

KEYNOTER

Boise State University Association of Office Professionals

SEPTEMBER—OCTOBER

2021

IN THIS ISSUE

| | |
|------------------------------|----|
| President's Message | 1 |
| Bosses Breakfast | 3 |
| Monthly Meeting/Zoom | 3 |
| AOP 2021/2022 Board | 4 |
| Holiday Auction | 7 |
| NAEOP 2021 Conference | 8 |
| PDD | 10 |
| Budget Summary | 10 |
| Digital Commons | 11 |
| PSP | 12 |
| Member List | 13 |
| 2021/2022 Calendar of Events | 14 |

BSUAOP has its own email:

AOP@boisestate.edu

President's Message

Desiree Reyes

Welcome back, Boise State colleagues! I'm honored, humbled, and excited to be your AOP President this year. Whether you are truly back to campus or, like me, continuing the remote journey—here's to an exciting year of growth... chaos and all.

We held our first meeting of the year in early August where discussions centered around our three main events: Bosses Breakfast, Holiday Auction, and Professional Development Day. We were also able to commit to continue our Brown Bag Series and announced the return of our Keynoter newsletter thanks so much to our once-again editor, Shelly Doty.

I thought for quite some time on what I wanted to focus on as a theme this year. I racked my brain trying to come up with something profound. Maybe it was the constant chimes coming from my computer notifying me of another email, maybe it was the dogs wanting back in from their backyard break, or my phone telling me there was a text, or a kiddo needing assistance pouring the full gallon of milk, but the one phrase continues in my mind head: **Organized Chaos**. I know it may not seem super profound, but it sure seems to currently fit the lives of many. In speaking with others, I'm learning (perhaps more slowly than I care to admit) I am not alone in this thinking.

The thing is: I'm a naturally organized person. I thrive in seeing a mess and organizing it to where it will make sense for pretty much anyone. I could lose myself for hours doing just that with even the "little things": my kids have always had their own hanger color assigned to them so laundry is painless to put away, I use a different color of pen each day of the week so I can look back at my notebook and tell you exactly what day something happened.

Continued on page 2

My husband gets a kick at how I place groceries on the conveyor belt while I imagine how would be the best and most convenient order for the cashier to do their part as efficiently as possible. He sees my extra 20 seconds as precious time wasted when it might be faster to throw the items all willy-nilly and get out of the store (that's really his end goal anyway, right?). I see the potential time-saving in the whole process—from the cashier, to my bagging the groceries (WinCo for this family), to how quickly my family can unload the items and put them away.

With all that being said: I do NOT feel like my normal self these days. Let's be honest, most of us haven't felt "normal" for over a year now. And I was learning to accept that. And then it hit me. Like a ton of bricks, it hit me. I was feeling more than just not normal: I was missing my organized calm. There is so much in our lives we are unable to control, and I've never had any desire control what I cannot—but I sure do miss the calmness.

Chaos has impacted us all on campus...this past year, we've seen changes in how students can be taught, how internships changed their policies around student placements, and the list goes on. Our AOP has been impacted as well in our events. We recently made the tough, but thoughtful decision to reschedule our annual Bosses Breakfast to next spring due to the recent surge in COVID cases. Something out of our control and desire forced us to consider other options to this event. More on the event change is advertised in this edition of the Keynoter and will continue to be advertised in future issues as we organize the details.

I hope you'll explore with me this year how we can face this chaos and do our best to put it in some sort of organized order. Taking back our calmness one day at a time and allowing room for any unplanned chaos, giving ourselves time to process ways to best organize such surprises is something I believe will help us professionally, personally, and mentally.



Desirée Reyes
2021-2022 BSUAOP President

BSUAOP has its own email: AOP@boisestate.edu

**Please don't hesitate to contact us.
For more information on our organization.
To ask questions about what's going on.
To make suggestions for anything!
Just to say hi and tell us we're doing a great job.**

We'd love to hear from you.



