and events that we do. We'll be creating volunteer notices so that you can join us all in supporting AOP, our state organization, IAEOP, and our national organization, NAEOP! Don't hesitate to reach out—even if you're not sure. Trying out new things, new opportunities, learning new skills—that's how we Learn, Change and Grow.

Shelly Doty
2019-2020 BSUAOP President

Special Recognition

We would like to recognize and congratulate Shelly Doty (Albertsons Library) in receipt of her PSP and CEOE at the Awards Ceremony during the 2019 NAEOP Conference this past July. Congratulations, Shelly!



R to L: Shelly Doty (Albertsons Library), Susan Belliston (NAEOP 2018-2019 President), Kim Rhoades (West Ada School District). Shelly and Kim both received their PSP/CEOE at the Awards Ceremony.

2019 NAEOP Conference Reflection

By Li Sperl, School of Public Service

Let's see, how do I describe the National Association of Educational Office Professionals (NAEOP) Annual nationwide conference with attendees from 33 of the 50 United States and over 200 attendees? Which states weren't represented? For the analytical folks (like me) we had only 17 states that were not represented: AL, CO (!), CT, GA, HI, IA, MA, ME, MT (!), ND, NJ, NV, OR (!), RI, TN, and WV. As you can imagine, some of those states do not have members in NAEOP.



Li Sperl
School of Public Service

Okay, now that the states are out of the way for the analytical folks, we can get to what the conference had to offer. You may have seen the flyers and emails about the NAEOP conference schedule; I won't go over the excellent full-day, half-day, and 1.5-hour development workshops. We did have some very dynamic presenters, many from Boise State. Part of the fun was seeing and hearing the excitement of the workshop attendees as they exited the 'classrooms'.

As you may have heard and read, BSUAOP hosted the Hospitality Suite; it was a **resounding** success! People who had attended NAEOP conferences--hosted all across the nation--for over 10-years were not only surprised, but couldn't stop telling everyone they saw just how great the Hospitality Suite was. Ladies, you did a phenomenal job representing both Boise State AOP and IAEOP. Like those who visited the suite, I can't say enough about what a terrific job you did. Congratulations.

Other highlights of the NAEOP conference was the networking and visiting with people from all over the U.S. Some had a hard time adjusting to the 'thin' air; others couldn't get over how beautiful Boise is and how much there is to see and do. We received quite a few questions asking how in the world do we get to sleep at night; it's still daylight late in the evening? Others loved the dry air; they spent a lot of time outside every chance they could. We tend to forget just how nice we have it in the Boise area until we get to experience first-hand how visitors see our area. Yes, we told them they had to go back home!!

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

Awesome!

Because of copyright laws, permission from the original source is needed to reprint most publications. 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 suggestions for the content to Desirée Kohl, desireekohl@boisestate.edu. Contact information can also be provided when sending the content and best attempts will be made to contact the original source. Unfortunately, without permission, content cannot legally be republished or reused.

The hotel staff commented on many occasions how the attendees were bringing so much life to the hotel. The staff was impressed because the attendees were so pumped up about workshops, the Boise area, connecting with previous friends, and making new conference friends. The atmosphere for the entire week was relaxed, friendly, fun, open, and supportive.

For those who were apprehensive about attending the conference because of the unknowns, don't let that prevent you from attending future IAEOP and NAEOP conferences. The women and men (yes, men were there) who attend are always welcoming; yet still give you time to chill and digest it all—that's what the Hospitality Suite is for.

If you didn't attend because of the financial costs, there are three things you can do. First, review the conference workshops and write up a short description of how specific workshops will improve your job and communication skills, then present it to your manager/supervisor and ask them to invest in your professional development. If you need additional help with this step, ask past Boise State conference attendees for some ideas. Second, IAEOP and NAEOP do have partial scholarships to help offset the cost. Third, start right now putting 10+ dollars a paycheck into a specific savings account to save for the next annual conference. For those fortunate enough to have a yearly tax refund; earmark some of that money for a conference away from the daily routine of work, family, and responsibilities.

The annual conferences provide personal benefits well beyond information gained during the workshops; you come back with new ideas, energized, and a higher sense of self-worth. The last one is the biggest personal benefit of all. The final piece of advice I can offer is; add attending an IAEOP or NAEOP conference to your annual evaluations development plan.

