President’s Message
Kimberley Wilcox

Hello AOP members and Boise State Colleagues,

With all this surprise snow you might be thinking we are entering a second winter, but I can assure you that this is Idaho’s “spring surprise, it’s actually Summer” routine. We move so fast from season to season, sometimes I get whiplash. I look forward to warmer days and flowers growing.

Boise State University Association of Office Professionals’ nominations are open now. If you feel like you want to be part of all the fun, please nominate yourself or your office mates for a year of being connected and involved with the entire university. It is rewarding to see things come together and fun to plan and prepare for these large events. We plan the Bosses Breakfast, Holiday Auction and the Professional Development day (which is coming up on April 14th). If this sounds like something you enjoy, join us!

I know my time as the AOP president is wrapping up in just a few short months and I have bittersweet feelings about this. I am glad to be moving into

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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/
BSUAOP Professional Development Day

April 14, 2023, 8am-5pm 
Riverfront Hall

See the schedule and presenter information on the following pages

Sign Up Here
NOTE: If your registration doesn't go through try clearing your browser history, use a different computer or a different device.

Cost is $50. AOP members will receive a 10% refund.
AOP Members can apply for scholarships. Fill out this form and send it to aop@boisestate.edu.

One quality of leaders and high achievers in every area seems to be a commitment to ongoing personal and professional development.

Brian Tracy
Schedule and Information

Registration Check-in and Light Snacks - 7:30-8am, Room 100

Welcome - 8:00-8:20am - Room 101
Kenzie Long, AOP President-Elect
Kim Wilcox, AOP President

Sessions will be in rooms 102A & 221.
Session A: 8:30-9:20 am
A1: Servant Leadership the Leader Paradox, presented by Dr. Jeremy Graves, Director Professional and Continuing Education
We often associate the idea of leadership with words like power, authority, and charisma. But historically the people who make lasting positive change know true leadership is about developing individuals and building a community around a shared purpose. Servant Leaders put the people they lead first, empower them, help them develop their full personal capacities and unlock their potential, creativity and sense of purpose. The servant leader moves beyond the transactional aspects of management, and instead actively seeks to develop and align an employee's sense of purpose with the company mission. With a servant leader at the helm, empowered staff work together as a high-performing team - more engaged and purpose-driven. This in turn allows an organization to develop future leaders and ensures the long-term viability of the organization.

A2: Cultivating a Growth Mindset, presented by Keith Quatraro, Training and Organizational Development Specialist, Human Resources
The biggest challenge to mindset growth is understanding its importance and how to begin. In this training, participants will become familiar with different mindsets and their impacts on themselves, their work, and how mindset can affect people you interact with everyday.

Session B: 9:30-10:20 am
B1: ChatGPT AI, presented by Brittany O’Meara, Academic Programs Coordinator, English Department
When ChatbotGPT became known to the public, Brittany developed a curiosity and interest in Artificial Intelligence as it related to writing. She began experimenting with prompts early on while reading and researching what AI could do well and what it can’t…yet. When panic hit the Writing Department and instructors were fretting about how they would be able to continue teaching writing skills when students could simply get the bot to do the work for them, she educated instructors about how it could be used to improve the student learning experience and not replace it.

B2: Selfcare: Good for You and Your Work, present by McKenzie Sorrels, Director of Wellness/BroncoFit, Wellness Services
This workshop will teach you how to incorporate self-care into your daily workday and how it can contribute to your overall happiness and productivity. Together, we will explore the pillars of self-care and work to develop your unique toolkit for future success.

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Session C: 10:30-11:20 am
C1: Ethics in Leadership, presented by Annie Hightower, Interim Associate Vice President for Human Resources and Director of Institutional Compliance
In this session, participants will engage in a thoughtful discussion about how workplace challenges impact ethical leadership. Participants will consider using self-reflection and leading from curiosity to support ethical behavior as well as building an ethical team based on trust.

