

KEYNOTER

Boise State University Association of Office Professionals {BSUAOP}

FEBRUARY—MARCH
2020
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BSUAOP has its own email:
AOP@boisestate.edu

President's Message Learn...Change...Grow By Shelly Doty

I've been thinking a lot lately about letting go. The phrase 'letting go' encompasses so many people, things, feelings, thoughts, places.

As parents and loved ones pass away we often struggle with being able to let go of that tangible love and understand that while we can't physically touch them, that love always stays within our heart and soul.

Our children grow up, move out, develop lives of their own. We sometimes struggle with allowing them to be who they are, to let go of our expectations. To make their own decisions even if we might disagree. To encourage them to create their own life and happiness, regardless of where that takes them, even far from our ability to have that tangible connection. They too, remain in our heart and soul no matter how far away they go or how they choose to live their lives.

Our jobs or work assignments change. Sometimes it can be scary, sometimes exciting. Either way we have to let go of what we used to do, the job we used to have. To move forward takes courage and fortitude and sometimes the phrase 'fake it till you make it' can take on meaning.

Individually we sometimes have to let go of who we are. Or maybe it might be phrased better as who we used to be. We all tend to carry around old beliefs, characteristics, expectations of both ourselves and others, habits both good and bad, even memories of whose meaning may change as you age and grow.



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BOISE STATE UNIVERSITY
ASSOCIATION OF OFFICE PROFESSIONALS

Professional Development Starts Within

Professional Development Day

April 24, 2020, 8 a.m. - 5:00 p.m.

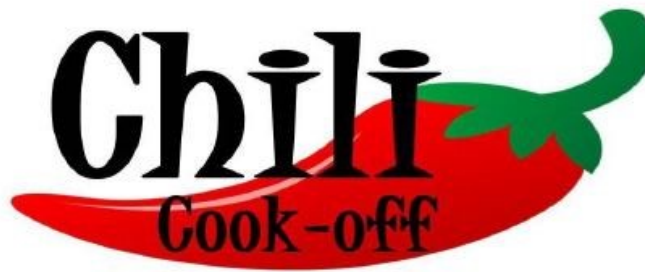
Healthy Mind & Body	Increasing Skills	Developing Career
<p>Nutrition</p> <p>Managing Stress</p> <p>Body Movement</p> <p>Emotional Intelligence</p> <p>Tai-chi & Qigong</p>	<p>Motivational Interviewing</p> <p>Public Speaking Skills</p> <p>Effective Communication</p> <p>Social Media Awareness</p> <p>Developing and Delivering Great Presentations</p>	<p>Setting & Achieving Goals</p> <p>PSP workshop</p> <p>Leading a Multi-generational Team</p> <p>Leader Development- Managing Self</p> <p>Networking- The Hows and Whys</p>

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

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

AOP 2020-21 memberships and renewals will be available during Professional Development Day registration.

2020 PDD will be hosted in the Micron Business and Economics Building (2360 W. University Drive).
Registration includes all conference materials, morning snacks and a lunch buffet.
The President's Office has granted release time for employees to attend with supervisor approval.
Registration opens March 20, 2020; Boise State AOP membership is not required.



2020 Annual Chili Competition and Fundraiser

To be held in the Hatch Ballroom

Student Union Building

Thursday, February 27, 2020

11:00 a.m. to 2:00 p.m.

Please mark your calendars and help us spread the word for one of the **HOTTEST** events of the year—an action-packed chili cook-off and fundraiser to support the **Goodwill Fund**, which assists qualified classified employees at Boise State with meal assistance each week.

Whether you want to create a chili and compete, bring some chili but not compete, or just come to eat, you are sure to have a lot of fun! Please bring your chili in a crockpot or heavy metal pot.

Winners will be chosen by popular vote in the following categories:

People's Choice, Spiciest, and Most Unusual

\$5 Suggested Donation for Lunch (cash only) includes one raffle ticket. Additional raffle tickets available for \$1 each. **Great prizes and you do not have to be present to win!**

Goodwill Fund donations may also be made at [Goodwill Fund Payroll Deduction Form](#)

President Tromp has granted one hour of release time with supervisor approval to attend the event.

Please RSVP right away at this link:

<https://forms.gle/g278vrmvxxzim6Mv7>

Contact Grace Lazenby at gracelazenby@boisestate.edu or email acemailbox@boisestate.edu for additional info.