86th Annual NAEOP Conference

July 20-24, 2020

Salt Lake City, Utah

Scholarship applications are due by
April 15, 2020

visit www.naeop.org
to learn more about the annual
NAEOP Conference
(under the 'EVENTS' tab)

Annual IAEOP Conference

April 15-17, 2020

Sun Valley, Idaho

Scholarship applications are due by
February 1, 2020

2019 NAEOP Conference Reflection

By Lola Young, 2012-2013 NAEOP President

While attending the recent NAEOP Conference in beautiful Boise, I had the opportunity to attend a session on Civility in the office place. Following are some of the key points I took away from this session.

Civility

Civility in the workplace or in a personal setting should be authentic showing respect for others. This requires time, presence, engagement, and the desire to reach common ground. When it comes to time, the time needs to be spent listening. If you need to take notes so you can respond later, do so as it is important to not interrupt the speaker (respect).

Presence means you need to actually “be in the moment” rather than letting the outside world into your head, making listening more difficult. Engagement means you need to be prepared to respond in a productive way once the speaker is ready for the response. In your response, you should say what you heard the speaker say and then respond. Everyone wants to be heard and reiterating what the person said shows them you were truly listening and caring about what they said and how they feel. You must go into this with an open mind in order to have the ability to reach common ground. I know I’ve gone into a conversation thinking I knew the outcome I needed to have and following a conversation, changed my way of thinking.



*Lola Young
2012-2013 NAEOP President*

While we can all appreciate the strides we have all seen with the amazing technology now available to us, we need to use it sparingly. Too much technology results in a lack of ability to communicate one-on-one. In addition, when you communicate via email, text messaging, etc., the recipient doesn’t know what emotion you are putting out there. While you may be sincere in what you are writing, they may perceive sarcasm or some other undesirable emotion. Or you may be making a serious point and it could be misconstrued as being less serious than you desire.

Civility requires collaboration, collegiality, and teamwork—keeping in mind that collegiality does not imply blind or mindless conformity or dissent. While we may not always agree, especially before listening to their ideas or reasoning, we must also maintain constructive, supportive, and professional relationships with those we deal with. It is always important to take collective responsibility for the work needing completion. An important segment of this includes stepping up which means serving on committees, helping colleagues, and sharing the workload.

Incivility

Some signs of workplace incivility include a range of lower intensity acts of aggression, such as failing to take action when action is warranted or even making unkind comments. In other words, it’s not only what we do, but what we don’t do (staying silent when speaking up is warranted, failing to acknowledge or support a co-worker, ignoring others, withholding important or vital information). These actions or lack of actions can happen if the behavior is directed toward us or if we are a witness to the behavior.

What is workplace bullying? Repeated, persistent, and targeted patterns of abusive behavior designed to intimidate or degrade. It is not uncommon for workplace bullying to manifest into workplace mobbing, which is multiple people bullying one person.

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Other forms of incivility include rankism—abuse of power or position to demean, diminish, or disadvantage another. If we think back, I'm sure we can all relate to “that coworker” who perceived themselves as being ranked higher than we were and who wanted to make sure we knew it! Closely related is joy stealing. Again, we've worked with someone who counteracts every positive thing with something negative. It becomes a challenge to counter their negatives with more positives.

How do we respond to incivility? It is natural for many to default to “fight or flight” in these situations, when it is probably better to reset to release. You may want to begin by journaling or some other ritual to help you find closure. It's even OK to go to “Pity City” for a short time, and while you're there, you should be sure to drop off your baggage. Since your mind can only think about so many things at once, you need to shift your focus to more productive things such as a new project, learning something new, working with a mentor, or whatever can keep your attention on something great related to your job. Keep in mind, if we settle for GOOD, we'll never be GREAT! How do we become great?

First, raise awareness and build organizational and leadership support. Raising awareness does not go hand in hand with “gossip” as gossip falls in the incivility route. Know your mission which, most likely, falls right into the civility category. Live up to that mission!

As a supervisor, hire for civility and never be tempted to settle for less than. Better to have a failed search and start over than to hire someone who is going to affect staff morale. Within policies, procedures, and guidelines, address confidential reporting systems while addressing incivility. At the same time, reward civility! Make touch points a priority (meaningful, sincere, and significant). It is of utmost importance to maintain confidentiality and to avoid favoritism. You must always take complaints seriously and avoid making excuses for bad behavior. How well I recall talking with a supervisor many years ago about someone who was making me feel uncomfortable with this person touching me. That supervisor told me the person was just a touchy, feely person—not an appropriate response at all! Always address incivility. Use these opportunities to coach and supervise respectfully.

