

# KEYNOTER



## 2024/2025 Theme Be Limitless – Level Up

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### President's Message

By Angie Roberts

As we were thinking of themes for the new AOP year, a book I had recently read came to mind – *Limitless: Upgrade your brain, learn anything faster, and unlock your exceptional life.* by Jim Kwik. Jim sustained a brain injury as a child making learning for him a challenge and earning him the label “The boy with the broken brain”. Through various mentors and continued efforts, he learned how to overcome many of his challenges and work to be limitless in his learning. **“Being limitless is not about being perfect. It’s about processing beyond what you currently believe is possible.”** (Kwik, 2024, pg16)

In my spare time, I occasionally like to play video games. Level Up brings to mind the little actions I must take to reach the end of the level. Some areas are harder than others and sometimes I have to repeat an action often or find a different way to get past an obstacle. In the end, my skills have improved and I can get past that darn Lego® Harry Potter Spider. Sometimes my professional development opportunities feel like that spider and I just want to quit and move on to an easier project. When I keep working at it, I feel the internal reward of success (and occasionally I get a new superpower or magic spell).



# Bosses Breakfast of DOOM!

## Ghosts vs Goblins



**Thursday, October 31,  
7:30 - 9:00 am**

**Jordan Ballroom with MC Andy Giacomazzi**

**All are welcome**

**Breakfast \$15 - Entertainment Free**

**10% off breakfast for AOP members**

*The President's Office has granted release time with supervisor approval.*

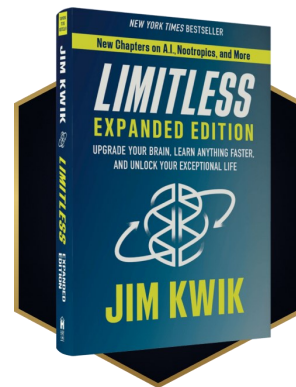
**To sign up: <https://commerce.cashnet.com/boisestateAOP>**

**Halloween costumes encouraged**



Removing limits in our learning doesn't happen overnight. We oftentimes repeat to ourselves (or unfortunately listened to someone else tell us) that we can't do it because . . . We need to remember though, we need to take "small, simple steps" (Kwik, 2024, pg 157) to Level Up and reach our goals. Sometimes those steps are smaller and closer together and sometimes we can take big steps at a time. Just keep it moving. You are **LIMITLESS**.

If you would like the opportunity to read the book referenced above, Albertsons Library has a digital copy available for checkout: *Limitless: upgrade your brain, learn anything faster, and unlock your exceptional life*. By Jim Kwik.



## Meet the Board Members

### Co-President—Shelly Doty

Shelly Doty began at Boise State in Albertsons Library in August of 1990, and is currently the head of Access Services in the library. She has been active in AOP since about 2012, from positions of Keynoter editor to president. Prior to her involvement in AOP she was an active board member of the Association of Classified employees for about ten years, from senator to president. During her time at Boise State she has also raised three beautiful daughters, has two absolutely wonderful grandchildren and a great son-in-law (along with numerous grandpets). Ask her anything about the library and its resources, AOP or working at Boise State!

### Co-President—Angela Roberts

Angela is the Executive Staff Specialist for Extended Studies, and has worked for Boise State for almost eight years. She received a BS in Public Health with a Health Promotion emphasis in May of 2022. In her spare time, she enjoys spending time with my family, playing games, sewing, and participating in community service projects. Even though she was volunteered to be more involved in AOP, she is very much enjoying getting to know other AOP members better, being more involved in campus events, and all the great learning opportunities offered through this program.

### President Elect—Marianne Ledford

I have been at Boise State for 5 and a half years in the Office of Continuous Improvement. I've been involved with AOP off and on over that time. I recently completed a master's degree in Educational Leadership. This year I've taken on the role of President-Elect and am excited to explore these new duties (and put some of the things I learned in my master's program to use!). When I'm not working, I enjoy gardening, reading, road trips, movies and my dogs.

### Vice President—Maggie Dart

Hello, my name is Maggie Dart and I am a Management As-

sistant with the Boise State University Foundation. I am an alumna of the College of Engineering in the pursuit of becoming a double bronco. I have served on AOP's board as a member representative, and I am honored to continue my service as Vice President. In my free time, I enjoy reading, baking, traveling, and running around with my toddler. If you see me out in the wild, come say hi!