BOISE STATE UNIVERSITY
ASSOCIATION OF CLASSIFIED EMPLOYEES
(ACE)



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.

MARCH BROWN BAG: MEET THE WOMEN OF BOISE STATE

Presented by Dr. Cheryl Oestreicher

Did you know there used to be a Dean of Women? Did you know the first faculty to receive a sabbatical was Ada Hatch? Did you know that Connie Thorngren pioneered competitive sports for women? From nearly starting as an all-female junior college



*From Special Collections & Archives
Associated Women Studies, 1949-1950*

through choosing our first female university president, female students, staff, and faculty have played a prominent role in Boise State's history since our founding in 1932. Come hear Dr. Cheryl Oestreicher share the triumphs and tribulations women experienced throughout our history.



*Dr. Cheryl Oestreicher
Associate Professor,
Head, Special
Collections & Archives
Albertsons Library*

Thursday ■ March 19, 2020 ■ 12 to 1 pm ■ ALBR201C
■ Bring your lunch ■

ALBERTSONS LIBRARY COLLECTED 283 BOOKS FOR OPERATION WISH BOOK

By Nancy Donahoo & Pam Kindelberger, Albertsons Library

Albertsons Library would like to thank the campus community for helping us to get 283 new books into the hands of children in the Treasure Valley. We would like to also thank the Bookstore for partnering with us by having discounted children's books available for donators to purchase, then donate to Operation Wish Book.

There was a total of 4,992 books collected for Operation Wish Book throughout the Valley. We look forward to your support in 2020.



*Nancy Donahoo
Albertsons Library*



*Pam Kindelberger
Albertsons Library*

HOW DO YOU VIEW PEOPLE?: UNDERSTANDING PEOPLE WITH BRAIN DIFFERENCES

By Laurie Seiler

How do you view people? Do ALL people have value and worth? Or, do people have value and worth only if they can support themselves and rarely need help, from anyone, for anything? Do people have a higher value and worth if they look, act, think, believe, get around, or solve problems the same way you do? Do you drop your friends or family members if they, or their teen or adult child, start processing information more slowly or perceiving things in a different way? What if they become more emotional, or less expressive? What if they start making choices that don't make sense to you? How do you see them, then? Do you blame them for being different?



Laurie Seiler

Do you take casseroles and offer rides, or other help, to friends and family members who are dealing with cancer, heart disease, or other serious illnesses? Do you do the same for friends and family members when someone is diagnosed with a brain disorder or has a breakdown of some kind? Both groups of illnesses are biologically based illnesses, and both require compassion and understanding.

We are all people. We all have our similarities and our differences, our challenges and our strengths. Some challenges are better understood and accepted than others. Most of us don't get to choose what challenges we deal with; they just show up – sometimes from birth or as a young child, other times as a teen or young adult, or even as middle-aged or older adult. Parents or other family members don't know ahead of time that this may happen, and there is no training manual for parenting typical kids, let alone ones who are different!

We all need education and support from those around us, to learn about our particular challenges and how best to respond to them and take care of ourselves or our loved ones, in a way that works for us and our culture and beliefs. We usually turn to people who have experienced similar challenges, to learn more about the condition or how to help the person struggling with it.

In order to be a good friend, spouse, parent, neighbor, or church or civic organization acquaintance of someone dealing with brain differences, there are some helpful things to know and understand:

1. Mental illness is an invisible difference that centers in the brain. You don't have the benefit of seeing the person in a wheelchair or walking with a limp to remind you that their brain may work differently than yours does.
2. Brain disorders are thought to be caused by something in the environment that triggers an underlying, predisposed disorder to "bloom". We don't know, yet, who is "predisposed" and who is not. But not everyone with a predisposition to something necessarily develops it – as evidenced by studies of identical twins who are raised together in the same household (same genetics, same environment), where one twin develops a brain disorder, but the other twin does not. We need a lot more research to better understand how all of this works.
3. Diagnosing brain differences is often a large guessing game that can take years of trial and error to figure out what it is, what does or does not work for that individual, and how that may change over time. There are signposts that may suggest this or that, but there are no definitive medical tests to clearly differentiate between several different diagnoses which can all manifest with similar symptoms and behaviors. Differentiating between typical developmental stages and illness can also be very challenging.

Continued on page 10

2019 HOLIDAY AUCTION RECAP

By Cynda LeDuc, Registrar's Office

115 people attended our annual Holiday Auction on November 22nd in the Student Union Building. It was a blast! This year the theme was set by our event chair, Ramona Martin, and our "blue, blue Christmas" was so pretty and classy! Our decorations were primarily blue and silver and we had several Christmas trees set up through-out the room.