Lastly, invest in post-departure interviews. You can learn a great deal from someone who is leaving—as Paul Harvey would say, “The rest of the story.” Of course, you also have to separate the wheat from the chaff as some employees may simply have an axe to grind and want to use this opportunity to do so. Remember, this would be a form of incivility—ferreting out the real truth may take additional meetings with other staff.

I hope this information is helpful, especially to those who were unable to attend this session. As well, I hope this article will serve to pique the interest of those who didn't attend this summer's NAEOP conference who may be considering joining us next summer in Salt Lake City! See you there...

Lola Young
2012-2013 NAEOP President
(proud) Honorary Idaho State Member



BOISE STATE UNIVERSITY
ASSOCIATION OF OFFICE PROFESSIONALS

BSUAOP has its own email: AOP@boisestate.edu

2019 NAEOP Conference Reflection

By Marianne Ledford, Office of Continuous Improvement

I was a “First Timer” at the 2019 NAEOP Conference held in Boise in July. As such, I was able to attend the First Timer’s Banquet prior to the beginning of the conference. Each First Timer was assigned a mentor that met them at the banquet. We went over various aspects of the conference, chatted over hor d’oeuvres, and did some fun activities. The entire evening had a “Survivor” theme (Outsmart, Outlaugh, Outfun) and everything was well-presented and well-organized with cute décor. Our mentors helped us walk through any questions we had about the conference and provided us with a contact for the duration of the conference.



Marianne Ledford
Office of Continuous
Improvement

There was so much to choose from over the four days of the conference! There were three general sessions for all attendees, plus a great variety of breakout sessions, from an overview of the PSP program to tai chi (and everything in between!). All of the time spent at the conference sessions counts towards the Professional Standards Program (PSP) if that is something you are working on or plan to in the future. I got something out of all the sessions I attended; in addition to learning about how NAEOP functions, participating in elections and other NAEOP business and meeting NAEOP members from around the United States.

There were plenty of opportunities to get to know your fellow NAEOP members: morning walks, meet-and-greet sessions, area meetings, banquets, luncheons, or just relaxing in the hospitality room (ably staffed with Boise State AOP members).

The next annual conference will be just a short drive away in Salt Lake City, July 20-24, 2020. I highly encourage everyone to attend this fun and educational event!

Rachel Maynard Award for Excellence in Communication

First Place - Local Category 1
Newsletter – *The Keynoter*

Boise State University AOP
Shelly Doty, Editor

July 2019

National Association of Educational Office Professionals

Rachel Maynard Award

The Keynoter placed 1st at the NAEOP Annual Conference this summer. Thank you for your input, ideas, articles, information and encouragement.

Below: 2018-2019 Keynoter Editor, Shelly Doty receiving the award.



National Association of Educational Office Professionals

Message from 2019-2020 NAEOP President

Jill Averyhart, Columbia, SC

Paraphrased by Shelly Doty, 2019-2020 BSUAOP President

August 1st began the new year for NAEOP and for Jill Averyhart, Columbia, South Carolina, as president. Jill sent out a video message to members and has been kind enough to allow us to use her vision in our newsletter. As BSUAOP is an affiliate of NAEOP, I encourage you to also consider individual membership in the national organization. Through NAEOP, you are eligible to apply for and obtain your PSP/CEOE certification and receive members rates for conferences and training.

To view Jill's message, please follow this link: <https://youtu.be/B91PRKplrhU>

I have edited some of the key takeaways in Jill's 10 steps below (five were in her video) to encompass a wider focus that can work for us all.