### Secretary—Jane Dunaway

Jane is originally from Portland, Oregon. She and her husband moved to Mountain Home in Spring of 2021. She began her career in education by obtaining a Bachelor's and Master's in French and was a French teacher in private schools and enjoyed the opportunity to live in France during college. She was a stay-at-home/homeschooling mother for about 15 years and made a career shift to Human Resources in 2016 when she obtained her MBA, joining Boise State in May 2023 as the HR Coordinator in the Department of Public Safety. She enjoys being part of AOP and looks forward to her Secretary duties this year!

**Having trouble paying for professional development opportunities?**

**Did you know BSUAOP offers scholarships?**

Scholarships are available, but not limited to, the following: BSUAOP Professional Development Day, National Association of Educational Office Professionals (NAEOP) annual conference, and workshops and training provided by other organizations. Find more details at <https://www.bsuaop.org/scholarship>

### **Treasurer—Ash Whitwell**

Ash Whitwell has been with Albertsons Library for nine years total with a small break during the pandemic. Ash completed his MBA in 2020 and also has a degree in the Management of Information Systems and Ancient Roman history. In my spare time, I like to spend time on my gold claim in the Owyhee mountains with my wife of 25 years, Lisa.

### **Immediate Past President—Kenzie Long**

I received my AA in Health Science from CWI and am currently working towards my BS in Interdisciplinary Professional Studies with certificates in Conflict Management and Leadership/Human Relations and am SHRM certified. I have been with Boise State's Department of Public Safety since December 2021. I enjoy spending my time with friends and family as well as my animals.

### **Member Representatives:**

#### **Katy Lightfield**

Katy Lightfield has spent career in the public, non-profit, and private sector. She currently works in OIT Business with Boise State University. She is working on her BA in Interdisciplinary Professional Studies. Katy is a native Idahoan and Priest

Lake is her favorite place. She loves spending time with her family, the outdoors, and traveling.

#### **Pam Robbins**

Pam is starting her 11<sup>th</sup> year at Boise State University. She is the Business Operations Coordinator for the department of Anthropology. She has been a member of BSUAOP for her entire Boise State career, and has enjoyed roles as a member rep and vice president as well as a committee member for Bosses Breakfast, Holiday Auction and Professional Development Day. In her spare time Pam is an avid sports fan, attending Boise State football and basketball games, as well as rooting for her hometown Giants and Forty Niners. She enjoys time with her husband and two adult sons, and loves exploring Idaho and all it has to offer.

#### **Susan Cassell**

Susan is an Advancement Assistant with University Advancement.

#### **Open Position**

Consider joining the board. This is a great opportunity to grow as well as get involved more in the campus community.



National Association of  
Educational Office Professionals

[NAEOP Website](#)

## Our Mission

The mission of the Association is to provide professional growth through leadership, education, achievement, recognition, and networking opportunities for educational office professionals.

## **NAEOP Conference 2024 recap**

By *Angie Roberts*

### **Opening—Keynote Speaker**

The annual NAEOP Conference in Little Rock, Arkansas, kicked off with a warm, in-person welcome from Mayor Frank Scott Jr.

Keynote speaker Lisa Olsen, MS, CWCA delivered an inspiring presentation titled *Are You All In?* She underscored the necessity of remaining relevant in our work. She challenged attendees to reflect on their initial enthusiasm for their careers and to find ways to rekindle that passion. Do you still

have the same excitement for your job as when you were hired?

Olsen emphasized the importance of maintaining perspective in the face of life's challenges, negative work environments, and budget constraints. She advised attendees to be mindful of their mindset and to take proactive steps to stay positive and focused. It is important to "give yourself shots of "Visine" to clear your perspective again. Your small contribution is needed for the overall goal.

Tips for being "All In"

To remain "all in," Olsen offered several practical tips:

- Cultivate a positive attitude: A healthy outlook can go a long way in overcoming obstacles.
- Master virtual tools: Proficiency in technology is essential for staying connected and efficient. Be the go to for virtual tools.

- Continuously learn: Seek out opportunities for professional development to enhance your skills.
- Be a team player: Collaborate with colleagues and build strong relationships with them. If you struggle with keeping a relationship friendly, keep it smart. Work to contribute to the overall success of your organization.
- Show gratitude for others: Give them sincere compliments. Try keeping five paperclips in a pocket, when you give a compliment move one to your other pocket.
- Manage stress: Develop effective coping mechanisms to maintain emotional well-being.
- Celebrate successes: Acknowledge your achievements and find reasons to celebrate on a regular basis.

