

The Keynoter

March 2006

BSUAOP Boise State University
Association of Office Professionals

*Success lies upstream,
you cannot drift to it*



President's Address Suzan Raney, President

According to the website, *dictionary.com*, repertoire means "the range or number of skills, aptitudes, or special accomplishments of a particular person or group." Isn't it time you added to your repertoire by partaking in some training? I invite you to attend the Idaho Association of Educational Office Professionals' (IAEOP) spring conference on April 7th and 8th in Sun Valley. The array of workshops is outstanding and there's something of interest for everyone.

If you are a BSUAOP member, I encourage you to apply for a scholarship through our organization. Also, many departments

will help pay for the conference fees, subsistence, and lodging. Come along for some opportunities to network statewide, learn some new techniques to bring back to your office, and make new friends. It's worth the trip!

You say you want to add to your repertoire, but can't get away for a couple of days to make the trip to Sun Valley? I've got a solution for you. Attend our monthly BSUAOP meetings. They're held right here on campus the second Tuesday of every month from 11:30 – 1:00 p.m. There's always a presenter who provides training on various topics and a chance to network with other office professionals across campus. It's worth the time.

If you're feeling very adventurous and want to get away for a week of training, the National Association of Educational Office Professionals' annual conference is July 17th through July 21st in Dallas, Texas (yee haw!). This is a great chance to participate in round tables with office professionals from other higher education institutions nationwide, attend various workshops, and visit the great state of Texas.

Remember, all of these events are opportunities to earn PSP points.

For additional information, please contact me via e-mail at sraney@boisestate.edu or by phone at 426-4114.

IAEOP Spring Conference Misty Wynn, Editor

Join us in beautiful Sun Valley, Idaho, April 7th and 8th, for IAEOP's Annual Spring Conference.

The theme this year is "Be Informed, Be Involved, Expand Your Horizons." Group rates are available at The Sun Valley Inn.

For conference & membership details log on to www.idahoaeop.org

**Earn points towards your
PSP Certificate!**



This year's Administrator of the Year and Employee of the year are from Boise State.

**Come celebrate
with us!**

Executive Board 2005-2006

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Nominations & Elections Terri Shafer, Past President

The ballot has been finalized and I am happy to say that all open positions have been filled. We will have an actual election this year as we have one position with two nominees.

The ballots will be sent to you on March 17th, 2006. Please be sure and vote, as this is your Executive Board, too.

I appreciate the members of my committee who have worked so hard: Valencia Garrett, and Suzan Raney. Thank you very much for

serving on this committee.

Ballots must be received by March 31st to be counted. Send them to Terri Shafer, Military Science, MS 1930. Emailed ballots will not be accepted.

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Our scholarship fund will help you pay for academic course fees and books.



Free Money! Terri Shafer, Scholarship Committee Chair

Now that I have your attention...The BSUAOP Scholarship Committee would like to give some money to you. All you need to do is apply and ask. Sounds easy enough, right?

The scholarship form can be found on the BSUAOP website at boisestate.edu/bsuaop.

The only stipulation is that you must be a **current** member of BSUAOP in order to be considered for a scholarship.

All applications are due on March 15, 2006 in order to be considered for spring classes and IAEOP State Conference. Scholarships for the NAEOP National

Conference in Dallas, Texas will be considered at a later date.

If you have any questions regarding how to apply, please contact Terri Shafer, Scholarship Committee Chair at 426-3500 or tshafer@boisestate.edu

Don't Get Caught in the "Phishing" Net Debbie Flores, Vice President

In January Ms. Lisa Peterson, Vice President of Member Services from Capital Educators Federal Credit Union, alerted us to the latest form of identity theft.

Phishing, pronounced 'fishing', is when thieves act as if they are representing a financial institution and try to "hook" you into providing personal information. Please remember, most financial institutions WILL NOT request account information in an email. If you receive an email

requesting personal information DO NOT click on the email to sign on to the bank website. If you enter your account number and pin from this site the thieves have the information necessary to access your account.

If you have any questions or you have entered your information into one these sites call your financial institution's customer service line immediately!



An update from your editor regarding phishing and the IRS...

Tax season has given thieves new bait. There have been reports of emails claiming to be from the IRS, stating that "there is an issue with your electronically filed tax return"...or they discovered you are getting a return, but..."they need your Social Security number for verification. The IRS does not send information through email.

Join us next Month...