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.

We *cannot wait* to gather together for the **Bosses Breakfast**...but wait we shall. Due to the current uptick in COVID cases, we will reschedule Bosses Breakfast to Spring 2022. We are hopeful this decision will help to provide a safe environment for us to enjoy a meal and a ton of laughs--together.

Stay tuned for additional information as the academic year progresses.



Join AOP for the monthly Board meetings, from 11 am to 12 noon on Zoom. See how the Board works and help us make this a great year!

Zoom link: <https://boisestate.zoom.us/j/95536493695>

| |
|-------------------|
| September 7, 2021 |
| October 5, 2021 |
| November 2, 2021 |
| December 7, 2021 |
| January 4, 2022 |
| February 1, 2022 |
| March 1, 2022 |
| April 5, 2022 |
| May 3, 2022 |
| June 7, 2022 |

2021/2022 ASSOCIATION OF OFFICE PROFESSIONALS

INTRODUCING YOUR NEW BOARD



President Desirée Reyes: Desirée has been an Administrative Assistant with the School of Social Work Field Education Office for the past six years. Prior to joining Boise State, Desirée worked as the Office Manager for a local commercial construction company. One of her most rewarding (and challenging) roles has been being "just mom" to her five kids. Desirée is excited for her role this year as BSUAOP President and all the Association has to offer.



President-Elect Kim Wilcox: Kim graduated in 2016 from Boise State University with a BA in Theatre Arts, design. Her career background includes office management and supervision, event management, building client relationships, and customer support and service. She is an accomplished vocal musician and studied dance and movement for over a decade. She has seven children and enjoys family life very much. Her passion is paddle boarding or any water related activity. Kim is the current President Elect for the Boise State University Association of Office Professionals.



Vice President Annette Welburn: Annette is an evaluator in the Office of the Registrar. Annette's favorite part of AOP is the organization's focus on training so she is excited to get to coordinate this year's Brown Bag lunchtime training sessions. In person training was not an option this past year, so Kim Wilcox graciously designed an online [AOP Brown Bag Training](#) which you are invited to browse though, if you feel like you could use some inspiration. Thank you, Kim! If you have suggestions for a speaker you would like to see teach an in-person Brown Bag workshop this year, please email annettewelburn@boisestate.edu with the subject line "Brown Bag Idea".



Immediate Past President Ramona Clark: Ramona works in the College of Engineering's Department of Construction Management as the Management Assistant. She is a Boise State Alum with a Bachelor of Science (Criminal Justice) and a Master of Public Policy and Administration. She is also currently about half-way through an additional Construction Management Bachelor's degree.

Ramona is also the Area Director for the National Association of Educational Office Professionals (NAEOP) and is on a mission to get as many Boise State AOP members to achieve their PSP certification before May of 2022. Feel free to send her an email for more information and qualifications.



Secretary Pam Robbins: Pam has been employed by Boise State since 2014 and has always been an active member of AOP since she arrived. She has volunteered for numerous AOP event committees and been a board member since 2016, holding roles as membership representative, membership chair and now secretary. In her spare time, Pam enjoys sporting events, concerts, reading and gardening.



Treasurer Dawn Brown: Dawn has worked at Boise State University for 15 years, first in the School of Social Work and now in the English Department. She enjoys working with students, planning professional development events for social workers and teachers in the state of Idaho, and providing great customer service. Her interactions with professors and other campus staff have been rewarding. Boise State University is a great place to work! Go Broncos!



Member Representative, Chair, Isabel Rowsell: I work in the College of Business of Economics' Dept. of Marketing. I started 7 years ago and the time has flown past with many great memories, not just by attending AOP social events but seeing lives changed in a short amount of time. I look forward to continuing this good work along with my peers. This past year has been rough. We are coming up with a communication plan to reach our community in a way that resonates with them. We plan on working out a way to continue our events in a way that fits you. We want you to be well and connected to our campus community so let's go Broncos!