**BE ALL IN! Stay relevant! Have influential impact!**

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### Once Upon a time - Gervonder Brown

Gervonder is a very energetic, fun speaker that could get the whole room excited. Some of the tips she started with:

Pre-presentation preparation:

- You have to have a story - a why, a reason for being there. Clearly articulate your purpose and passion for the topic. This will infuse your speech with authenticity and enthusiasm.
- Simplify your slides - Use them as visual aids. Too much information on your slides and people will be reading your slides instead of listening to you.
- Know your audience, know what subject to talk about and feel the room and adjust accordingly.
- Research subject matter - become an expert on your subject matter, this confidence with show.
- Organize your materials and outline your speech.
- Dress for the occasion.
- Engage with your audience - Use humor, tell stories and use effective language.
- Stay within the allotted time frame.
- Rehearse in front of a mirror.
- Ask a family member to critique your speech and don't be offended by the response.

During your presentation:

- Set the right pace - speak at a natural pace that allows for clarity and emphasis.
- Keep calm by breathing deeply.
- Focus on giving your best speech.
- Be personable and relatable.
- Use eye contact.
- Grab attention at the beginning and have a dynamic ending.
- Project your voice.
- Be confident, use appropriate pauses.
- Get audience participation.

By following these refined tips, you can deliver a captivating and memorable presentation that leaves a positive impact on your audience.



*The Northwest Area affiliates.  
(Alaska, Idaho, Montana, Oregon, Washington, Wyoming)*





We received third place awards for our newsletter & website. (with President Theresa Himmelberger)



Arkansas River



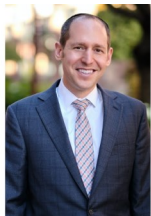
The basket we donated for the Auction



We will share more tips from other presenters in future Keynoters

## Enrichment Program

### Alumni Webinars



#### Turning Anxiety Into a Blessing: How to Use Anxiety to Thrive

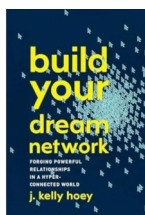
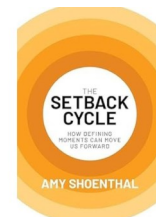
*Dr. David Rosmarin, Author and International Expert on Mental Health*

Tuesday, September 10th at 10:00 AM MDT

#### Strategies for Leading Through Inevitable Setbacks

*Amy Shoenthal, USA Today Bestselling Author*

Wednesday, September 18th at 10:00 AM MDT



#### Accelerate Your Reinvention with a New Networking Mindset

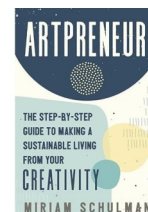
*J. Kelly Hoey, Author and Networking Strategist*

Thursday, September 26th at 10:00 AM MDT

#### How to Sell More Art (Without Being Insta-Famous)

*Miriam Schulman, Artist, Author and Business Coach*

Wednesday, October 9th at 10:00 AM MDT



## Book recommendations

By Maggie Dart

### **Wisdom at Work: The Making of a Modern Elder**

by Chip Conley (Available at Albertsons Library)

At age 52, after selling the company he founded and ran as CEO for 24 years, rebel boutique hotelier Chip Conley was looking at an open horizon in midlife. Then he received a call from the young founders of Airbnb, asking him to help grow their disruptive start-up into a global hospitality giant. He had the industry experience, but Conley was lacking in the digital fluency of his 20-something colleagues. He didn't write code, or have an Uber or Lyft app on his phone, was twice the age of the average Airbnb employee, and would be reporting to a CEO young enough to be his son. Conley quickly discovered that while he'd been hired as a teacher and mentor, he was also in many ways a student and intern. What emerged is the secret to thriving as a mid-life worker: learning to marry wisdom and experience with curiosity, a beginner's mind, and a willingness to evolve, all hallmarks of the "Modern Elder."

