President’s Message
Kimberley Wilcox

Hello! I want to take this opportunity to welcome you to Boise State’s Association of Office Professionals 2022-2023 “Year of Fun!”. As your AOP president, I wanted to take the time to introduce myself and let you know a little about me and why I have been so excited to be your AOP president this year.

We finally get to have on campus, in-person events! The planning is already underway to have these events with a virtual element if needed. Working with our on campus catering and Student Union events crew has been an easy and fun process for me and I am so grateful for the expertise they have. I could not do this alone.

We have an amazing board with each person fully committed to having a year of fun and making the AOP meetings meaningful and timely. Anyone is welcome to join in via Zoom and get involved in the planning. The more, the merrier.

A little about me…. I was brought to Boise, Idaho in the middle of my 7th grade year at 12 years old. I attended East Jr High when it was located on Warm Springs Ave. I am not a stranger to this beautiful place and after so many years of growing up here, I am definitely from Idaho.

I have a large family and am grateful that as we moved around (Over 19 times before graduating High School) I had my siblings around to always be my best friends. In my world, there is always room for one

Continued on page 8
Hollywood Game . . .

What?

Bosses Breakfast

October 21st - 7:30 am–9 am

Simplot ballroom

staring Andy Giacomazzi as the Master of Ceremonies.

All faculty and staff are welcome.

$15

Watch for more details in the Update

To sign up:

https://commerce.cashnet.com/boisestateAOP?cname=bossbrk
Membership Benefits
By Shelly Doty
Membership Representative, chair

Ever want to talk to colleagues about becoming a member of AOP but aren’t sure what exactly the benefits are? Does your supervisor wonder why AOP is important? Are you looking at the Keynoter for the first time and wonder what it’s all about?

There are so many benefits to being an active or associate member of the Boise State Association of Office Professionals. And it’s not just for those in an office! Though that’s how we developed the organization back in 1981, it’s evolved to mean so much more to so many people.

The Boise State University Association of Office Professionals has a long history at Boise State. It was officially organized September 10, 1981, by resignation of membership in the Ada County Association of Educational Office Professionals to create its own entity. Boise State AOP received its official charter and was recognized as a Boise State organization on November 3, 1981.

Our many benefits to membership include:

- 10% discount on all AOP events
- Build networks and connections
- Be an ambassador for Boise State
- Drive change with positive impact
- Professional Standards Program (PSP) certification support through local and national affiliations
- Connections to our national organization and conference: National Association of Educational Office Professionals (NAEOP)
- Eligibility for educational scholarships: Educational courses, Classroom material, Trainings & workshops, Conferences & travel

- Learn a multitude of skills
  - Event planning
  - Organization
  - Financial Planning
  - Networking
  - Organizational planning
  - Project management
  - Financial processing
  - Leadership development
  - Record keeping

- Be part of our campus-wide signature events
  - Bosses Breakfast
  - Holiday Auction
  - Professional Development Day

CHECK OUT THE

1981/82-1984/85 AOP SCRAPBOOK!
HOW TO SAY NO
By Rhonda Scharf, President

On The Right Track

Don’t you hate it when you complain to a colleague about having too much work to do and their response is, “just say no!”

It really isn’t that easy, is it? And honestly, I think that saying no isn’t always the smartest thing to do.

I think there’s a lot of misunderstanding about what it means to say no. The reality is that in a support position we often can’t say no or we will be seen as uncooperative and not a team player.

Manager: “Rhonda, when FedEx arrives with the package can you please bring it in to me immediately?”

Rhonda: “No, I can’t. I’m busy with payroll this morning.”

The manager doesn’t get what she wants and no alternatives are offered to her. Not really an option, is it?

Naturally, when we’re asked to do things that are widely outside the scope of our responsibilities, we do have the right to say no. However, the reality of being in a support position today is that we have to cope with conflicting priorities and job responsibilities that are constantly changing. And it’s likely to stay that way for many years to come.

The first thing is to get over thinking you have to say no. In fact, it probably isn’t in your best interests to say no.

But what you can do is divert, redirect and prioritize, while ensuring a win-win outcome. The win-win is that you end up having time to do everything you need to do and the new task still gets done.

Try these options instead of saying no:

– What is the priority on this?
– Can it wait until this afternoon,
Boise State Association of Office Professionals encourages members to continue to develop and advance in their careers. To assist in that endeavor, the university now offers four hours a month for benefit-eligible employees to participate in development opportunities during normal business hours. Coordination of time is at the discretion of the employee’s direct supervisor, and supervisors also determine if development time includes required department training and activities. The Employee Development Release Time website provides more information, along with available training opportunities (many of them free) and an employee release form.

“University leaders support employee development,” said Catherine Weitz, vice president of human resources. “It’s an added benefit that boosts both employee and organizational performance.”