Thanks again to Andrew Giacomazzi for leading the live auction. He is so great at amping up the energy and the bidding! We have a gem with him in our pocket! This year he teamed with student Kaleb Smith, the president of the Associated Students of Boise State University, and AOP benefitted by netting \$5,350 for our scholarship fund! Wow! We use these funds for scholarships to send members to IAEOP and NAEOP annual conferences and Professional Development Day. The funds can also be utilized toward other educational needs like books, workshops, and webinars. For more information on receiving a scholarship, please visit <https://orgs.boisestate.edu/bsuaop/scholarship/>

Thanks to all the departments, employees, and members who donated such great baskets for the auction! Such a wide selection of baskets meant everyone wanted to bid on something! We had both a live and silent auction and many great gifts were purchased by attendees. Here's a small sampling of the awesome things we had: a signed Boise State football, gift certificates for events, food, and lodging, ski passes, and a tower of gift cards that ended up going for over \$300! This year we went back to offering lunch (rosemary chicken with roasted new potatoes and gingered carrots), but also offered a no-lunch option, leading to a great increase in attendance.

This year we took fun photos (shared via email) of attendees with Santa. Shout out to Mark Heilman for putting on that suit and getting everyone into the spirit! We offered our 50/50 raffle and half of these funds were put into our scholarship fund while a lucky attendee (Kris Collins) won the other half. As part of this event we give 10% of the new proceeds to a charity of choice and this year we were able to donate \$597 to the Women's and Children's Alliance!

Of course, an event this large couldn't be accomplished by one person and many, many people helped out—you know who you are! THANK YOU ALL!! A BIG thank you to Shelly Doty and Audrey Williams. Shelly keeps everyone on track, organizes so much and really gives all of her time! Audrey spent a ton of time on the phone, contacting business after business soliciting gifts and donations. We wouldn't have been nearly so successful without each of you!



LEARNING OPPORTUNITIES

By Shelly Doty, BSUAOP President

Below are some great learning opportunities for a myriad of situations. Feel free to explore one or several.

Check out the NAEOP YouTube channel. There are a lot of great short videos ranging from information on the upcoming conference in July in Salt Lake City to develop leadership opportunities to skills in the workplace.

YouTube NAEOP channel: <https://www.youtube.com/channel/UCodlJYDb4OOftF78px7Xv4A>

Ever wonder how to deal with workplace situations? Check out the blog *Ask a Manager*. There are tons of topics covered that include great responses to various situations as an employee along with information on how to be a great manager. This blog is for everyone.

Ask a Manager: <https://www.askamanager.org/>

Volunteer with your local organization. You don't have to be on the Board of the Association of Office Professionals to volunteer to help out with our varied events. We welcome everyone who wants to lend a hand. It gets you involved in the organization and just maybe you'll want to run for a position on the board!

Association of Office Professionals: <https://orgs.boisestate.edu/bsuaop/>

Khan Academy is a free online educational resource that offers practice exercises, instructional videos and the ability to learn at your own pace in areas such as math, science, computer programming, history, economics and more. Courses range from kindergarten to higher education.

Khan Academy: <https://www.khanacademy.org/>

Lynda.com, now LinkedIn Learning, consists of *personalized learning experiences, courses taught by real-world professionals*. There is a cost associated with this.

Lynda.com/LinkedIn Learning: <https://www.lynda.com/>



Ted Talks or TedX Talks can be a great way to get an introduction to an idea. Ted Talks take more of a global approach. TedX Talks tend to be independently organized. Ted is a nonprofit organization whose short videos cover a myriad of topics in multiple languages. TedX Talks are locally created talks.

Ted Talks: <https://www.ted.com/talks>

TedX Talks: <https://www.youtube.com/user/TEDxTalks>

National Center for Faculty Development and Diversity (NCFDD). You don't have to be faculty to create an account. Boise State has a campus wide site license. While geared mainly toward faculty, some training that can pertain to anyone includes Every Summer Needs a Plan, Networking for Introverts (and Extroverts, Too!), and Imposter Syndrome.

NCFDD: <https://www.facultydiversity.org/>

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

Awesome!

