That means there are opportunities for us to participate in professional development at the State and National levels. The IAEOP annual meeting and conference is April 4-5, 2014 in Twin Falls at the Hilton Garden Inn. Check out all of the information at idahoeop.org and click on “Events.” The NAEOP 2014 annual meeting and institute is July 14-17 in Portland, OR. Both are close enough for everyone to attend!

One reason I became involved with a professional association and continue to attend conferences is to practice my communication skills. You may ask “Why do I need to be a good communicator? I don’t like talking to people I don’t know or talking in front of a group of people.” Awhile back I read an article, Speaking Up for Success, in the Idaho Business review, written by Nancy Buffington, which outlined the following reasons it is important to be able to communicate well:

* Good communication skills enable you to talk with others easily, clearly and powerfully about you as an individual and about your job and why it is important. Certainly communicating well is useful when working with your “customers” and co-workers. I also think this skill is important when discussing your performance review with your boss, when interviewing for a new and/or better position, or when asking for monetary support to attend conferences, classes and trainings.

* Communication, both effective and non-effective, directly influences morale, performance, and profit for companies. According to Nancy, a 2011 article in The Holmes Report (a comprehensive source of knowledge and information about the public relations business) reported that an estimated $37 billion was lost annually due to poor communication in 400 large businesses in the U.S. and U.K. These losses resulted from misinformation about job functions, company policies and business processes. The average cost per company was $62.4 million per year. Of course, effective communication works to the benefit of these same companies. The same study reported that companies led by highly effective communicators reported 47% higher total returns than companies with the least effective communicators over a five-year period. Granted, Boise State is not a 100,000 employee company, but from my experience communication definitely influences morale, performance, and profit (by way of student enrollment, employee retention, and university fund raising successes).
* When people see you speak they gain valuable clues about you that they couldn’t glean from a website or printed materials such as email. These visual cues give them insight into your personality, work style, and energy level. Many times your authority and success rests largely on how you present yourself orally.

* Good presentations in a group setting build energy and motivation that are harder to achieve in individual settings. This could be in your office, in a meeting, or in a public speaking environment. I know that many times I have felt the energy in the room after one of Dr. Kustra’s “back to school” speeches. I have also experienced a shift in my colleagues from a negative stress energy level to a positive, but still stressful, energy level at our college-wide meetings. People came to the meeting wondering what they were going to do or how they could be involved and left with enthusiasm and eagerness to get started.

I hope you will all attend either or both the IAEOP (April 4-5) and the NAEOP (July 14-17) conferences this spring and summer. You will have opportunities to practice your communication and observe others who may communicate effectively or not so effectively. What kind of communicator will you be (effective or ineffective) the next time you have reason to communicate about something that really matters to you?

Leslie Black

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Heroes and Angles

By Mary C. Meyers

NAEOP Southwest Area Director

Heroes and angels, one and the same,
yet, very different as their names do explain.

Heroes are mighty and defenders of nations,
Helping save lives from evil’s machinations.

Angels are gentle, God’s glorious beings,
influencing lives in positive things.

Oh, yes, there are heroes and angels among us,
coming in many different shapes and sizes.

They are as human as me and you,
listening to God’s prompting in what they should do.

They come to us when our needs are high,
and help us until the trials pass by.

We all can be heroes and angels in some special way
as we serve one another, each and every day.

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BSUAOP
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M-R:
Vacant

S-Z:
Vacant

Mentor Program
Starting a new job is always mindboggling, but wouldn’t it have been nice if when you started working at Boise State someone had taken you under their wing and showed you around, and given you tips on where to go for supplies, printing and changes in phone service? AOP is beginning a new mentor program for new office professionals. Our member representatives will send welcome letters and offers of mentorship to new office support staff as they are hired to work at Boise State.

Let your member rep know of any new employees. Stay tuned to hear more about this exciting new project.

http://orgs.boisestate.edu/bsuaop/

THE PRICE IS RIGHT: BRONCO EDITION IS COMING TO A BOSSES’ BREAKFAST NEAR YOU

FRIDAY, MAY 9TH

7:30—9:00 AM

JORDAN BALLROOM

$8.00

Join us on Friday, May 9 from 7:30 - 9:00 AM in the Jordan Ballroom. Save that date on your calendar now for a hilarious competition among your colleagues and university administrators to win “The Price is Right: Bronco Edition” during this year’s Bosses Breakfast - brought to you by Boise State University Association of Office Professionals.

Show your supervisor(s) you appreciate them by inviting them to an entertaining show where anything can happen and anyone may be called down to the stage to compete for prizes! Andy Giacomazzi will host with Richard Klautsch as the announcer. Nicole Nimmons, director of Transportation and Parking; Niki Callison, associate director of Admissions; Karen Wargo, associate director for the Budget Office; and Marty Schimpf, provost, will perform as their lovely assistants.