1. Check your view: What is your identity? Who do you want to be? Who are you now? What do you want to accomplish?
2. Create your vision: Once you figure out the questions above, set realistic goals to make it happen.
3. Develop your plan: Take your goals and make an action plan to get you to what, where, and who you want to be.
4. Expand your horizons: Get out of your comfort zone and take some risks.
5. Broaden your view: Develop relationships with mentors, peers, and other organizations that can help you reach your goals.
6. Adjust your focus: While working on your plan, work on yourself, your attitude, and characteristics such as integrity, ethics, and determination.
7. Be creative: Your vision, goals, and plan let you expand your creative abilities to be the person you see.
8. Spotlight your decision: Take a look at past decisions and choices, compare them with your current ones and think about the long-term impact.
9. Focus on your vision: Your energy, enthusiasm, and commitment generate excellence that leads to success.
10. Always move forward: Look for ways to continually make things better. Whether it's your work, your family, or your life



*Jill Averyhart
2019-2020 NAEOP President*

Remember the BSUAOP theme for 2019-2020:

LEARN...CHANGE...GROW

NAEOP Webinar Series

Message from Mary Guest, 2018-2019 Vice President

“Picture the Possibilities” with NAEOP Professional Development. The 2019-2020 NAEOP Webinar Series starts Wednesday, September 11th. Visit www.naeop.org and check the Events tab to REGISTER TODAY!

There are six webinars scheduled. Upon registering, you may join to watch live at 1:00 pm ET on the selected dates. If you are unable to join any live webinar, you will be able to watch the presentation at your leisure via a link. Below is detailed information about registration and each webinar.

Announcing the 2019-2020 Webinar Series!

L.E.A.R.N. with  **NAEOP**
National Association of
Educational Office Professionals

Don't Get Stuck on Slides	September 11, 2019
Effective Gatekeeping for the Office Professional	October 9, 2019
Boost Your Productivity: <i>The Pomodoro Technique</i>	November 13, 2019
Accessibility 101	January 15, 2020
Web Accessibility Practically Applied	February 12, 2020
A Quick Guide to Successful Project Management	March 11, 2020

It gives me great pleasure to announce the 2019-2020 Webinar Series! The cost for the webinar series – six (6) one-hour classes – will be \$125 for members and \$185 for non-members. Participants will receive handouts where applicable, links to the webinars two days after the live presentation and six (6) hours of PSP educational credit.

Webinars will be offered live at one time slot – 1 PM Eastern Standard Time.

Visit the NAEOP website www.naeop.org to sign up for classes.



 **NAEOP**
National Association of
Educational Office Professionals

2019-2020 Webinar Series

Picture the Possibilities when you L.E.A.R.N. with NAEOP

The mission of NAEOP is to provide professional growth through leadership, education, achievement, recognition, and networking opportunities for educational office professionals.

Don't Get Stuck on Slides – September 11, 2019

Feeling fearful of giving up Publisher because Google Drive doesn't have the option to do the things you want? Google Slides *is* your answer. Learn how to use Slides as something other than a presentation tool and let your creativity come to life. If it can be printed on a piece of paper, you can create it in Slides!

Effective Gatekeeping for the Office Professional – October 9, 2019

This presentation provides useful information for office professionals who serve as gatekeepers for their supervisors. Information on effective and efficient ways to protect the time and reputation of the supervisor will be shared. Attendees will come away with tools and resources for building appropriate relationships based on mutual respect and trust and will have the opportunity to share best practices for serving on the “front line.”

Boost Your Productivity: *The Pomodoro Technique* – November 13, 2019

Perhaps it's not more time you need but instead a technique to help you better use the time you have! The Pomodoro Technique is deciding on the tasks you will do for the day, setting a timer for 25 minutes and then starting the first task. It includes having daily introspectives, creating daily commitments, handling interruptions, and estimating your effort.

Accessibility 101 – January 15, 2020

Upon completion of this session, participants will understand accessibility, digital accessibility, assistive technology and web accessibility. You will have the knowledge to describe what web accessibility looks like including the four principles of WCAG and where to find success criteria for the 12 guidelines. Pertinent legal cases regarding accessibility will be highlighted. The process will be explained for resolving accessibility complaints and who oversees enforcement of accessibility laws. Best practices will be discussed to avoid accessibility complaints.

Web Accessibility Practically Applied – February 12, 2020

The objectives for this session are to give participants an understanding of the general principles for implementing accessibility; learn how to use Word and PowerPoint to create accessible documents; and discover how to fix inaccessible PDFs using Adobe Acrobat Pro.