Member Representative Katy Lightfield: My name is Katy Lightfield and worked for Boise State University for nine and half years. I have previously served on AOP as treasurer and served on ACE. As a Member Representative for the Association of Office Professionals, I am looking forward to continuing to promote professional development for Boise State employees and the other services AOP has to offer.



Member Representative Beverly Sherman: Beverly Sherman has been working for the First Year Writing Program since she arrived at Boise State in 2017. She is a mother of 3 adult sons and enjoys helping people and things grow. In her spare time, she volunteers for Caring Hearts and Hands of Hope, a Boise-based non-profit that educates young people in Kenya. This led to her childhood dream of visiting there in 2018 and she wants to go back.

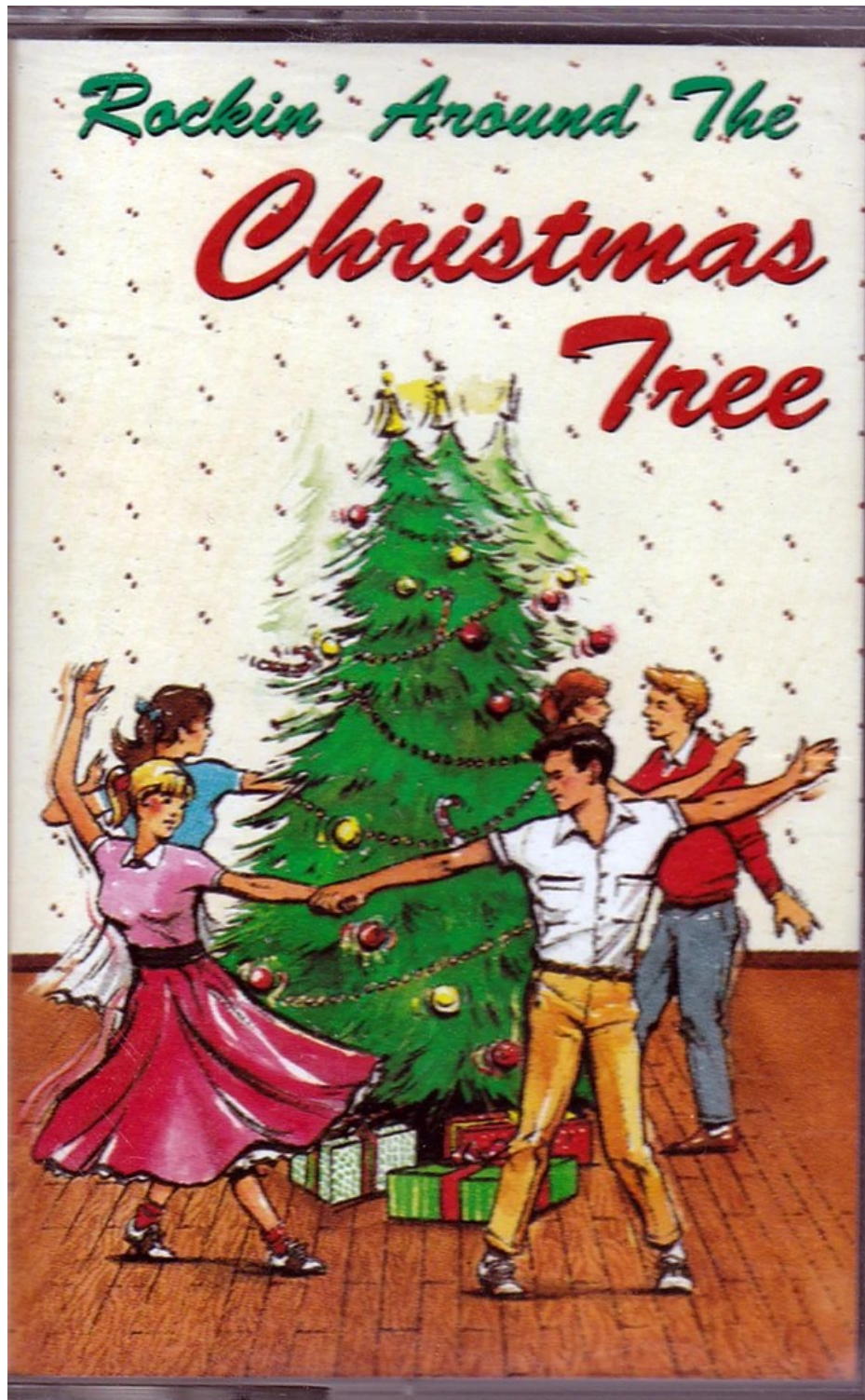


Member Representative Angela Roberts: Hi, I'm Angie Roberts. I have been at Boise State for almost five years as an administrative assistant in the eCampus Center and love being a part of this campus community. I started attending the Professional Development Day put on by AOP that first year I started, and have really enjoyed the learning opportunities it has provided. I am excited to get more involved as a membership representative and assist in providing more professional development experiences to campus members. Along with working here, I decided to go back to school and finish that degree I started about 30 years ago. I am on track to get my Bachelor of Science in Public Health with a Health Education and Promotion Emphasis this next spring. In my free time, I like to spend it with my family. We especially like running around in our Ford Model T, going to Model T club events, parades, and car shows.

Mark your calendars for the “**Rockin’ Around the Christmas Tree**” Holiday Auction on Friday, November 12th from 3-5pm. Online silent auction will be open from Wednesday, November 10th until noon on Friday, November 12th.

- Live (both in-person and online) auction will begin at 3:15 on Friday, November 12th
- 50/50 raffles will be available for in-person attendees

Watch for more information on donating department baskets and other items and details for silent and live bidding with our “Rockin’ It” auctioneers.