BSUAOP will be supplementing the catering costs in order to keep the charge for breakfast at a reasonable amount of $8.00 per person (sales tax included). The menu includes your choice of a variety of breakfast burritos, Idaho potatoes, fresh fruit wedges, salsa, coffee, and tea. There will be some fresh cut fruit bowls for those who prefer a lighter breakfast option. If you’d prefer to come just for the show, you may come for free, but registration is required in order to guarantee seating. Treat your boss or let your boss treat you! Neither of you will want to miss this exciting event!

Meal vouchers are available for those employees wishing to attend who make $11.50 or less per hour. Contact Leslie Black, 426-5776, for more information prior to registration.

Watch the Update for Registration information. Reservations for seating cannot be made through registration. Please arrive early to reserve a table for yourself or a colleague.
Boise State University Association of Office Professionals is offering for the first time ever a book club exclusively for Boise State University Employees.

**Tuesday, March 11th we had a kick-off party!**

We mingled about books while munching on snacks and beverages. Book clubs were formed, books were selected, meeting times/locations were established, and lot of fun was had talking about books! If you were not able to attend it is not too late! Please visit our website and join one of the book club groups by sending an email to the facilitator of the group you choose. It is important to note that each person is responsible for obtaining a copy of the book that has been chosen - by whatever method you choose (borrow from a friend, check out from the library, purchase).

Go to: http://tinyurl.com/15qpshz, sign in to your BSU apps for employees and check out the Book Club site for more information!

**University Support for Employee Organizations on Campus**

Boise State recognizes that many employees on campus take part in organizations that foster continued learning, collaboration, and promotion of the University’s mission. Groups like the Boise State University Association of Office Professionals, Association of Classified Employees, and the Professional Staff Association offer programs and events that foster collaboration, continued learning experiences, and provide the opportunity for staff to be represented in University governance matters.

One of the ways Boise State encourages the growth and activities of employee groups includes providing funding for various activities and programs. Specific events, such as the Facilities Operations and Maintenance Luncheon, Bosses’ Breakfast, and Classified and Professional Staff luncheons, are also funded. Support often comes from a combination of non-appropriated central funds and collections of various fees. The University is careful to comply with State rules and University policies when distributing requested funds.

When requests for funding are submitted, groups are encouraged to provide detailed proposals to the VP for Finance and Administration indicating how the funds will be used and how an event or learning opportunity will benefit the most people.

Stacy M. Pearson, VP Finance and Administration
COOIN NATO RECYCLING EFFORTS ON CAMPUS

The Boise State Environmental Health, Safety, and Sustainability Office (EHSS), Facilities Operations and Maintenance (FO&M), and Boise State Association of Office Professionals (BSUAOP) have joined forces to streamline recycling of a frequently used, and often overlooked office essential – used inkjet and toner cartridges! Printer cartridge recycling has been handled by many different groups on campus with no defined, consistent recycling plan. Boise State is now collectively participating in a printer cartridge take-back program through Funding Factory (http://www.fundingfactory.com/).

The Funding Factory inspects, sorts, and sends the appropriate items to the responsible remanufacturing and recycling centers. In addition to providing environmental protection, the Funding Factory refunds directly to the University, a portion of the recycling income. Money earned from this recycling effort will be returned to Boise State to support additional recycling and sustainability initiatives, as well as provide continued funding to BSUAOP programs. Here are a couple of examples* of how this type of recycling is making a lasting change:

- Reprocessing 1 empty toner cartridge averts 2.5 pounds of solid waste from being landfilled.
- Recycling 1 printer cartridge prevents natural resources, such as oil, from being used to produce a new one.

*These facts are from NYT Times article "The Afterlife of Cellphones."

IT'S EASY!!

For Academic units, Administrative units and “satellite” buildings that FO&M services, toner cartridges will be collected with your department’s recycling items at your designated central department or building recycling location (along with your paper, plastic, etc.).

For Auxiliary units, please note the following collection locations:

- SUB — collection box located in SUB Administration Office
- Athletics – with general recycling that is collected by FO&M
- Taco Bell Arena – with general recycling that is collected by FO&M
- Children’s Center – with general recycling that is collected by FO&M
- Morrison Center - with general recycling that is collected by FO&M
- Housing – collection box located in the Housing and Residence Life Admin Office
- Campus Recreation – collection box located in the Admin Office

In order to ensure that the cartridge is not damaged and can be recycled, please place the used cartridge in the box that your new replacement cartridge comes in.

If you need assistance in identifying your recycling pickup location, please contact campusrecycling@boisestate.edu. If you have any additional questions about this program, please contact EHSS at ehs@boisestate.edu, or 426-3303.
DID YOU MISS IT?
Highlights of February’s Brown Bag Lunch
With Dr. Heidi Reeder

We all face situations, whether at work or in our personal lives, where saying “no” is uncomfortable and often is not easy to do. Dr. Heidi Reeder, associate professor of communication, presented an engaging and informative workshop at the February 11th BSUOP sponsored brown bag workshop, How to Say “No” and Mean It.