### **Wait, What? And Life's Other Essential Questions**

by James Ryan

(\*My personal favorite) In *Wait, What?*, Jim Ryan, dean of Harvard University's Graduate School of Education, celebrates the art of asking—and answering—good questions. Five questions in particular: Wait, what?; I wonder...? Couldn't we at least...?; How can I help?; and What truly matters? Using examples from politics, history, popular culture, and social movements, as well as his own personal life, Ryan demonstrates how these essential inquiries generate understanding, spark curiosity, initiate progress, fortify relationships, and draw our attention to the important things in life—from the Supreme Court to Fenway Park. By regularly asking these five essential questions, Ryan promises, we will be bet-

ter able to answer life's most important question: "And did you get what you wanted out of life, even so?" At once hilarious and illuminating, poignant and surprising, *Wait, What?* is an inspiring book of wisdom that will forever change the way you think about questions.

### **Do Less: The Unexpected Strategy for Women to Get More of What They Want in Work and Life**

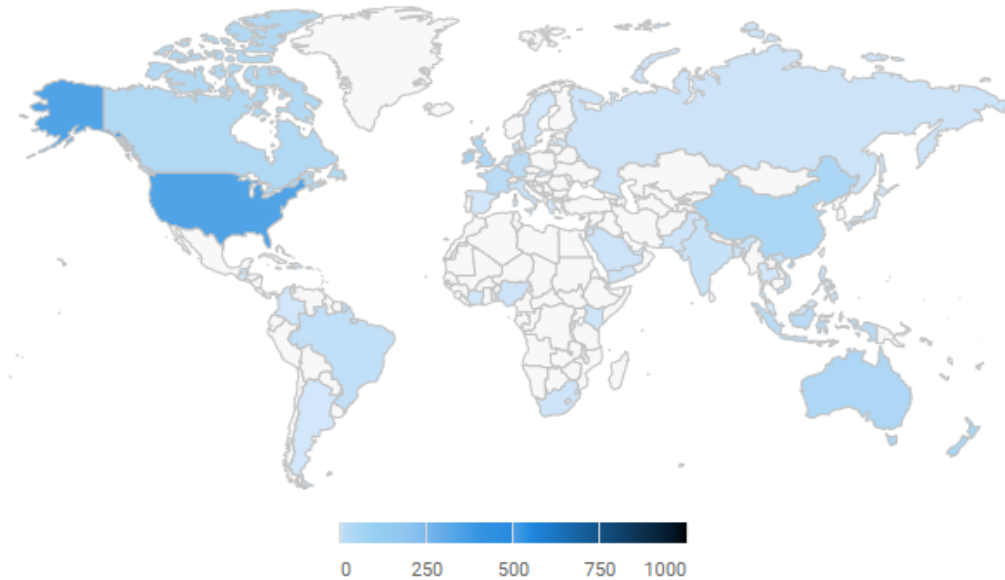
by Kate Northrup (Available at Albertsons Library)

This is a book for working women and mothers who are ready to release the culturally inherited belief that their worth is equal to their productivity and instead create a personal and professional life that's based on presence, meaning, and joy. As opposed to focusing on "fitting it all in," time management, and leaning in, as so many books geared at ambitious women do, this book embraces the notion that through doing less, women can have--and be--more. The addiction to busyness and the obsession with always trying to do more leads women, especially working mothers, to feel like they're always failing their families, their careers, their spouses, and themselves. This book will give women the permission and tools to change the way they approach their lives and allow them to embrace living in tune with the cyclical nature of the feminine, cutting out the extraneous busyness from their lives so they have more satisfaction and joy and letting themselves be more often instead of doing all the time. *Do Less* offers the reader a series of 14 experiments to try to see what would happen if she did less in one specific way. So, rather than approaching doing less as an entire life overhaul (which is overwhelming in and of itself), this book gives the reader bite-sized steps to try incorporating over two weeks!

**I do believe something very magical can happen when you read a good book.**  
— J.K. Rowling







## Readership Facts:

Between July 1, 2023 and June 30, 2024 there were 1,699 downloads of 96 different issues of the Keynoter, by 24 different institutions, in 43 countries or regions of the world. Top 10 country downloads for the fiscal year were: Singapore, United States, Ireland, New Zealand, China, Australia, United Kingdom, Canada, Hong Kong and Indonesia. Top five Keynoters downloaded: April/May 2023, November 1983, September/October 2017, February/March 2016, and May 2009.

