President’s Message
Kimberley Wilcox

Hello Boise State University AOP!
Happy new year!
I hope your holiday celebrations were fun and filled with laughter!
As the weather starts to warm and the days grow longer, I feel an energy fill the air and I begin to notice that the sluggishness of winter starts to shed. I try to get out and do activities that I can share with my family or friends. A walk at lunch or spending time with a friend is always fun. Life is too short to not be having fun or finding joy in something. Whether you had a busy or quiet holiday break, I do hope you were able to relax and are exhilarated for the new year. Now would be a good time to utilize your energy and talents by participating in opportunities offered by Boise State University AOP. We encourage positive spirited individuals to consider opportunities your membership has to offer. Perhaps you would enjoy running for an office or participating in the awesome professional development opportunities we provide. Become active in your area and encourage others to do the same.

Another great opportunity to get you out of the office—grab a few colleagues and volunteer at the student food pantry. Current volunteer hours are Monday from 10:30-11:30 and Tuesday to Friday’s—see link for available times and to sign up.
https://www.boisestate.edu/campusfoodpantry/volunteering/
Member Spotlight
Sam Davidson

BSW Management Assistant
School of Social Work

I am an Idaho Native, born and raised in Idaho Falls. I have been in Boise since 2002. I graduated from Boise State in 2015 with a Bachelor of Arts in Communication. I have been an employee at Boise State since October of 2022 in the School of Social Work. I work as a management assistant for the BSW (Bachelor of Social Work) Program. As a management assistant, I mainly help make sure that the program is running smoothly. I am the first point of contact for the students in the program and also the students applying to the program. I help them get the right schedules, make sure they know about important events in the program, and take part in the admissions process. I assist professors with desk copies of their books, I make sure classrooms assigned are adequate for their needs, and any other little things that might come up for them.

I was recently accepted into the PMBA (Professional Masters of Business Administration) program at Boise State. I will start this summer and finish in the spring of 2025. I enjoy reading, last year I took part in the Garden City Extreme Book Nerd Challenge, where I read 50 books in 50 weeks. That was a tough but fun challenge and I don't plan on doing it again this year since I will be starting a new academic program.

I also enjoy traveling, it is a goal of mine to visit all 50 states. At this point I have visited 25 and in the future I would like to visit most of the ones I haven't been to on an extended road trip. I also like traveling abroad. My most recent trip was to Ireland to learn more about my Irish heritage. I visited different parts of the island but I stayed in Dublin. The next country I would like to visit would be Germany.

I really love Boise and the surrounding area for all its natural beauty and kind people. I like hiking up to Table Rock, along with all the other options on the Ridge to Rivers network of trails. Hiking and camping in the areas outside of Boise are also a love of mine. Even though I like getting out and seeing new places, I like to think that I will always call Boise home.
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NAEOP Website

NAEOP Upcoming Events

NAEOP Podcast Series

March 27 release, April 5 discussion | 5:00 pm MST

NAEOP Virtual Summit

February 21 & 23, 2023 | 12:00 pm - 3:30 pm EDT

NAEOP Proposed Bylaws Changes & Rationale

If you fell down yesterday, stand up today.

H.G. Wells

www.boisestate.edu/hrs/get-involved/association-of-office-professionals/
Email – it’s fast, convenient, and often a preferred method of communication. However, it can also be a source of frustration. Many individuals receive hundreds of messages a day and spend a significant amount of time managing them. Here are a few things you can do to help ensure that your email communication is efficient and effective:

1. **Use your subject line.**  
   Many people use the subject lines in their Inbox as a way of weeding through their mail, so be sure your subject line summarizes the purpose of your message – Agenda for meeting on Tuesday or Question about Watson Report, etc.

2. **Keep it short but warm.**  
   Avoid writing lengthy emails. The chances that they will be read dwindle with each run-on sentence. At the same time, keep in mind that your email does not have the benefit of your tone of voice or body language to help express your intent. And avoid sarcasm. It doesn’t translate well in an email.

3. **Don’t be sloppy.**  
   Check your spelling and grammar, and use proper case – the use of all caps is the equivalent of yelling and will not be well received.

4. **Measure your words.**  
   Don’t write anything in an email that you wouldn’t feel comfortable saying in person or in a group. And remember, there is no such thing as a “private” email.

5. **Create a signature with phone number and include it on all your emails.**  
   Including this information automatically in your emails saves you time and your recipient the frustration of hunting for your number if they need to contact you via phone. This is done through the “options” section of most email programs. Microsoft Outlook users can find information on signatures by selecting Options > Mail Format.