C2: Escape Disinformation, presented by the DisInfo Squad
In this session we aim to help our audience: recognize our vulnerabilities to false and misleading information, identify the tactics used by purveyors of false and misleading information, and practice ways to avoid disinformation.

Lunch/Keynote Speaker: 11:30 am-1:00 pm - Room 101
Lead Yourself Well, presented by Chelsea Brown, Senior Manager of Global Wellbeing, Micron
As the Senior Manager of Global Wellbeing, Chelsea considers herself lucky to work alongside an incredible global team of subject matter experts, designing and delivering wellbeing programs for Micron team members around the world. She is driven by a need to bring the importance of taking care of ourselves and our employees to the forefront of how we think about business today, and focuses her work in evidence-based practices showing the true science of the field of well-being. Her life and leadership mantra is leave people better than you found them, and strives to be a positive impact in other’s lives, whether that’s her family, her team, career focus, or her volunteer opportunities. She loves a good laugh, a good vacation, and a good snack most of all.

Session D: 1:10-2:00 pm
D1: Leader Development - Managing Self, presented by Tony Songer, Professor, Construction Management
"Oh behave" - Successful teamwork requires understanding oneself as well as others behavioral styles. This session will explore behavior styles in the workplace and provide simple solutions of working with the various styles you encounter.

D2: ChatGPT AI, presented by Brittany O’Meara, Academic Programs Coordinator, English Department
When ChatbotGPT became known to the public, Brittany developed a curiosity and interest in Artificial Intelligence as it related to writing. She began experimenting with prompts early on while reading and researching what AI could do well and what it can’t…yet. When panic hit the Writing Department and instructors were fretting about how they would be able to continue teaching writing skills when students could simply get the bot to do the work for them, she educated instructors about how it could be used to improve the student learning experience and not replace it.

Session E: 2:10-3:00 pm
E1: Coping with Life’s Challenges and the Role of Supportive Relationships, presented by Nathan Fauntleroy, Counselor, Counseling Center
www.bsuaop.org
This session will provide a mental health perspective to the discussion of coping with life's challenges and self-care. While coping is often seen as an individual battle, our various relationships (family, workplace relationships, partners, etc....) play a pivotal role in our ability to self-regulate, take on heavy tasks, and heal. I will be attending to the mechanisms by which other people help us "co-regulate" during hard times, as well as discussing (and practicing) some non-arduous and accessible ways of being a loving support, even to a coworker.

**E2: Team Building on a Positive Note, presented by Kim Wilcox, Management Assistant, Micron Center for Materials Research**

Is your team lacking the ability to connect and work together? Are you feeling disconnected? Come learn about what you can do, as an individual team member to improve the atmosphere in your office and on your team.

**Session F: 3:10-4:00 pm**

**F1: Technology and the Future, presented by Dr. Tod Colegrove, Dean, Albertsons Library**

New technology and services are fundamental not just to libraries today, but throughout education and business. But which technologies and/or services make sense to implement and which make sense to avoid? Based on our presenter's recent book and building from a framework drawn in the overlap of design thinking with best practices of emerging technology and library practice, this workshop introduces simple but powerful tools that can help the practitioner navigate the rapidly changing tech landscape. Move into an innovative, customer-centric learning space, which also thrives around solving problems while being curious and inventive. Learn how they all work together to create engaging experiences as our world becomes increasingly digital.

**F2: Better Presentations, presented by Kim Wilcox, Management Assistant, Micron Center for Materials Research**

In this session you will learn about different techniques to improve your presentations both in a small setting or presenting to a large group. Nervous about presenting? Come learn how to put those jitters to rest.

**Closing - 4:10-4:30 pm - Room 101**

Kenzie Long
Kim Wilcox
Presenter Bios

Kim Wilcox - AOP 2022/2023 President

Kim Wilcox 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. Kim loves to spend her free time with her family and friends.