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AOP BYLAWS VOTE

by Shelly Doty, BSUAOP President

The following was developed from the AOP Board review and vote on Bylaws changes and from membership comments received during the review period. The voting form that lists the recommended changes to Bylaws can be found at the link below.

Each item will pass with a simple majority. Quorum is established by the number of members who submit a ballot. As an example: if 20 ballots are received and 11 or more people vote 'yes' on a given item, then the vote shall be considered "passed" for that item.

Each member may vote only once. Voting will be verified with the current membership list.

Voting will be open January 30 - February 15, 2020. Changes approved will go into effect February 16, 2020.

To vote: [Membership Bylaws Change Vote](#). If the hyperlink does not work, copy and paste this link into your browser: <https://forms.gle/mr9vxfEtL43cTsRs9>

Current Bylaws can be found at: <https://orgs.boisestate.edu/bsuaop/bylaws/>

The voting mechanism is in Google Forms. Please email if you have any questions.



*Shelly Doty
BSUAOP President,*



86th ANNUAL NAEOP CONFERENCE

July 20-24, 2020
Salt Lake City, Utah

For BSUAOP members who are also members of NAEOP:

In mid-January, the NAEOP Board of Directors and 2020 Conference Planning Committee met in Salt Lake City, at the site of the 2020 NAEOP Annual Conference. Their objective was to put together the finishing touches in order to bring you an outstanding conference in July.

Although finding the funding to attend the conference can be a challenge, the NAEOP Education Foundation has developed a variety of ways to help members with conference scholarships.

There are several scholarship opportunities. Be sure to check out the recent NAEOP Tuesday's Tip (<https://youtu.be/rutgAXQBKDC>) where Mary Meyers shares just the information you need!



Mary Meyers sharing scholarship information during a recent Tuesday's Tip

To learn more about available scholarships, visit the NAEOP website (be sure to login as a member), under the 'MEMBERS' tab, 'MEMBER AREA', scroll down under 'SCHOLARSHIP & AWARD FORMS'.

Visit www.naeop.org for additional details about the annual NAEOP Conference under the 'EVENTS' tab.

Yes, it's scary to let go. Yes, it can cause anxiety. Yes, you might be unsure. But all of those things are okay. Letting go, changing direction, growing into someone or something else, actually living your life fully can be scary, anxiety ridden and make you unsure of your choices.

Don't let that stop you. Acknowledge the feelings, deal with them and take a step forward. Accept a new way. Look for a new beginning. Take a chance on letting go and finding a new you.



Shelly Doty
BSUAOP President,
2019-2020

THE LEGISLATURE IS IN SESSION

by Shelly Doty, BSUAOP President, 2019-2020

The Idaho State Legislature is in session. Keeping abreast of the legislation that affects you, your community and your state is a great way to keep in touch with what is going on around you.

Here are some key links to keep informed:

Idaho Legislature: <https://legislature.idaho.gov/>

Who's My Legislator: <https://legislature.idaho.gov/legislators/whosmylegislator/>

Idaho Statutes: <https://legislature.idaho.gov/statutesrules/idstat/>

Idaho Constitution: <https://legislature.idaho.gov/statutesrules/idconst/>

Idaho Session Laws: <https://legislature.idaho.gov/statutesrules/sessionlaws/>

Administrative Rules: <https://adminrules.idaho.gov/>

State Employee Compensation: <https://dhr.idaho.gov/Compensation/StateEmployeeCompensation.html>

Idaho in Session: <http://idahoptv.org/insession/>



Legislative Breakdown: <http://www.boisestatepublicradio.org/topic/legislative-breakdown#stream/0>