Development time can be used for the following:
- Webinars
- Trainings
- Workshops
- Studying for certifications
- School work
- Department development sessions
- Enhancing job skills
- Job shadowing

For questions, contact human resources at hrs@boisestate.edu or (208) 426-1616.

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 Angela Roberts, angelaroberts417@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.
Save the date

2022 Holiday Auction
Home for the Holidays
Friday, November 18, 2022
Simplot Ballroom
11:00 am - 1:00 pm

More information to come soon. Contact Desirée Reyes (desireereyes@boisestate.edu) if you’d like to be a part of the planning.

What will be the theme of your office/department basket?

We could really use your help if you/your friends/your department would like to donate a gift basket to be auctioned off!

Use your imagination, create a theme, create a hodgepodge, just simply create!

Need some ideas?

- Basket of Lottery tickets
- Basket of gift cards
- Basket of baked goods
- Basket of books
- Basket of Boise State items
- Basket of homemade items

The list is endless and you can be as creative as you like!

Contact Desiree Reyes, desireereyes@boisestate.edu for more information

The proceeds help our organization grow and learn!
Nominations Open September 1, 2022
Office Professional of the Year and Administrator of the Year

Want to recognize your office professional, their work and the support they provide? How about recognizing your administrator and their leadership in your department and across the university?

Nominations for the Boise State Association of Office Professionals’ Office Professional of the Year and Administrator of the Year will be accepted through **October 10, 2022**. Winners will be announced at the Bosses Breakfast on October 21, 2022. Eligibility for both awards and criteria used for judging are listed below. Don’t wait! Recognize the importance of the folks you know so well!

**OFFICE PROFESSIONAL OF THE YEAR AWARD**

**ELIGIBILITY:**
1. Candidate must be a **current** BSUAOP active member.
2. Candidate must currently be employed in an educational office professional type position.
3. Candidate must have been employed as an office professional for a minimum of five (5) years in an educational institution, agency, public or private school, college or university.

**CRITERIA FOR JUDGING:**
- Education
- PSP/CEOE certificates
- In-service courses completed
- Membership/Leadership roles in professional associations
- Community activities (areas of impact in addition to education)
- Recommendation of sponsoring individual
- Letters of recommendation (minimum of three, including sponsor)

Office Professional of the Year: [https://engage.boisestate.edu/submitter/form/start/411683](https://engage.boisestate.edu/submitter/form/start/411683)

**ADMINISTRATOR OF THE YEAR**

**ELIGIBILITY:**
The nominee must currently be employed as an educational administrator at Boise State University.

**CRITERIA FOR JUDGING:**
- Achievement in the field of education
- Experience in the field of education
- Educational (academic) background
- Membership/Achievement in professional associations
- Interest shown in education office personnel
- Recommendation of sponsoring individual
- Letters of recommendation (three letters minimum, including sponsor)

Administrator of the Year: [https://engage.boisestate.edu/submitter/form/start/411690](https://engage.boisestate.edu/submitter/form/start/411690)

If you are having issues with the links, be sure to sign into Engage with your Boise State Account.

Send questions to Shelly Doty, Albertsons Library, sdoty@boisestate.edu or aop@boisestate.edu
more best friend… or six more best friends. With my nomadic lifestyle in mind, I am grateful that it taught me how to be adaptable and to make friends easily. Instead of coming to work, I am visiting my friends at the office. Perspective is important to me.

I am a mother to 3 amazing children and a bonus mom to 4 more amazing children. My heart and home are always full of noise and food and connection. My husband is my right-hand man, partner in crime and adventure buddy. We met at Boise State in a science lab, so Boise State is near and dear to us.

I graduated in 2016 with a Bachelor of Arts Theatre Arts, Design degree. I am grateful I finally fell in love with learning and education. So much so that I had to get a job here. I love working at Boise State.

So welcome to Boise State, welcome to the Association of Office Professionals and welcome to these amazing sunny days we are having in Boise this summer.

See you soon!

-Kim Wilcox
Once again, the Keynoter, Boise State Association of Office Professionals’ quarterly newsletter, was awarded 1st place at the National Association of Educational Office Professionals 2022 Conference during the Awards Banquet. This makes at least six years that the Keynoter has won a national award!

The NAEOP conference is always educational, provides a national networking opportunity throughout the United States, and is just a darn lot of fun jam packed into a few days! With members from Alaska to Florida, Maine to California, it is such an exciting time to get to know new people and reconnect with those you’ve known for years!

This year’s conference, held in Salt Lake City, July 17th-20th, was no exception. From the Keynote Speaker, Michelle McCullough and her suggestions to Make It Happen, to sessions such as Making a Difference presented by Carrie Johnson, that showcased in personal experience what educational professionals mean in real life to any age of student, to Become a Gatekeeper: Learn Strategies and Techniques to Support Suicide Prevention, presented by Kay Poutlon-Timm.

 OUR REACH AROUND THE WORLD!