Kenzie Long - AOP 2022/2023 President-Elect, PDD Chair

Kenzie Long graduated in 2021 from College of Western Idaho with an AA in Health Science. She received her SHRM certification in 2022 and is currently working on her BA in Interdisciplinary Professional Studies with certificates in Conflict Management and Leadership & Human Relations. Her career background includes five years in human resources as well as 10 years in administration. Kenzie was born and raised in Meridian, Idaho. She loves animals and has fostered a number of dogs including, Saint Bernards and Great Danes. Her current animal family consists of Shilo, her dog, and Cholula, a rascally cat.

Dr. Jeremy Graves

Dr. Jeremy Graves is the director of professional and continuing education with the division of extended studies at Boise State University. He is a first-year faculty for the Community Impact Program, a presidential initiative of Dr. Tromp. He teaches leadership classes in the LEAD program. He works with organizations around strategy, culture and Generational Synchronicity. - He has taught classes, presented workshops, and keynotes on Generations, Generational diversity, Team building, Business and Leadership development. His greatest passion is working with multi-generational teams. He specializes in helping organizations discover keys to getting the most out of their generational teams. He excels at organizational development and cultural restructuring. - In May of 2018 he completed his first book entitled Empower, Promote, Launch Repeat, create a culture of generational leadership using 4 core strategies. - His second book entitled The Leader Paradox will be released in April of this year. - Jeremy is married to his best friend Stephanie and they have two boys. They reside in beautiful Boise Idaho.

Keith Quatraro

Keith holds a bachelor's degree in Elementary Education from Montana State University and a M.A. in International Education from the School for International Training (SIT) in Vermont. He was a Health Education Volunteer in the United States Peace Corps and served in Tanzania from 2009 – 2011. Keith has been very fortunate to have worked with passionate people in several countries in teaching, training design, and facilitation roles. - He started with Boise State University in 2017 as the International Student Coordinator. Currently, he serves the Boise State community as the Senior Training and Organizational Development Specialist. He is service-driven, has a people first mindset,
and thrives on helping folks learn how to live their purpose. In his free time, you can find Keith outdoors hiking, fishing, and playing in the dirt with his children.

**Brittany O’Meara**

Brittany is the Academic Programs Coordinator for the First Year Writing Program at Boise State. She joined the First Year Writing Program in Fall 2017 as a graduate student Teaching Assistant. She graduated with a Master of Arts in Literature from Boise State University in 2019 after earning her BA in Multidisciplinary Studies and a minor in English Literature, also from Boise State in 2016. Brittany briefly left the university to support a local housing nonprofit and returned in 2022 to teach again for first year writing. Noting her impressive communication and organizational skills, and her compassion for our students, Brittany was asked to step into the Academic Programs Coordinator position for the First Year Writing Program beginning in January of 2023.

**McKenzie Sorrels**

McKenzie obtained her B.S. in Kinesiology at Boise State University and her M.S. in Health Education at The University of Utah. McKenzie is a Certified Health Education Specialist, Exercise Physiologist, and National Board Health and Wellness Coach. As the Director of BroncoFit/Wellness, McKenzie develops and oversees integrated and comprehensive wellness programming for Boise State’s community. McKenzie’s favorite aspect of her job is creating well-being programs that are holistic and impactful to students, faculty, and staff. In her spare time, McKenzie enjoys hiking, listening to podcasts, paddle-boarding and trying new food.

**Annie Hightower**

Annie has spent her entire career in the public and non-profit sectors. She currently serves as the Interim Associate Vice President for Human Resources and Director of Institutional Compliance at Boise State University and is a member of the Board of Trustees for the College of Western Idaho. She previously worked at the Idaho Coalition Against Sexual and Domestic Violence as a staff attorney, and later as the organization’s Director of Law and Policy and acting Co-Executive Director. In those roles she set and managed the organization’s budget and staff, set and implemented an annual policy agenda, provided civil legal services for survivors of sexual violence throughout the state, and served on various state-level committees to enhance the identification, intervention, and response to domestic violence, sexual violence and stalking. Prior to working at the Idaho Coalition, Annie served Boise State in various capacities, including as Director of Title IX/ADA/504 Compliance, Associate General Counsel and Adjunct Professor in the School of Public Service.