Idaho Reports: <https://video.idahoptv.org/show/idaho-reports/>

Eye on Boise: <https://www.idahopress.com/eyeonboise/>

4. Some of the current medications and treatments used to treat brain differences cause their own sets of side effects and additional challenges, which can sometimes feel even more severe than the symptoms they are supposed to treat; this is why so many people don't like taking their medications.
5. It is not unusual for teens, young adults, and adults to self-medicate with more "socially acceptable" substances, which in turn may, or may not, lead to addiction issues in addition to mental health issues. There is still some question about how addictive behavior (of any kind) fits in with the mental health world. There are many kinds of addictions and many of us deal with them: eating, smoking, drinking alcohol, legal and illegal drugs, medications, gambling, sex, sleep, shopping, exercise...the list goes on and on! Some people only deal with mental health issues or addiction issues, not with both. But both are brain disorders.
6. There are several natural alternatives that are starting to be studied more, which will hopefully lead to more and better medications and treatment options, eventually. Don't assume that someone who is using supplements, or altering their diet, exercise, or sleeping habits in a significant way, is a fanatic.
7. Medications or supplements, and lifestyle changes, are only part of the answer; therapy and life skills coaching help the person recognize their triggers or other symptoms (distorted thinking, panic and anxiety, hypervigilance, etc.) and learn how to more effectively deal with them.
8. "Normal" is an assumption that everyone should think like I do, do things the way I do, reason the way I do with my set of priorities, etc. "Normal" is, in reality, only a setting on a laundry machine! There are as many different ways of thinking about and doing things as there are people on this planet.
9. Brain differences are often cyclical in nature, meaning that sometimes the person may appear to function in a way that is considered more "typical" for our society, while at other times they may appear to function in a way that is considered more disabled. These periods of appearing more "typical" are what often causes others to think, inaccurately, that the person is just being lazy or not trying hard enough during the times they appear to be more disabled. (For comparison: Does your arthritis get worse later in the day after you have been on your feet a lot, or on days when it is going to rain or snow? Are you just being lazy or not trying hard enough?)
10. People with brain disorders often have to deal with other physical ailments, just like the rest of us. Having one disorder often weakens the immune system and makes any of us more prone to other disorders. Don't assume that all problems a person has are because of a diagnosed brain disorder.
11. A person with a brain difference often has to work many times harder than a person with a typical brain, in order to do even the most simple and basic tasks. Yet they have the same desire to feel like they matter, like they have something to contribute to society, that they can make a difference by being here in this world – just like all of us do. Extra patience and understanding can go a long way, along with learning to think "outside the box"
12. Every person has value and worth, and can contribute to society, with the right education, training, practice, and supports. Please do not judge someone just because they do things in a different way, or take longer to do something than you think they should. History is full of examples of great discoveries, inventions, and creative expression by people who were a little different. At the same time, we need a lot of people to take care of the "little" jobs in order that the "big" jobs can be attended to. No matter the differing abilities, there is some place where every person can fit in and make a difference.



13. Even if you cannot agree with what the person is saying (“The aliens are out to get me”), try to empathize with the feeling the person is experiencing (“I can imagine I would be afraid, too, if I thought the aliens were trying to get me”). This can go a long way toward improving communication with the person. “I” statements also help with communication. Never put down or make fun of someone who is different – that could be you, one day.
14. Brain differences can affect how we receive input, how we process information and assign meaning to it (perception), how we store and retrieve information, and how we respond to information, whether through words, body language, or other means of expression. Attention and energy levels are often also greatly impacted, which means that the speed at which the brain functions is very often impacted, as well. Some of the more common examples are:
 - a) Difficulty sorting through competing stimuli, because of a lack of filters, to easily determine what to pay attention to and what to ignore (such as the person speaking to you, the music playing in the background, the siren or traffic noises outside, the too-bright or shadow-filled lighting, the desire to follow up on that cute girl/boy you just remembered seeing or the person who bullied you, pressure to keep track of the time so you won’t be late to your appointment again, trying to remember what you were supposed to add to the shopping list, etc.). We all must use our filters to sort through and prioritize these and a million other little things. If you are lacking filters, or they don’t work properly, you are easily distracted and unfocused, without meaning to be. You also get exhausted much more easily.
 - b) The presence of additional stimuli in the form of: hallucinations (experiencing something through the senses that another person in the same situation does not experience); delusions (believing something to be true that another person would not see in the same way); serious depression (feeling that there is no point in trying, not having the energy to even get out of bed, let alone shower and dress and do anything else); debilitating anxiety, or suicidal thoughts and feelings. Also psychosis (being out of touch with reality) can be present with any mental illness. But not everyone with a mental illness automatically experiences psychosis.
 - c) Lack of executive functions (the many steps involved in planning, organization, and follow-through) to accomplish something, whether that thing is an essential task for survival, an important education or job skill, or a fun activity. The frontal cortex is the last part of the brain to fully develop and come “online”. If a brain challenge starts early enough, the person’s brain may not develop in the same way those of typical peers do. They can overcome a lot, with time and training and practice, but they may always do things somewhat differently.
 - d) Living in a constant state of alertness and readiness for essential life-sustaining self-protection (fight, flight, freeze, or faint) due to trauma. (Trauma is defined as a normal response to an overwhelming situation that is beyond our control; no one else gets to define what is, or is not, traumatizing for another person, period!) Hypervigilance is exhausting.
 - e) An apparent lack of social skills (interrupting others; not waiting their turn; blurting out words or actions before thinking about them first; not answering a question because they were distracted by something else, or they did not understand the question, or they are still trying to process it and come up with an answer that will be deemed “appropriate”; running out of the room due to fear, or embarrassment, or anger at themselves for being different, or at others who do not understand or accept their differences; or sometimes because they perceive psychosis to be more real than reality, and they are responding to that) – all due to the previously mentioned challenges.