**BSUAOP
OFFICERS
2021/2022**

President

Desiree Reyes
School of Social Work
desireereyes@boisestate.edu

President-Elect

Kim Wilcox
Dept. of Theatre, Film &
Creative Writing
kimwilcox@boisestate.edu

Vice President

Annette Welburn
Registrar's Office
annetewelburn@boisestate.edu

Secretary

Pam Robbins
Alumni Relations
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Treasurer

Dawn Brown
English Department
dawnbrown1@boisestate.edu

Immediate Past President

Ramona Clark
Construction Management
ramonaclark@boisestate.edu



BOISE STATE UNIVERSITY
ASSOCIATION OF OFFICE PROFESSIONALS

**NATIONAL ASSOCIATION OF EDUCATIONAL
OFFICE PROFESSIONALS
2021 ANNUAL CONFERENCE
PITTSBURGH, PENNSYLVANIA**

By Kim Wilcox

Looking back at the 2021 NAEOP conference, there are only good memories of great presentations and wonderful new friends. The hotel was beautiful and the city of Pittsburgh welcomed us with open arms. There was a vibe of love, excitement and comradery. I learned about excel and excelling within the same day.

When one thinks of a national education conference for office professionals, they may picture stuffy rooms full of bored people twiddling their thumbs. This was not that. From the moment I landed in Pennsylvania, I felt the rush of energy that enveloped us all through the entire week-long adventure. It might be the isolation of COVID quarantine talking, but to see people in person was beyond fabulous.

One of many benefits of going to the event was that technical issues were non-existent on my end, as opposed to the virtual attendees. We all know that with new things there will be struggles and the tech side of this was new to us all. I appreciate how tech issues were handled and the conference was smooth sailing for the most part.

The professionalism mingled with support for each participant was tangible. I felt welcome as soon as I stepped into the conference where I got a big hug for just showing up! My mentor (yes, you get a mentor your first year there) was Lola Young, and she was such a support! She emailed me before I even knew what to do or where to go with such helpful information. She even shared her packing list with me so that I would know what to bring.