A Quick Guide to Successful Project Management – March 11, 2020

A project is a venture a person or team takes to create something new or to fix something that already exists. It has a definite starting point and ending point, and that incorporates several phases in order to create a unique, and appropriate output within a given amount of time. Learn the phases of good project management, as well as tools and strategies to assist you in successfully handling your next project in a timely manner.



2019 NAEOP Conference in Pictures



Governor Brad Little speak during the opening General Session.



Idaho Association of Educational Office Professionals attendees. *Bottom row:* Kathy Buck, Susan Belliston, and Debra Nordquist; *Middle row:* Desirée Kohl, Marianne Ledford, Shelly Doty, and Ramona Martin; *Top row:* Kimberly Rhoades, Carol Arpke, Li Sperl, René Delaney, Shirley Hanes, and Leslie Black



Shelly Doty and fellow NAEOP Conference Attendee awarded with their Associate Degree Option II PSP with CEOE certification.

2019 NAEOP Conference in Pictures



Susan Belliston, Shelly Doty, Dena Hedricks



Desirée Kohl and Ramona Martin.



Mentor Katherine Reichley (OH) and First-Timer Shelly Doty.



Mentor Louise Snipes (SC) and First-Timer Desirée Kohl.



BSUAOP OFFICERS

President

Shelly Doty
208-426-3559
Albertsons Library
sdoty@boisestate.edu



Shelly Doty, President

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

President-Elect

Ramona Martin
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Construction Management
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Ramona Martin, President-Elect, Immediate Past 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. I am a mom to seven kiddos ranging from 28 to 12. 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”!



Vice President

Ellie Pierce
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College of Health Sciences
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Ellie Pierce, Vice President

I've worked for Boise State University since 2007; first as Administrative Assistant at the School of Social Work, now at the College of Health Sciences as an Academic Advisor. I've been a Boise State University AOP member since 2016.



I'm a college-brat. I've been on some college campus or other since I was three years old. One thing my life-on-campus experience has taught me is that higher education is liberating and empowering for the student, faculty, staff, and society as a whole. I earned my Master's while working at the School of Social Work. We are so lucky to work at a place where professional development is valued and encouraged.

Continuing education strengthens employees. That's why I love being a part of BSUAOP: our events, training, and conferences all provide wonderful opportunities for professional development, networking, and sharing. I'm thrilled to be serving as BSUAOP Vice President this year.

Secretary

Cynda LeDuc
208-426-2235
Registrar's Office
cyndaleduc@boisestate.edu

Cynda LeDuc, Secretary

Hi! I work in the Registrar's office as the Evaluation Services Supervisor. I've been with Boise State over seven years. My son, husband, and I each graduated from Boise State and my daughter is in her final year. We are a Bronco Family! This is a great organization to be part of as we coordinate some of the best events on campus, including Bosses Breakfast and Professional Development Day. We can use volunteers in a variety of ways!



Treasurer

Michel Kelly
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Immediate Past President

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**BSUAOP
MEMBER
REPRESENTATIVES**

**Membership Committee
Chair**

Audrey Williams, 2018-2020
208-426-4039
Albertsons Library
awilliams@boisestate.edu

Member Representative

Lisa DeRosier, 2018-2020
208-426-2862
Literacy, Language, & Culture
lisaderosier@boisestate.edu

Member Representative

Pam Robbins, 2019-2021
208-426-1959
Alumni Relations
pamrobbins@boisestate.edu

Member Representative

Annette Welburn, 2019-2021
208-426-3447
Registrar's Office
annettewelburn@boisestate.edu

Continued from page 14—Introducing the 2019-2020 Board

Michele Kelly, Treasurer

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



Audrey Williams, Membership Committee Chair

I have been at Albertsons Library for over 22 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.

Lisa DeRosier, Member Representative

Boise State employee since 2009. Bleed blue & orange since moving to Boise in 1994. My husband and brother-in-law both graduated from Boise State in 2000. Two daughters ten years apart (hubby was going to school in between so we waited). Office experience for the past 30+ years. Enjoy getting to know folks across campus and lift each other up.



Pam Robbins, Member Representative

I'm Pam Robbins and I work in the Alumni Relations office. I have been a Boise State employee for five years and have been a member of BSUAOP during that time. I have been the past membership chair and I am currently a member representative and the website administrator. I'm excited to return to the board and look forward to all the wonderful opportunities being a BSUAOP member offers.