f) There are many more examples but these are just a few to start you thinking, and hopefully understanding a bit more, about what you may see and hear, and why those behaviors might be there, in someone facing a brain disorder.

15. We would not expect a paralyzed person to get up and walk up the stairs, any more than we would expect an athletic person who just suffered a heart attack to get out of their hospital bed and immediately run a marathon. People in both of these situations can make great progress through lots of therapy, hours and hours of practice every week, and the benefits of technology and other supports. The same is true for most people with brain disorders. Our society is full of many expectations that are not realistic for all our citizens. Please examine your expectations when they come up, and decide if they are really appropriate, or not. Choose to educate yourself about a person's diagnosis, rather than judge them (or their upbringing, etc.).



Medications, therapies, supported housing, job coaching, transportation, and life skills training all cost money. Many years ago, families with children who had developmental disabilities chose to separate themselves from families with children who had mental health challenges. Yet both are biologically-based brain differences. Society will fund programs for some brain differences, but not others. Stigma was at work then, and still is, today. Currently, we are so fearful of someone abusing the system that each person needing help must spend several hours every week keeping track of, and reporting, myriad different minute details that most of us would pull our hair out trying to keep track of, for each different program through which they receive help. (Try doing that with a brain disability!) And these programs, if a person can qualify for them and keep

them going over the longer term, do not provide even a minimum wage equivalent, let alone enough help to actually live on. Our “safety net” programs are pretty thread-bare, and not sustainable for the client, most of the time.

There are many community organizations out there who help with education and support around people with behavioral health issues and those who love and care for them, as well as for community members at large. Mental Health first Aid is one such class. Depression and Bipolar Support Alliance (DBSA) is another. NAMI (National Alliance on Mental Illness) offers more in-depth education and support for family members and close friends, as well as for the individuals living with mental illness (where available). All NAMI support and education programs are facilitated by trained peers or family peers who have experienced, first-hand, living with a mental illness, or supporting someone who does.

So, do we really believe in the value and worth of all people? Or do we only mean those people who look and act like us? Brain differences are mostly invisible, but they can have a huge impact on how people think and function. Hopefully you have learned a bit more about them, and will choose to ask more questions and learn more, the next time someone does things in a different way.

About the Author: Laurie Seiler, Fort Collins, CO. Laurie is a family member of someone who is differently-abled. She did not know anything about differing abilities until her oldest child was born different, 30 years ago. She is certified in the state of Colorado as a Family Peer Specialist, as defined in State Statute, meaning she has raised a child with involvement in one or more systems, and she has been trained in the System of Care philosophy. She has worked as a client and family advocate at the local community behavioral health center, for nearly 20 years, where people with mental health and/or addiction diagnoses are treated. She is not a licensed clinician or medical provider; all opinions are her own, based on her own experiences. She also works with NAMI Larimer County, CO. Feel free to contact Laurie at laurie.seiler@summitstonehealth.org.

FOCUS ON MEMBERS:

LINDA KAUFFMAN

School of Social Work, MSW Online Program



My name is Linda Kauffman and I am the Administrative Assistant for the School of Social Work, MSW Online Program. My boyfriend, Mike, and I moved to Boise from Moscow almost 15 years ago to be closer to my family. I took a position with St. Luke's Mountain States Tumor Institute and was with them for 11 years. My first position was as a regulatory research coordinator for pediatric oncology, then as the secretary to the NCCCP program where I was responsible for spending and tracking a good portion of the 4.9 million dollars we had been awarded through the National Cancer Institute. I spent my last six years as the secretary to the oncology surgeons doing my best to keep the doctors licensed, fed, and had proper clinic support each day. After I made the big decision to look for new adventures outside of medicine, I applied for the job I have now and I will be celebrating my second year with Boise State in just a couple of months.