Our hotel was amazing! It was built in the early prohibition years and so when we toured it we got to see the speakeasy where the secret drinking would happen. There were original bottles there that still had some alcohol in them. They are locked behind the bar with some serious alarms rigged to them. Movies have been shot in the hotel at various locations and I can see why. It is gorgeous!

I know that I was loved, encouraged, taught and buoyed up throughout my time at the NAEOP conference in Pittsburgh. I am planning to go again this coming year to the Salt Lake conference. You should come too!

BSUAOP MEMBER REPRESENTATIVES

Membership Committee Chair

Isabel Rowsell, 2020-2022
Dept. of Marketing
isabelrowsell@boisestate.edu

Member Representative

Angela Roberts, 2020-2022
eCampus Center
angelaroberts417@boisestate.edu

Member Representative

Beverly Sherman, 2021-2023
English Department
beverlysherman@boisestate.edu

Member Representative

Katy Lightfield, 2021-2023
Business Services
katylightfield@boisestate.edu



NAEOP Conference
L to R: Kim Wilcox,
Shelly Doty, Ramona
Clark, Desiree Reyes

As you can see—
LOTS OF FUN

EVEN MORE FUN IN THE
EVENING with members
from across the U.S.

Left to right
Back row: Kim Wilcox, Shelly
Doty, NAEOP Member,
Middle row: Gayna Breeze,
Ramona Clark, NAEOP
Member
Front row: NAEOP Member,
Theresa Himmelberger, Marie
Freeman



Did you guess the theme for the
conference?

WELCOME TO THE ROARING 2020'S

Kim Wilcox and Ramona Clark
took the theme to an outstanding
level!

COMMITTEES 2019/2020

Website

Pam Robbins & Beth Allen
pamrobbins@boisestate.edu
eallan@boisestate.edu

Scholarships & Awards VACANT

Nominations & Elections
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PSP Representative
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Program Committee
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Keynoter Editor
Shelly Doty
sdoty@boisestate.edu

ACE Representative
VACANT

PSA Representative
VACANT

Bosses Breakfast
Desiree Reyes
desireereyes@boisestate.edu

Holiday Auction
Ramona Clark
ramonaclark@boisestate.edu

Professional Development Day
Kim Wilcox
kimwilcox@boisestate.edu

Photographer
VACANT



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 if the site offers permission to republish or reuse the content, send that information along with your suggestions for the content to Shelly Doty, sdoty@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.

A Year of Opportunity

Stay tuned for more information on our 2022 Professional Development Day coming up in April. It will be a hybrid of in-person and virtual workshops with wonderful local presenters to enrich your education experience.

If you have questions contact the PDD chair, Kim Wilcox, kimwilcox@boisestate.edu

AOP BUDGET SUMMARY

We're starting of FY22 with about \$6,000. We sent four people to the National Association of Educational Office Professionals annual conference in Pittsburgh, Pennsylvania. We still have some items pending from FY21, with the balance noted above accounting for those pending items.

We'll use our funds for our major events: Bosses Breakfast, Professional Development Day and the Holiday Auction. After those events funds will be used for scholarships (so don't hesitate to apply) and sending the president and president-elect for 2022/2023 to national conference in July 2022.

Let us know if you have any questions about the budget. Email aop@boisestate.edu, and we'll provide you with more information.

WHO READS THE KEYNOTER? A TON OF PEOPLE FROM ALL OVER THE WORLD!

By Shelly Doty

It's amazing to think that our 'little newsletter', the Keynoter, goes beyond just our group. Take a look at the graphic below. Because we provide our newsletter to Albertsons Library's ScholarWorks, and they provide permanent online access, people throughout the world look at what we do as an organization!



It's been downloaded by 21 different institutions in 28 different countries!

Who is downloading?

- ◇ 9 different commercial companies : 1 organization : 2 different government agencies : 9 different educational institutions

What countries are they from?