Annette Welburn, Member Representative

Annette is a new member of the 2019-2020 BSUAOP Board. This has also been Annette's first year working as an evaluator in the Registrar's Office, a job she loves! Annette has a broad employment background, ranging from small business ownership and management to Victim Advocacy. In the years preceding her move to Boise State, Annette worked in the Nampa School District, largely in Special Education. Annette enjoys event planning and coordination, and looks forward to serving AOP in the coming year!



COMMITTEES 2019/2020

Website

Pam Robbins
pamrobbins@boisestate.edu

Scholarships & Awards

Lisa DeRosier
lisaderosier@boisestate.edu

Nominations & Elections

Ramona Martin
ramonamartin@boisestate.edu

PSP Representative

Shelly Doty
sdoty@boisestate.edu

Program Committee

Ellie Pierce
elliepierce@boisestate.edu

Keynoter Editor

Desirée Kohl
desireekohl@boisestate.edu

ACE Representative

Emilio Amaro
emilioamaro@boisestate.edu

PSA Representative

VACANT

Bosses Breakfast

Valerie Hayes
valeriehayes@boisestate.edu

Holiday Auction

Ramona Martin
ramonamartin@boisestate.edu

Professional Development Day

Ellie Pierce
elliepierce@boisestate.edu

Photographer

Cynda LeDuc
cyndaleduc@boisestate.edu



BOISE STATE UNIVERSITY
ASSOCIATION OF OFFICE PROFESSIONALS

FOCUS ON MEMBERS:

DESIRÉE KOHL

School of Social Work



My name is Desirée Kohl and I am the Administrative Assistant for Field Education in the School of Social Work. I have been a member of BSUAOP for about three years and have been working at Boise State for four years. I have recently accepted the role of the Keynoter Editor and I'll do my best to continue Shelly Doty's legacy.

I am a native Idahoan, having been born and raised in Emmett, Idaho. I was fortunate enough to move to Texas after graduating High School and gain some true life-growth experiences: far enough from my family home, but close enough to be just a phone call away.

I have been back in Idaho now for almost 20 years. Before joining the staff here at Boise State, I was the Office Manager and Administrative Assistant to the Boise Commercial office of Weyerhaeuser, where I was employed for a decade. Some of my best memories and closest friendships have been made while at work—including both Weyerhaeuser and Boise State—and I'm blessed to have had some truly great employers that have valued my contributions.

My husband and I have also been blessed with five kiddos, ranging in age from 20 to eight—who keep me just as busy now as they did when they were each toddlers. Our favorite family activities include time at one of the many Boise parks, exploring the Treasure Valley, walks with our dogs—Cowboy and Ranger, and watching **Dallas Cowboys** football (as I'm raising two of their biggest fans).



I have truly enjoyed working here at Boise State—I can say (albeit biasedly) that I'm pretty sure I work with some of the greatest group of faculty and staff. As if my I didn't enjoy my job enough, we have recently created a Fantasy Football league and have 17 people participating! Anything to do with football is part of the path to my joy!

Joining BSUAOP was one of the best choices made while working here at Boise State. I appreciate all the knowledge in the organization and the resources—both individuals and otherwise—available to us as members. Between the Brown Bags lunches, monthly meetings, and Professional Development Day, there is a wealth of knowledge shared. It's helps to lesson the daily stresses of any job knowing there are others who are in similar positions and can be sounding boards and/or where to turn for advice. If you or a colleague have been on the fence about joining, be sure to get in touch with one of the member representatives—I don't think you'll be disappointed. Similarly, if you or a colleague have any advice on improving the Keynoter, feel free to reach out to me...I appreciate any feedback!

BOSSSES BREAKFAST

By Valerie Hayes, Committee Chair

This year's Bosses Breakfast will be held on Friday, October 4th from 7:30 am - 9:00 am. This year, BSUAOP will be presenting **Hollywood Game Night 4.0**, hosted by the always entertaining Andy Giacomazzi. If you have had the opportunity to attend in past years, you'll know exactly how much fun this is! It is a great way to start out the day! If you haven't previously had the chance to come to the Bosses Breakfast, please join us because you've been missing out!



It is at the Bosses Breakfast that we will present our Administrator of the Year and Office Professional of the Year. Nominations for these awards can be submitted through 09/27/2019.