I was born and raised in the Idaho Falls area and spent a good portion of my youth either there or in Orofino, where my dad is from. I'm from an incredibly large family (my mom is one of 16 kids), so if you are from Bonneville County, even if you don't know me—you likely know someone in my family! I am the youngest of four and have been told by my older siblings that I am exceptionally bossy, which is something I strongly disagree with. I am a very proud auntie of four nieces and one nephew and I work diligently to be as silly with them as humanly possible. My family is a backpacking family; our dad had us on the trail as soon as we could carry a small pack and I've spent a good portion of my life following close behind him through the Idaho wilderness. We do not have a dog but we DO have five fish tanks...it's a sore subject for me—I don't want to talk about it.

I am known to be fiercely competitive when it comes to trivia games. I love Lawrence Welk and I still watch the reruns on Saturday night because I'm sentimental and I love their costumes. I had my own radio show when I was in my 20s called "One Girls Garbage..." but you could only listen if you were on the University of Idaho campus. For about 35 years, I believed I had been abducted by aliens; it turned out I just had a really high fever and was hallucinating...or was I? When I was 17 I met Sonny Bono and physically accosted him within seconds of being introduced...it's a long story. Luckily, Mr. Bono was a good sport and did not press charges. I saw Muhammad Ali on the same day but was too far away to accost.



I joined the Association of Office Professionals very shortly after I was hired and was able to attend the Professional Development Day last year. It was an incredible event packed with great breakout sessions and a phenomenal Keynote speaker, Dr. Vincent Kituku. I met people from across the University as well as other state employees that had vastly different views. I've not worked in a place that had an organization like this. It can be tricky when you are an office professional in any system; you can silo yourself even when you are involved with your work and the people around you. I find that the AOP provides opportunities to get out into our system and meet other professionals and to continue to learn and grow with each experience.

**BSUAOP
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2019/2020**

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FACILITIES, OPERATIONS, & MAINTENANCE

By Barbara Beagles

Director, Facilities, Operations, and Maintenance

Welcome to Winter Boise State Community! FOM is doing their absolute best to arrive early—before faculty, staff, and students—to prepare parking lots, sidewalks, and crosswalks. There are a few things that everyone can do to make things a little safer with this winter:

- Leave for work early...understand that people are going to be driving slower to gain better control of their vehicle. Getting to work a bit earlier also makes it easier to find parking.
- Dress for the conditions. Cute shoes/dress shoes and snow don't usually mix. Wear shoes with plenty of traction and plenty of surface area. High heels do not work well on these uneven surfaces.
- Walk like a penguin. This will help limit your opportunity to slip and fall on ice you can not see. We get here early to put liquid and granular ice melt down, but there is no way we are going to be able to treat every surface. Take the extra steps to make your way safely around campus.

FOM is working on updates across campus all the time. Some highlights you might see:

- New lobby furniture, carpeting, and lighting in the Multipurpose Building.
- Coming: New lobby furniture for ED including all elevator lobbies on floors 2 through 7. (Estimated arrival of April or May 2020.)
- New roofs on all Engineering Buildings and Yanke (spring/summer 2020).

If you need any assistance from FOM or you need to turn in a work request, please call 208-426-1409, use our Text N Fix option at 208-866-6825, or our online Work Order Form (<https://www.boisestate.edu/operations/facilities/submit-a-work-order/>).

Thanks and Happy New Year!



*Barbara Beagles,
Director,
Facilities, Operations,
and Maintenance*

PROFESSIONAL DEVELOPMENT DAY

Friday, April 24, 2020



2019 BSUAOP Professional Development Day

We will host the 2020 Professional Development Day on April 24, where attendees will have a variety of sessions to choose from, earn certificates, and make connections. You do not need to be a member of AOP to attend this event.

Be sure to check out the Professional Development Day flyer in this newsletter for more information...it is definitely worth attending!



2019 BSUAOP Professional Development Day

**BSUAOP
MEMBER
REPRESENTATIVES**

**Membership Committee
Chair**

Audrey Williams, 2018-2020
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Albertsons Library
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Member Representative

Pam Robbins, 2019-2021
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Member Representative

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



BUDGET REPORT

By Michele Kelly, Treasurer

BSUAOP financial report as of January 13, 2020. Current Account Analysis Report is showing a balance of \$16,511.35. Although approved, the Events Services bill from Holiday Auction has not yet hit our account (\$944.92). Payment to the Women's and Children's Alliance was submitted last month (\$594.72).