**Disinfo Squad**

Boise State University undergraduates Alexis De Carvalho, Moesha Aplicano-Burnham, and Rachel Terhune have been a part of a grant-funded group known as the Disinfo Squad. As part of the grant objectives, these students have trained for the past 8 weeks to be social

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media influencers and educators. Our overarching mission is to be an active part of the community, creating live and virtual opportunities to interact with people on campus and in the Boise area as information literacy ambassadors.

**Chelsea Brown**

As the Senior Manager of Global Wellbeing, Chelsea considers herself lucky to work alongside an incredible global team of subject matter experts, designing and delivering wellbeing programs for Micron team members around the world. She is driven by a need to bring the importance of taking care of ourselves and our employees to the forefront of how we think about business today, and focuses her work in evidence-based practices showing the true science of the field of well-being. Her life and leadership mantra is leave people better than you found them, and strives to be a positive impact in other’s lives, whether that’s her family, her team, career focus, or her volunteer opportunities. She loves a good laugh, a good vacation, and a good snack most of all.

**Tony Songer**

Anthony Songer is a Professor in the Department of Construction Management at Boise State University. He has more than 25 years experience in practice, research and teaching in the areas of innovative project delivery and leadership. Professor Songer’s current interests includes global citizenship and humanitarian engineering.

**Nathan Fauntleroy**

Nathan is a Social Worker and Full Time Counselor with Boise State Health Services and has been working there for 4 years. In addition to generalist counseling, he specializes with couples and relationships.

**Tod Colegrove**

Patrick “Tod” Colegrove is Dean of Albertsons Library at Boise State University and holds a Master of Library and Information Science degree with concentration in competitive intelligence and knowledge management, along with doctorate and master’s degrees in physics. A former State Librarian and professor emeritus of the University of Nevada, Reno, he served as Head of the DeLaMare Science & Engineering Library, and earlier as manager of the Information Commons of the Mathewson-IGT Knowledge Center. His career has included appointment as chief of the Nevada State Library, Archives, and Public Records division, separately as director of the capital city’s public library system. His career in libraries builds on over fourteen years of entrepreneurial experience as leadership in high-tech private industry, capped by a decade of teaching experience in the University classroom.
the role of the AOP Past President with Kenzie Long as the upcoming AOP President, but I am also going to miss being the president of such a unique and fun group. We have had meetings full of great ideas and innovation, laughter and we even had some meetings where we expressed our stresses. What an amazing thing to be able to do for each other. I will miss leading this awesome group.

My advice as a member of AOP on campus is to not be afraid to say “yes”. My journey as the Vice President and now the President of AOP has taught me so much and I have gained lifelong friends as a result. I wouldn’t trade this experience for anything.

Happy Spring/Summer/Snow time,
Kim

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If you're looking to expand your learning opportunities, you might consider attending the 2023 NAEOP Annual Conference July 16-19, 2023 Omaha, NE

The 2023 NAEOP Conference promises to touch on every aspect of our association’s mission in formal and informal ways. You will have the opportunity to L.E.A.R.N. each day you attend.