There will be a breakfast buffet and 50/50 Raffle you won't want to miss out on. You can register by using this link: <https://tinyurl.com/y75jbjzs>. Feel free to print the flyer included in this issue of the Keynoter so you can post in your office. We look forward to seeing you there!

Become a BSUAOP Member

By Audrey Williams, Committee Chair

The goal of Boise State University Association of Office Professionals is to provide professional growth and renewal for all office personnel. Patterned after the four-point program of the National Association of Educational Office Professionals, with which BSUAOP is affiliated, the organization strives to offer the following:



- ◆ Service
- ◆ Scholarship Program: affiliation with the state organization, IAEO, and national organization, NAEOP, that promotes the advancement of education by improving the quality of service provided by educational offices
- ◆ Recognition
- ◆ Professional Standards Program
- ◆ Professional Development
- ◆ BSUAOP sponsored in-service workshops; monthly meetings with speakers on timely topics
- ◆ Information
- ◆ Exchange of information and ideas with others in educational offices through the BSUAOP newsletter, *The Keynoter*
- ◆ Fellowship
- ◆ Monthly association luncheons; annual Professional Development Day; annual Holiday Auction; and annual Bosses' Breakfast

If you are looking for a way to upgrade your job skills and are interested in meeting new people, BSUAOP is for YOU!

Visit our web page or contact a member representative for information on how to join!

FOCUS ON MEMBERS

By Audrey Williams, Membership Representative, Chair

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. We can't do it without your help. Please consider volunteering to be highlighted in our Focus on Members section. All we need fun loving people to introduce. We'd

love to get to know our members better. Just contact:

Audrey Williams (awilliam@boisestate.edu or 208-426-4039)

or

Desirée Kohl (desireekohl@boisestate.edu or 208-426-3147).

BUDGET REPORT

By Michele Kelly, Treasurer

Fiscal year 19 has come to a close. In summary, FY19 our account started with \$7,667.76. For the fiscal year, we raised \$11,383.06 in revenue and had expenses totaling \$8,942.86. Therefore, our ending FY19 balance that will be rollover for the start of FY20 will be \$10,107.96.



WEBSITE REPORT

By Pam Robbins, Website



The BSUAOP web page is going away on the University website. The University web management team is requiring all on campus organizations to now use [Orgsync](https://orgsync.com/login/boise-state-university?redirect_to=%2F150497%2Fgroups) (https://orgsync.com/login/boise-state-university?redirect_to=%2F150497%2Fgroups).

All current members should have received an email inviting them to be a member of the Association of Office Professionals site. If you didn't receive the email, please email pamrobbins@boisestate.edu to be added.

We will share more information about our new site in the upcoming board meetings and newsletters.

Membership and Events

By Audrey Williams, Membership Representative, Chair

AOP currently has 40 members. One of the reasons people are drawn to our organization is our three signature and very popular events that we have each year: Bosses Breakfast, Holiday Auction, and Professional Development Day.

Our events take months of preparation, collaboration, and planning. All of our signature events are for the University community; an opportunity to network, learn, get to know each other, and have fun while doing so.

It takes more than just the Board to pull off these events. If you would like to volunteer to help, please reach out. Bosses Breakfast, Holiday Auction, and Professional Development Day are coming up. Talk to your colleagues about becoming a member. We would love to reach the 100 member mark! The more the merrier!



Membership Contact:

Audrey Williams, Membership Chair
208-426-4039, awilliams@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.

BROWN BAGS

Ellie Pierce, Committee Chair



The Association of Office Professionals
INVITES YOU TO THE
2019-2020



The Brown Bag Lunch Series theme is “Learning, Creating...Something” The first installment will be Wednesday, September 11th at 12:00 pm in the Norco building.

Contact Ellie Pierce for more information
(elliepierce@boisestate.edu)

RSVP at <https://forms.gle/QX29qrhrzPY8bjPr7>



HOLIDAY AUCTION

Friday, November 15, 2019

Ramona Martin, Committee Chair

The Annual Holiday Auction is quickly approaching. Start thinking about donations from local vendors, campus departments and individuals.



Who do you know that might be able to donate a weekend getaway? How about a river or camping trip? Do you have an artisan in mind that might like to share their talent in the form of a donation? What about a baker...or even someone who loves to bake? Does your department want to donate a themed gift basket? Start getting the word out today!