6. **Re-read your email before sending.**  
   Before you hit the send button, take a minute to re-read the entire email. Also check the intended recipients one more time. This can save you the embarrassment of sending something you didn’t intend to send.

7. **Don’t overuse the High Priority option or flag all of your emails.**  
   Remember the story of the boy who cried wolf? If it’s not an urgent message, don’t flag it as one.

8. **Include the original email with the reply.**  
   It is much easier to have a complete history in one email message, rather than having to search for the original message from the archive.
Brown Bag Lunches
Grab a coffee or snack, sit back and enjoy these upcoming webinars

**How to Elevate Your Communication Style and Be Your Best Even Under Stress**
Maryanne O’Brien, Author and Communication Expert
January 24th at 10:00 AM MST

**How to Find More Courage at Work: 3 Mindset Shifts to Take More Risks**
Candace Doby, Author and National Speaker
February 2nd at 10:00 AM MST

**Take a Creativity Leap and Unleash Curiosity, Improvisation, and Intuition at Work**
Natalie Nixon, Ph.D., Creativity Strategist and Award-Winning Author
February 8th at 10:00 AM MST

**Moderna, the Vaccine, and the Business Gamble That Changed the World**
Peter Loftus, Author and Prize-Winning Journalist
February 15th at 10:00 AM MST

**Change Your Life by Changing How You Think About Selling (Even if You Don’t Think You’re a Salesperson)**
Colin Goggin & Garrett Brown, Authors
March 9th at 10:00 AM MST

Sign up and see future events here: [https://alumlc.org/boisestate/upcoming](https://alumlc.org/boisestate/upcoming).
To register, click on the individual events.

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Do you like to write or know a great article to share in the Keynoter? We’d love to see it!

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than having to scout around for it. This setting should also be located in the options section of your email program. Microsoft Outlook users can find this by selecting Tools > Options > Preferences > Email Options.

9. Use care when forwarding messages.
If you forward someone’s email make sure it doesn’t have anything that would put that person in a bad light.

10. Avoid forwarding jokes and stories to colleagues.
You have no way of knowing how that joke or story will be received or where your email might end up. A good rule of thumb – if it’s not work-related, don’t share it at work.

11. Don’t assume your email arrived at its destination.
If you do not hear from the person after a reasonable length of time, follow-up with them. Your message may have gotten lost in cyberspace or filtered into their junk mail by mistake.

READERSHIP

The Association of Office Professionals may be what’s referred to as a ‘local’ organization, but our reach goes well beyond our borders! Thanks to the Albertsons Library’s Scholarly Communications and Data Management unit, we can actually track who downloads and reads our publication!

Since September 1st the Keynoter has had interest from eight different countries: United States, India, Honduras, Australia, Germany, Finland, Philippines, and Turkey.
MEMBERSHIP NOTES

WooHoo! We’ve gained a few new members recently and we’re hoping to get many more. We’re up to 43 right now - can we get to 100? Talk with your colleagues across campus.

Did you know?

- All benefit-eligible classified and professional staff are eligible to be an active member.
  - Hold board positions
  - Vote
  - Scholarship eligibility
  - 10% discount on all AOP events
  - Participate on committees
  - Learn a lot of new skills

- All faculty are eligible to be an associate member.
  - 10% discount on all AOP events
  - Participate on committees
  - Learn a lot of new skills

- All AOP members who retire with a current membership become lifetime associate members.
  - 10% discount on all AOP events
  - Participate on committees
  - Learn a lot of new skills

- All temporary employees and adjunct faculty are eligible to be an associate member.
  - 10% discount on all AOP events
  - Participate on committees
  - Learn a lot of new skills

We can always use help with recruitment. We try to make contact with all new employees each month. We talk about our organization with those who attend our events, all of which are open to the entire campus community.

That’s what we’re about. Networking, sharing our knowledge, improving ourselves and the varied services we provide across campus, and most of all - having fun! Everything we do benefits our students, faculty and staff, along with the wider community in some way.

Talk to one of our board members by emailing aop@boisestate.edu, or contacting one of the member representatives.