### — 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!

### **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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# GET *Recognized*

## 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 program is open to active and retired members of NAEOP.

**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.

**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).

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

## 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](mailto:sdoty@boisestate.edu)

**To find out more check out the NAEOP website: [Professional Standards Program](#)**

## BSUAOP Membership List 2024/2025

Brenda Baker  
Christian Carnahan  
Susan Cassell  
Gator Colon  
Matthew Cordell  
Catherine Crapo  
Maggie Dart  
Sam Davidson  
Jonathan DeLeon Guerrero  
Justin Doi  
Shelly Doty  
Jane Dunaway  
Crystal Galea'i  
Josie Graham  
Linda Kauffman  
Carmen Kaufhardt  
Tess Kramer  
Danielle LaRiviere  
Marianne Ledford

Cynda LeDuc  
Katy Lightfield  
Kenzie Long  
Chris Lutzow  
Kili Murphy  
Lisa Murphy  
Julie Parke  
Randall Phelps  
Jean Potter  
Linda Redman  
Desiree Reyes  
Pam Robbins  
Angela Roberts  
Mandeep Sharma  
Ally Bea Smith  
Kelsie Stanley  
Karen Toon  
Siera Tuttle  
Daneva Vance

Ash Whitwell  
Kim Wilcox  
Sarah Willey

### Associate Lifetime Members

Gay Barzee  
Leslie Black  
Connie Charleton  
Rene' Delaney  
Jackie Fuller  
Maude Garretson  
Andrew Giacomazzi  
Guen Johnson  
Richard Klautsch  
Lynelle Perry  
Suzan Raney  
Beverly Sherman

*Humans are social beings, and we are happier, and better, when connected to others.—Paul Bloom*



2024 Professional Development Day



## General AOP information

### Our Mission

The purpose of this Association shall be to elevate the standards and promote the professional growth of personnel within the University, 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.

### We need your nominations for the 2024/25 Office Professional of the Year and Administrator of the Year.

Do you know an Association of Office Professional member who goes above and beyond as an office professional? Nominate them for our Boise State Association of Office Professional of the Year award.

Anyone can nominate an administrator for the Administrator of the Year Award. Do you have someone in mind? Not an AOP member? Become a member and nominate that person! Or talk with a colleague who is a member to see if they'd like to nominate the administrator.

Office Professional of the Year Nomination Form: <https://docs.google.com/forms/d/1HouVPltmg-i5tBGvqwS6BMM06xYl19OZrXCJd9H655k/prefill>

Administrator of the Year Nomination Form: [https://docs.google.com/forms/d/1leOnjTDyCyTiQ86DO8R3OHGBoYm\\_87AptFClwiJiuvw/prefill](https://docs.google.com/forms/d/1leOnjTDyCyTiQ86DO8R3OHGBoYm_87AptFClwiJiuvw/prefill)



# Boise State University Association of Office Professionals

## 2024-2025 Calendar

Aug 15, 2024	Board Meeting – 2:00-3:00 pm – Zoom
Sept 19, 2024	Board Meeting – 2:00-3:00 pm – Zoom
Oct 17, 2024	Board Meeting – 2:00-3:00 pm – Zoom
<b>Oct 31, 2024</b>	<b>Bosses Breakfast - 7:30-9 am - SUB Jordan Ballroom</b>
Nov 21, 2024	Board Meeting – 2:00-3:00 pm – Zoom
<b>Dec 4, 2024</b>	<b>Holiday Auction- 11:30 am-1:00 pm - CID, Albertsons Library</b>
Dec 19, 2024	Board Meeting – 2:00-3:00 pm – Zoom
Jan 16, 2025	Board Meeting – 2:00-3:00 pm – Zoom
Feb 20, 2025	Board Meeting – 2:00-3:00 pm – Zoom
March 20, 2025	Board Meeting – 2:00-3:00 pm – Zoom
April 17, 2025	Board Meeting – 2:00-3:00 pm – Zoom
<b>TBD</b>	<b>Professional Development Day– TBD</b>
May 15, 2025	Board Meeting – 2:00-3:00 pm – Zoom
<b>June 2025</b>	<b>Annual Meeting and Luncheon - TBD, 11:30 am-1:00 pm</b>
<b>July 13-16, 2025</b>	<b>NAEOP 91st Annual Conf - Charleston, South Carolina</b>

Zoom link for all board meetings—all are welcome to attend: <https://boisestate.zoom.us/j/91826471978>

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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](mailto: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