April 11th: "How to Work With the Opposite Sex," presented by Heidi Reeder, Communications Department

IAEOP Recognizes Boise State Employees Guen Johnson, with excerpts courtesy of BSU News Services

BSUAOP is excited to announce that our very own Nancy Rountree and Dr. James Girvan have been selected as the IAEOP Office Professional and Administrator of the Year respectively. Both were nominated and selected by BSUAOP. Their names went forward to IAEOP and were chosen to represent Idaho. They will receive their awards at the annual IAEOP spring conference in Sun Valley, April 6-8.



Nancy Rountree

Nancy Rountree is the Management Assistant to the Dean in the College of Engineering. She has worked at BSU since 1992. Rountree is a past President of BSUAOP and chaired numerous committees in our organization. She earned a bachelor's degree in multi-ethnic studies from Boise State University in 2000. In 2001, Nancy received her PSP certificate for Certified Educational Office Employee (CEO) from our national affiliate, NAEOP.

Dr. Jim Girvan is the Dean of the College of Health Sciences. He was selected for the prestigious award based on several factors, including interest shown in educational office personnel, achievements and experience in the field of education, academic background and membership in professional associations.



Dr. Jim Girvan

Congratulations to both of these deserving colleagues!

Women Around the World Leslie Black, President Elect

Our annual fashion show, a collaboration with the Ada County Association of Educational Office Professionals (ACAEOP) featured Dr. Linda Clark, the Superintendent of the Meridian School District.

Dr. Clark has traveled extensively, and led eleven Citizen Ambassador delegations that examined the role of women in society in China, the U.S.S.R., South Africa, Egypt, Cuba, and Brazil. She is active in numerous educational, civic, and fra-

ternal organizations, and has been a featured speaker and workshop presenter in local, national and international settings.

Women volunteers modeled fashions from China, Norway, India, Samoa, Vietnam, and Ireland.

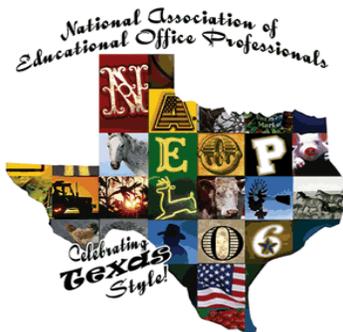
World Facts About Women:

- 70% of those in poverty are women

- 1 of 4 households are headed by women
- 42% of HIV diagnoses are women
- Women make 3/4 the pay of their male counterparts for the same work worldwide.



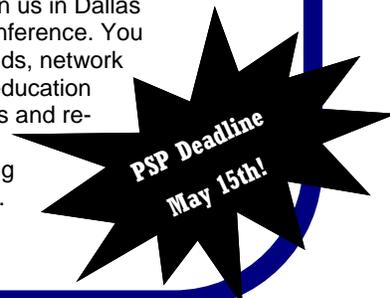
NAEOP 2006 National Conference Suzan Raney, President



The mission of the National Association of Educational Office Professionals (NAEOP) - the only national professional association for educational office personnel - is to provide professional growth opportunities, leadership, and service for employees in education through a specifically-designed certification program, quality training, a network for sharing information and ideas, recogni-

tion of achievements, and fellowship.

Check out all the benefits that are included in your membership online! Join us in Dallas for the national conference. You will meet new friends, network with other higher education office professionals and receive some excellent training to bring back to your office.





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HOT TIP!

Tired of the way your Excel, Word, or Powerpoint keeps changing all your web or email addresses into hyperlinks because your AutoCorrect feature is taking over? Here's what you do:

hit Control + Z to remove the link immediately. Should you decide to remove an individual hyperlink later then right click on it, and choose Remove Hyperlink from the menu.

We're on the web!

boisestate.edu/bsuaop

The purpose of BSUAOP is to assist its members in reaching a professional level of excellence, to promote positive attitudes, and to encourage further training in specific fields relevant to each member's responsibilities within the University.

What's your PSP IQ? Gay Barzee, PSP Chair

If you can answer the following questions, then you must have attended the December luncheon regarding PSP:

1. What does PSP stand for?
2. How do I apply?
3. How much does it cost?
4. Where is the NAEOP 2006 conference ?

PSP stands for Professional Standards Program, a certification program through the National Association of Educational Office Professionals. It combines education, training, years of service in an educational institution, and years of service in an Office Professional organization such as BSUAOP. Collectively your scores add up to being certified as an Educational Office Professional. There are many levels and you can start at the bottom and work your way up to CEOE, Certified Educational Office Employee.