WEBSITE REPORT

By Pam Robbins, Website



We will be merging the BSUAOP website under the Human Resources website. We will have a collaborated meeting in the near future to ensure a smooth transition.

More updates to come and will be shared in upcoming board meetings and newsletters.

TECH TIPS & TRICKS: BEST EMAIL PRODUCTIVITY HACKS

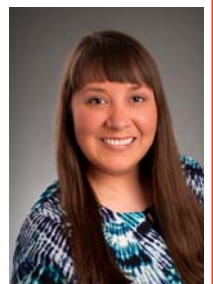
Submitted by Desirée Kohl

If your job is similar to mine, you came back to work after the holidays to an overwhelming number of emails. Between playing catch-up and the addition of current, daily tasks or projects, email maintenance is no easy task.

The six shared tips in this short YouTube video just might be the tricks needed for some of us to lessen our email anxiety.

1. Start from the bottom up (address the oldest emails first)
2. Utilize the auto filter feature to categorize or label based on certain projects
3. Auto-archive marketing emails (eliminate unnecessary inbox "clutter")
4. Your email is not a to-do list
5. Join the "clean inbox" club (zero emails in your inbox at the day's end)
6. Block out your email time (don't be checking your inbox all day long)

Click the link to learn the "Best Email Productivity Hacks—How to Achieve Inbox Zero in 20 Minutes A Day": <https://www.youtube.com/watch?v=IH-ZrIaym0U>



COMMITTEES 2019/2020

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VACANT

Bosses Breakfast

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Holiday Auction

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Professional Development Day

Ellie Pierce
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Photographer

Cynda LeDuc
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BROWN BAGS

By Ellie Pierce, Committee Chair

Planning and logistics are currently being worked on for the February installment of the Brown Bag lunch series. Look for an announcement and registration link to come out soon.

“Meet the Women of Boise State” is our March Brown Bag, and scheduled for Thursday, March 19th. Please bring your lunch and join us.



MEMBERSHIP AND EVENTS

By Audrey Williams, Membership Representative, Chair



AOP currently has 47 members. One of the reasons people are drawn to our organization is our three signature and very popular campus events that we have each year: Holiday Auction, Professional Development Day, and Bosses Breakfast.

Our next event will be Professional Development Day. Be on the watch for more information. 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. 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 by phone at 208-426-4039 or email at awilliam@boisestate.edu. 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.

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

Idaho Association of Educational Office Professionals (IAEOP)

In lieu of the annual conference, IAEOP has elected to focus on membership and professional development this year.

IAEOP plans to host workshops and encourages those who are able to register for and attend the NAEOP annual conference in July. The NAEOP conference will be held in Salt Lake City—just a few hours away! Registration is now open: <https://www.naeop.org/events/2020-naeop-conference/online-registration-form.html>.

Professional Standards Program

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>

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

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

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

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

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

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

Membership = 1 point per year

Elected Officer = 2 points per year

Committee Chair = 2 points per year

Committee Member = 1 point per year

Workshop/Seminar leader or keynote speaker = 1 point per presentation

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

— 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	Michele Kelly	Beverly Sherman
Rhosan Ames	Desirée Kohl	Kim Shively
Quinn Anderson	Anita Lasher	Shanda Sorenson
Gaynel Barzee	Marianne Ledford	Li Sperl
Leslie Black	Cynda LeDuc	Annette Welburn
Gerry Bryant	Danya Lusk	Audrey Williams
Jennifer Buel	Linda Machado	Wendy Wong
Matthew Cordell	Ramona Martin	
Lisa DeRosier	Kili Murphy	
Shelly Doty	Rita Nuxoll	<u>Associate Members</u>
Megan DuPre	Dana Oster	Connie Charleton
Maya Duratovic	Twyla Perkins	Rene' Delaney
Debbie Eidson	Lynelle Perry	Jackie Fuller
Jennie Ficks	Ellie Pierce	Angela Garcia
Michelle French	Gail Puccetti	Maude Garretson
Jan Gabelman	Suzan Raney	Guen Johnson
Christine Harpham	Patrick Resler	Donna Knable (Amaru)
Valerie Hays	Pam Robbins	
Guen Johnson	Isabel Rowsell	
Linda Kauffman	Naomi Sallay	

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 22, 2019	Holiday Auction—11:30 am-1:00 pm—SUB/Simplot Ballroom
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 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
March 19, 2020	Brown Bag: Women of Boise State—12:00-1:00 pm—ALBR 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 (Cancelled)
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**