Through Albertsons Library’s ScholarWorks, Digital Commons shows us our reach across the world! Here are the stats from May 1 through August 31, 2022.

www.boisestate.edu/hrs/get-involved/association-of-office-professionals/
Highlights from NAEOP Annual Conference in Salt Lake City

“Making a Difference” breakout session, recap from Kenzie Long

During the breakout session “Making a Difference” the instructor talked about how she had a rough childhood. She stated she didn’t remember much from grades three to six due to this but she did remember the kindness that the school Secretary showed. The presenter talked about how her family had just moved to Utah and they didn’t have the money for winter clothes so they would have to put bread bags over their socks to help keep out the snow and water. Even with the bread bags her feet would still be soaking wet by the time she reached school. One day she showed up to school and there was a note on her desk along with a pair of dry socks. The note said to take her shoes and socks off and leave them under her desk and to put on the other pair of socks. This made it so she was not freezing the rest of the day. When she came back to her desk that afternoon before going home her shoes and socks had been returned and were completely dry. She stated she felt more love and compassion in that moment then she had in a while. This continued on for the rest of the winter, she would arrive at school and a fresh pair of dry socks would be waiting for her. She felt seen and went back to how she couldn’t remember anything she learned from that time but she remembered the kindness that was shown to her in those days by the school secretary.

Have you recently checked out

www.naeop.org

Membership benefits include an e-newsletter, professional development opportunities, professional certification program, reduced rate for annual conference, educational training at annual conference, leadership training available at local sites, online resources, awards/recognition programs, nationwide networking with your peers and so much more!

NAEOP Virtual Summit

NAEOP is pleased to share with you our October Virtual Summit. The theme for this summit is “Skills for the 21st Century” scheduled on October 25 & 27, 2022, consisting of 6 hours of in-service, offered in two 3 hour sessions. National speakers Michelle Porcelli and Dr. David Von Schlichten will present the sessions.

www.naeop.org/virtual-summit
or until after my meeting is over?
– I’m working on X at the moment; is this more important than X or should it wait until I’ve finished Z for you?
– Are you okay if I pass it off to someone else to do?
– Can I check into a couple of options and get back to you about it?
– Yes, but…

Naturally, you can’t use all of these options every time, and none of them are really about saying no. What you are doing is allowing yourself to prioritize the new task with your current workload so you are a little more in control.

“Rhonda, can you please make sure that when FedEx arrives with the package this morning you bring it in to me immediately?”

“I will be getting all the payroll documents completed, but I can ask the receptionist to bring it to you as soon as it comes in. Is that okay?”

or

“What time do you need the package? Payroll cutoff is 11:00. Can I bring it in to you after that?”

Teamwork is important, and saying no often isn’t the answer at all. Find creative ways to prioritize your workload and create a win-win.

Also Check out Wine with Rhonda

A free online gathering for Administrative Professionals

Rhonda Scharf offers an opportunity to virtually chat with other Admins about issues you face and discuss possible solutions. Questions or issues can be sent anonymously ahead of time and the sessions are not recorded so you can feel comfortable bringing up any topic. The next session is October 13 at 8:00 pm—9:00 EDT. For more details and to register for the next session go to https://on-the-right-track.com/event/wine-with-rhonda-4/
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 allows NAEOP members to take progressive steps to their desired professional growth level through earning one or more of nine PSP certificates. 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 or above, is qualified to apply for the distinction of Certified Educational Office Employee (CEOE) or Certified Educational Support Employee (CESE). The CEOE and CESE are sustained distinctions with no need for recertification and are valid with NAEOP membership.

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

To find out more check out the NAEOP website:

Professional Standards Program

www.boisestate.edu/hrs/get-involved/association-of-office-professionals/
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<td>Cynda LeDuc</td>
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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://www.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!
- Promotion
- Retirement
- Conferences attended
Boise State University Association of Office Professionals

2022-2023 Calendar

August 1, 2022  Executive Board Meeting – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
September 12, 2022  Executive Board Meeting – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
October 3, 2022  Executive Board Meeting – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
**October 10, 2022**  Office Professional & Administrator of the Year*
October 21, 2022  Bosses Breakfast—7:30-9 am—Simplot Ballroom
November 7, 2022  Executive Board Meeting – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
**November 18, 2022**  Holiday Auction—11:30 am-1:00 pm—SUB/Simplot Ballroom
December 5, 2022  Executive Board Meeting – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
January 3, 2023  Executive Board Meeting – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
February 6, 2023  Executive Board Meeting – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
March 6, 2023  Executive Board Meeting – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
April 3, 2023  Executive Board Meeting – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
**April 14, 2023**  Professional Development Day—MBEB (date to be confirmed)
May 2, 2023  Executive Board Meeting – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
**June 2023**  Annual Meeting and Luncheon – TBD
**July 16-19, 2023**  NAEOP 86th Annual Conference—Hilton Omaha Hotel, Omaha, NE

*Application/Nomination deadlines