To apply, you first need to gather all of your training records, service/membership records and obtain a copy of your unofficial transcript. Then log onto the national website, www.naeop.org, to get the forms. You can make an appointment with Gay Barzee to go over how to fill out the forms or answer any questions. The next deadline for submitting forms to NAEOP is May 15th. (Other deadlines are September 15th and January 15th.) The cost is \$40.00 and gets mailed with your application. Cost for CEOE is \$55.00.

The next NAEOP conference is in Dallas, Texas. This is where you attend the PSP banquet and be honored for all the hard work you have done as an Office Professional. This is an extraordinary event that you won't want to miss. You'll get to meet the NAEOP president, see all the Virginia ladies, meet the Mississippi gals, and find new friends from Washington and New York and Texas!

Be sure to make an appointment to get started. You won't want to be left behind when the plane takes off in July!



**LOOK OUT DALLAS,
 HERE WE COME TO THE
 NAEOP CONFERENCE!**

March 2006

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10 	11
12	13	14  Women Around the World Fashion Show 11:30am	15	16	17 	18
19	20  1st Day of Spring	21	22	23	24 	25
26	27	28	29	30	31	
Boise State University's Spring Break Week						

Time for Spring Cleaning!

BSUAOP's annual Book Sale will be held on April 18th. Please contact a member of the board to donate your books and videos.

April 2006

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2  Time light savings begins	3	4	5	6	7  Payday	8
9	10	11	12	13	14	15
16  Easter	17	18	19	20	21  Payday	22  Earth Day
23	24	25	26	27	28	29
30						

Mark your calendar for Bosses Breakfast May 5th

Did you know?

In December, BSUAOP presented the Idaho Food bank with a check for \$370.00 from the Holiday Auction proceeds.

How To Get Cooperation From Other Departments

From www.howtogetmoredone.com

- ◆ Other departments may appear to slow you down. In dealing with them, begin with an assumption that they are as competent as you are. Everyone is doing his or her best, and everyone is busy. Remember that ultimately, you're all on the same team. Your positive attitude will get better results than antagonism. Treat them as you would like to be treated.

1. Handle your special requests of other departments as you would handle a task that you would delegate.
2. Clarify the task to be done and the standards to be met.
3. Establish a timetable.
4. Ask if there is anything else that the person needs to complete the task.
5. Confirm the commitment that they made (don't make it for them).



Participating in BSUAOP gives you an opportunity to build bridges with other support staff from Departments all over campus.

- ◆ If others let you down, be careful not to react with one of two opposite emotions: aggression and passivity. Aggression is fighting back, yelling, name calling, threatening to go to a higher authority, becoming impatient and being forceful. Passivity is giving in, ignoring an issue, procrastinating, apologizing or running away.
- ◆ Be assertive instead. Use the person's name. Say please and thank you. Ask, don't tell.
- ◆ Be straightforward with your request. "Our department needs this delivered to us by tomorrow." Adding an explanation helps to validate the request. Then ask if there's anything else they need, or anything you can do to help the process. Clarify the agreement made.
- ◆ If the person objects, repeat the request, stating it slightly differently each time. "Jillian, I'd like to get a copy of that report by tomorrow." She answers that she's too busy. "I can understand how you've got a big workload. (Avoid the dreaded "but") I do need the report finished by tomorrow so can we find a way to complete it somehow?"
- ◆ Ask "Would it be helpful if I..." Sometimes they can do a better job if you help first. Your offer also displays genuine empathy.
- ◆ Use the phrase, "What would have to happen..." For instance, "I understand most of the staff have left for the day, but what would have to happen for this to be finished by tomorrow morning?" Sometimes the person might suggest a solution that you can help achieve: "Well, I'd have to send it over in a taxi and we're not allowed to do that." Maybe they can't authorize a taxi, but you can.
- ◆ Don't appeal to a higher authority. If you say "I need this done, and I can get my boss to speed things up if I have to," you may not be successful. Instead, build a relationship. Take an interest in things that are important to them.
- ◆ If problems persist, keep a log of transactions. Include the date you sent something to another department and the date you got it back. Use this to support process improvement, not to blame someone.
 - ◆ Create routines for standard requests from other departments that are repeated. For instance, automate your expense report. This isn't bureaucracy, it's efficiency.

Can we make each others jobs easier?

- ◆ On the other hand, remove routines that were created for occasional exceptions that no longer occur. Old routines may be slowing other departments down.