Save the date to attend the Holiday Auction on November 15th...get there early to assess the products and plan your bidding strategy!

PROFESSIONAL DEVELOPMENT DAY

Friday, April 24, 2020

Ellie Pierce, Committee Chair

We have a tentative date for PDD 2020. At this time, let's just say that you can expect it to happen on a Friday late in April. It's my honor to chair the committee this year. If you know me at all, you know I'm ALL ABOUT collaborative continuing education and human resource development.



For this reason, I'm asking for feedback on my theme words this year. Please help by voting via this link:

<https://tinyurl.com/y44ardbw> for the five words you feel are most important for this year's PDD theme. I'll report back in the next Keynote on how I'm developing our theme based on your choices so please do vote.



PSP ENDORSEMENTS

The PSP Program is:

- Allied with the American Association of School Administrators
 - Affiliated with the National Association of Elementary School Principals

The PSP Program is Endorsed by:

- National Association of Secondary School Principals
- Association of School Business Officials International
- National School Public Relations Association
- American Association for Adult and Continuing Education

For questions contact PSP Chair, Shelly Doty (sdoty@boisestate.edu)

To find out more check out the NAEOP website:

<https://www.naeop.org/programs/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 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.

— 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!

BSUAOP Membership List 2019/2020

Elizabeth Allen
Rhosan Ames
Gaynel Barzee
Leslie Black
Gerry Bryant
Jennifer Buel
Matthew Cordell
Lisa DeRosier
Shelly Doty
Debbie Eidson
Jennie Ficks
Jan Gabelman
Valerie Hays
Guen Johnson
Linda Kauffman
Michele Kelly
Desirée Kohl
Anita Lasher

Marianne Ledford
Cynda LeDuc
Michal Lloyd
Danya Lusk
Linda Machado
Ramona Martin
Kili Murphy
Rita Nuxoll
Dana Oster
Twyla Perkins
Lynelle Perry
Ellie Pierce
Gail Puccetti
Suzan Raney
Patrick Resler
Pam Robbins
Isabel Rowsell
Naomi Sallay

Beverly Sherman
Shanda Sorenson
Annette Welburn
Audrey Williams

Associate Members

Rene' Delaney
Jackie Fuller
Donna Knapple (Amaru)
Maudi Garretson
Angela Garcia
Phyllis Carnahan
Connie Charleton

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://orgsync.com/150497/chapter>

Board members: <https://orgsync.com/150497/groups>

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

Boise State University Association of Office Professionals

2019-2020 Calendar

July 9, 2019	Executive Board Meeting— 3:00-4:00 pm—ALBR 109A/201C
August 13, 2019	Executive Board Meeting— 3:00-4:00 pm—ALBR 109A/201C
September 10, 2019	Executive Board Meeting – 3:00-4:00 pm—ALBR 109A/201C
September 27, 2019	Office Professional & Administrator of the Year*
October 4, 2019	Bosses Breakfast—7:30-9 am—Jordan Ballroom
October 8, 2019	Executive Board Meeting – 3:00-4:00 pm—ALBR 109A/201C
November 12, 2019	Executive Board Meeting—3:00-4:00 pm—ALBR 109A/201C
November 15, 2019	Holiday Auction—11:30 am-1:00 pm—SUB/Simplot
December 10, 2019	Executive Board Meeting—3:00-4:00 pm—ALBR 109A/201C
January 14, 2020	Executive Board Meeting—3:00-4:00 pm—ALBR 109A/201C
February 1, 2020	IAEOP Conference Scholarship Application Due*
February 11, 2020	Executive Board Meeting—3:00-4:00 pm—ALBR 109A/201C
March 10, 2020	Executive Board Meeting—3:00-4:00 pm—ALBR 109A/201C
April 14, 2020	Executive Board Meeting—3:00-4:00 pm—ALBR 109A/201C
April 15, 2020	NAEOP Conference Scholarship Application Due*
April 15-17, 2020	IAEOP 48th Annual Conference—Sun Valley, ID
April 24, 2020	Professional Development Day—MBEB
May 12, 2020	Executive Board Meeting—3:00-4:00 pm—ALBR 109A/201C
June 2020	Annual Meeting – TBD
July 20-24, 2020	NAEOP 86th Annual Conference—Little America Hotel Salt Lake City, UT

***Application/Nomination deadlines**