- ◇ United States: 261 times
- ◇ China: 60 times
- ◇ Russian Federation: 45 times
- ◇ Ukraine: 11 times
- ◇ United Kingdom: 8 times
- ◇ Turkey: 7 times
- ◇ 1-5 times: Republic of Korea, Finland, South Africa, India, France, Guam, Thailand, Canada, Philippines, Uzbekistan, Australia, Brazil, Germany, Greece, Indonesia, Japan, Lithuania, Portugal, Sweden

Various people from around the world have downloaded our newsletter, from our earliest edition we've found to place online, 1982; to our most current edition, 2020. And that's just from FY21! Can't wait to see who else reads our newsletter this year!

PSP ENDORSEMENTS

The PSP Program is
Endorsed by:

- National Association of
Secondary School
Principals
- Association of School
Business Officials
International
- National Association for
Public Relations
Association
- National Association of
Elementary School
Principals
- American Association of
School Administrators

The underlying concepts of
the Program are endorsed by:

- American Association for
Adult and Continuing
Education

For questions contact
PSP Chair, Ramona Clark
ramonaclark@boisestate.edu

To find out more check out
the NAEOP
website:

[Professional
Standards
Program](#)

Professional Standards Program

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

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

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

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

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

- Keep track of all training you receive either on or off campus
- 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

Find the [Professional Standards Program booklet](#) on the [NAEOP](#) 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: <https://scholarworks.boisestate.edu/> developed through Albertsons Library.
2. Click on Collections under Browse, then on University Documents.
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 2021/2022

| | | |
|-------------------|------------------|--------------------------------|
| Beth Allen | Desiree Reyes | |
| Matthew Cordell | Pam Robbins | <u>Lifetime Members</u> |
| Catherine Crapo | Angela Roberts | Gaynel Barzee |
| Janet Deardorff | Isabel Rowsell | Connie Charleton |
| Shelly Doty | Timothy Saunders | Jackie Fuller |
| Paty Dudziak Kerr | Maggie Scott | Maude Garretson |
| Maya Duratovic | Susie Seltzer | Guen Johnson |
| Luke Hellwege | Beverly Sherman | Suzan Raney |
| Dori Hulme | Jimmy C. Taylor | |
| Linda Kauffman | Annette Welburn | |
| Cynda LeDuc | Audrey Williams | |
| Katy Lightfield | | |
| Twyla Perkins | | |

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://boisestate.edu/hrs/get-involved/association-of-office-professionals/>

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

2021-2022 Calendar

| | |
|--------------------------|---|
| September 7, 2021 | Executive Board Meeting – 11:00am-12:00pm—Zoom |
| October 5, 2021 | Executive Board Meeting – 11:00am-12:00pm—Zoom |
| November 2, 2021 | Executive Board Meeting – 11:00am-12:00pm—Zoom |
| November 12, 2021 | Holiday Auction—3:00pm-5:00 pm—TBA |
| December 7, 2021 | Executive Board Meeting – 11:00am-12:00pm—Zoom |
| January 4, 2022 | Executive Board Meeting – 11:00am-12:00pm—Zoom |
| February 1, 2022 | Executive Board Meeting – 11:00am-12:00pm—Zoom |
| March 1, 2022 | Executive Board Meeting – 11:00am-12:00pm—Zoom |
| April 5, 2022 | Executive Board Meeting – 11:00am-12:00pm—Zoom |
| Spring 2022 | Bosses Breakfast—TBA |
| April 2022 | Professional Development Day—TBA |
| May 3, 2022 | Executive Board Meeting – 11:00am-12:00pm—Zoom |
| June 7, 2022 | Executive Board Meeting – 11:00am-12:00pm—Zoom |
| June 2022 | Annual Meeting – TBD |
| July 16-20, 2022 | NAEOP 87th Annual Conference— Salt Lake City, UT |