Sign up for membership at: https://commerce.cashnet.com/boisestateAOP?itemcode=94600-DUES. It’s only $12 per year. Quite a bargain for what you can gain!
**Boise State University Association of Office Professionals**

**2022-2023 Calendar**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>Aug 1, 2022</td>
<td>EBM* – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom</td>
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<tr>
<td>Sept 12, 2022</td>
<td>EBM – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom</td>
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<td>Oct 3, 2022</td>
<td>EBM – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom</td>
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<td>Oct 10, 2022</td>
<td><strong>Office Professional &amp; Administrator of the Year</strong></td>
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<td>Oct 21, 2022</td>
<td><strong>Bosses Breakfast - 7:30-9 am - Simplot Ballroom</strong></td>
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<td>Nov 7, 2022</td>
<td>EBM – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom</td>
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<tr>
<td>Nov 18, 2022</td>
<td><strong>Holiday Auction- 11:30 am-1:00 pm - SUB/Simplot Ballroom</strong></td>
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<tr>
<td>Dec 5, 2022</td>
<td>EBM – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom</td>
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<td>Jan 3, 2023</td>
<td>EBM – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom</td>
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<td>Feb 6, 2023</td>
<td>EBM – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom</td>
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<td>March 6, 2023</td>
<td>EBM – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom</td>
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<tr>
<td>April 3, 2023</td>
<td>EBM – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom</td>
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<td>April 14, 2023</td>
<td><strong>Professional Development Day- MBEB (date to be confirmed)</strong></td>
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<tr>
<td>May 2, 2023</td>
<td>EBM– 2:00-3:00 pm – MCMR Bldg, 200A/Zoom</td>
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<tr>
<td>June 2023</td>
<td><strong>Annual Meeting and Luncheon - TBD</strong></td>
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<tr>
<td>July 16-19, 2023</td>
<td><strong>NAEOP 86th Annual Conf - Hilton Omaha Hotel, Omaha, NE</strong></td>
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*EBM (Executive Board Meeting)*
**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, Shelly Doty
sdoty@boisestate.edu

To find out more check out the NAEOP website:
Professional Standards Program

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**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** 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, and NAEOP (10 points are needed for PSP applicants)

Membership = 1 point each for national, state, and local association, per year (limit 3 points per year)
Elected Officer or Committee Chairman = 2 points per position / per year
Workshop/Seminar Presenter or Keynote Speaker = 1 point per completed presentation
Committee Member = 1 point per committee / per year
Advisor to NAEOP member serving as an officer on local, state, or NAEOP Board of Directors = 1 point per position / per year

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**KEYNOTER INSTANT NOTIFICATION**

Do you want to get instant notification each time the Keynoter is published in Scholar Works?

Just follow these quick steps:

1. Start at the ScholarWorks page: http://scholarworks.boisestate.edu developed through Albertsons Library.
2. Click on Colleges, Departments, and Centers.
3. Click on University Documents.
4. Click on Boise State University Association of Office Professionals—Keynoter.
5. Look at the top right of the list for the button that says Follow. Click on that button.
6. Click on Create a free account and fill out the information requested.
7. Simple as that!

www.boisestate.edu/hrs/get-involved/association-of-office-professionals/
BSUAOP Membership List 2022/2023

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<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Beth Allen</td>
<td>Cynda LeDuc</td>
<td>Sarah Willey</td>
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<tr>
<td>Brenda Baker</td>
<td>Katy Lightfield</td>
<td>Kim Wilcox</td>
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<tr>
<td>Leslie Black</td>
<td>Kenzie Long</td>
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<tr>
<td>Matthew Cordell</td>
<td>Kili Murphy</td>
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<tr>
<td>Catherine Crapo</td>
<td>Rita Nuxoll</td>
<td>Associate Member</td>
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<tr>
<td>Sam Davidson</td>
<td>Twyla Perkins</td>
<td>Corinna Provant-Robishaw</td>
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<tr>
<td>Shelly Doty</td>
<td>Ho Pham</td>
<td>Lifetime Members</td>
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<tr>
<td>Paty Dudziak Kerr</td>
<td>Jean Potter</td>
<td>Gay Barzee</td>
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<tr>
<td>Maya Duratovic</td>
<td>Desiree Reyes</td>
<td>Connie Charleton</td>
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<tr>
<td>Halaulani Furniss</td>
<td>Pam Robbins</td>
<td>Rene’ Delaney</td>
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<tr>
<td>Crystal Galea’i</td>
<td>Angela Roberts</td>
<td>Jackie Fuller</td>
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<tr>
<td>Lauren Hershey</td>
<td>Susie Seltzer</td>
<td>Maude Garretson</td>
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<tr>
<td>Demi Hoff</td>
<td>Beverly Sherman</td>
<td>Guen Johnson</td>
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<tr>
<td>Dori Hulme</td>
<td>Ally Bea Smith</td>
<td>Lynelle Perry</td>
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<tr>
<td>Linda Kauffman</td>
<td>Karen Toon</td>
<td>Suzan Raney</td>
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<tr>
<td>Marianne Ledford</td>
<td>Daneva Vance</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

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