Further information and registration information can be found at:

www.naeop.org

We really enjoy our Focus on Members section. It’s great to learn about the people who support the Association of Office Professionals, their time at the University and their life. We can’t do it without your help. Please consider volunteering to be highlighted in our Focus on Members section. All we need are fun loving people to introduce. We’d love to get to know our members better. Just contact:

Angela Roberts, angelaroberts417@boisestate.edu
Brown Bag Lunches
Grab a coffee or snack, sit back and enjoy these upcoming webinars

**Leading Through Anxious Times: Turn Your Biggest Fears into Your Leadership Superpower**
Morra Aarons-Mele, Author and host of the award-winning podcast, *The Anxious Achiever*
Thursday, April 13th at 10:00 AM MDT

**Be a Kick-Ass Boss Without Losing Your Humanity**
Kim Scott, New York Times Bestselling Author
Wednesday, April 19th at 10:00 AM MDT

**The Microstress Effect: How Little Things Pile Up and Create Big Problems—and What to Do About It**
Rob Cross, Bestselling Author and Leadership Expert
Wednesday, April 26th at 10:00 AM MDT

**The Umbrella Effect: A Family-Level Approach to a Calmer, Happier, and More Connected Household**
Dr. Jen Forristal, Author and Award-Winning Child Mental Health Advocate
Tuesday, May 9th at 10:00 AM MDT

**Transforming Mental Health Stigma Into Mental Wellness Superpowers**
Mike Veny, Author and Award-Winning Mental Health Speaker
Tuesday, May 16th at 10:00 AM MDT

**How to Talk About Race (and Other Hard Things)**
Dr. Nancy A. Dome, Author and Renowned Speaker
Tuesday, May 23rd at 10:00 AM MDT

Sign up and see future events here: [https://alumlc.org/boisestate/upcoming](https://alumlc.org/boisestate/upcoming).

To register, click on the individual events.

www.bsuaop.org
NEW WEBSITE IS UP AND RUNNING!

The Association of Office Professionals has a new website! It’s been a long time coming and we’re stoked that it is now live. It is still a work in progress and we’ll continue to improve the site and add more information over the coming few months.

CHECK IT OUT: https://www.bsuaop.org/

Have ideas for the website, or suggestions on tweaks? Is there information you want to see that’s not there? Send your ideas to Shelly Doty, sdoty@boisestate.edu.

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 July 1, 2022 the Keynoter has had interest from 31 different countries!
Boise State University Association of Office Professionals

2022-2023 Calendar

Aug 1, 2022  EBM* – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
Sept 12, 2022  EBM – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
Oct 3, 2022  EBM – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
Oct 10, 2022  Office Professional & Administrator of the Year
Oct 21, 2022  Bosses Breakfast - 7:30-9 am - Simplot Ballroom
Nov 7, 2022  EBM – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
Nov 18, 2022  Holiday Auction- 11:30 am-1:00 pm - SUB/Simplot Ballroom
Dec 5, 2022  EBM – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
Jan 3, 2023  EBM – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
Feb 6, 2023  EBM – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
March 6, 2023  EBM – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
April 3, 2023  EBM – 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
April 14, 2023  Professional Development Day– Riverfront Hall
May 2, 2023  EBM– 2:00-3:00 pm – MCMR Bldg, 200A/Zoom
June 2023  Annual Meeting and Luncheon - TBD

July 16-19, 2023  NAEOP 86th Annual Conf - Hilton Omaha Hotel, Omaha, NE

*EBM (Executive Board Meeting)

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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!
BSUAOP Membership List 2022/2023

Beth Allen          Cynda LeDuc          Daneva Vance
Brenda Baker       Katy Lightfield        Sarah Willey
Leslie Black      Kenzie Long           Kim Wilcox
Matthew Cordell   Kili Murphy            
Catherine Crapo    Rita Nuxoll
Sam Davidson       Twyla Perkins
Shelly Doty
Paty Dudziak Kerr  Ho Pham
Maya Duratovic     Jean Potter
Halaulani Furniss  Desiree Reyes
Crystal Galea‘i    Pam Robbins
Lauren Hershey     Angela Roberts
Demi Hoff          Susie Seltzer
Dori Hulme         Beverly Sherman
Linda Kauffman     Ally Bea Smith
Marianne Ledford   Paige Thomas
Karen Toon

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.bsuaop.org/

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

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