We began the workshop by sharing with each other the reasons we find it difficult to say no. One of the things that stood out to me is that Boise State employees like to say “yes” and this sometimes creates hardship when we are trying to make decisions that align with our priorities at work. Dr. Reeder shared a decision making tool she called her Yes/No Flowchart. The flowchart provided a systematic approach for evaluating opportunities and making decisions so that they move us toward our objectives. Included in the approach were three questions:

- Will it be a Good time?
- Are there valued People involved?
- Will it develop my Skills?

These three questions are easily recalled by asking oneself, “Does it (the opportunity) fulfill my GPS?”

In addition to learning when to say “no”, the workshop provided suggestions for how to say it, depending on whether we are speaking to strangers and acquaintances or more important relationships and constituents. Finally, we were given an opportunity to practice ways to say “no” in response to some everyday scenarios.

For those of us who are uncomfortable saying “no”, this valuable workshop empowered us to say it and to be sincere in our communication of it.

For more information about Dr. Reeder’s forthcoming book Commit to Win, visit www.heidireeder.com

Carol Nickel
Administrative Assistant 1
Extended Studies—eCampus

IAEOP Annual Conference - April 4-5, 2014 at Hilton Garden Inn, Twin Falls—
BSUOP will be hosting Friday’s Continental Breakfast and First Timer’s Welcome!
Laughter is the Best Medicine!

Really?

Stressed? End of term or end of fiscal year projects or taxes starting to weigh you down? Come to “Therapeutic Humor for Stress Relief” presented by Boise State University Association of Office Professionals (BSUAOP). Learn and experience how humor can help relieve your stress in the Barnwell room at the Student Union on tax day - Tuesday, April 15 at 12:00 noon. Register online at http://bit.ly/1kG22Pu by Friday, April 11.

According to WebMD, therapeutic humor, or humor therapy, uses the power of smiles and laughter to aid healing. Humor therapy helps you find ways to make yourself (or others) smile and laugh more. Humor may allow a person to feel in control of a situation and make it seem more manageable. It allows people to release fears, anger, and stress, all of which can harm the body over time. Humor improves the quality of life.

Marty Downey, associate professor in the School of Nursing, registered nurse, and board certified advanced holistic nurse, will convince you that laughing will help reduce your stress level and improve your health. She will offer laughter and relaxation as well as techniques to take both experiences back to your office and your home. Come early at 11:30 AM to get a head start on laughing by bringing your lunch and socializing with colleagues from across campus.

BSUAOP is a professional organization for Boise State employees, classified and professional, in educational office support positions. The organization assists its members in reaching a professional level of excellence, promotes positive attitudes, and encourages further training in specific fields relevant to each member’s responsibilities within the university.

For more information about BSUAOP, visit our website, http://orgs.boisestate.edu/bsuaop/, or contact membership chair, Danya Lusk, danyalusk@boisestate.edu.
The Boise State AOP Archives at Albertsons Library
Julia Stringfellow, Librarian/Archivist

The Boise State Association of Office Professionals was created in January of 1981 and has been going strong ever since. Its records are housed in Special Collections and Archives on the second floor of Albertsons Library. Included in the holdings are issues of the Keynoter going back to 1982 when its first issue debuted and two wonderful scrapbooks documenting the group's history through photographs, programs, and letters. Boise State AOP's constitution and bylaws, meeting minutes, and materials on its annual luncheon and other events it has done are also part of the collection.

We are grateful to the current and former members of Boise State AOP who have kept these historical materials so well and brought them to Special Collections to permanently house and preserve. Why is preserving the history of Boise State organizations so important? It provides a strong representation of the university's history, the materials are used when planning an anniversary or other significant events in the group's history, and allows researchers to explore and learn about the issues and events occurring during a specific time at Boise State.

Special Collections and Archives is comprised of three areas: rare book collection, manuscript collections, and university archives. The rare book collection contains the oldest book owned by a public institution in Idaho, Historia Scholastica written in the 15th century. The book collection contains other rare and one of a kind books, first editions, books by local and state authors, and also includes a Basque book collection. The manuscripts collection contains over 300 collections of regional individuals, families, and organizations that have played significant roles in Idaho's history. The university archives contains the records of the university going back to its creation in 1932. The materials housed in Special Collections are in closed stacks, meaning they are not taken out of Special Collections or checked out. For more information on Special Collections, visit our website at http://library.boisestate.edu/special/.

Online issues of the Keynoter from 1982-2014 are available on ScholarWorks at http://scholarworks.boisestate.edu/bsuaop_newsletter/.

The Boise State AOP records may be viewed when Special Collections is open, 9am-5pm Monday-Friday and until 8pm on Wednesdays. If you have any questions about the organization's records or anything Boise State history-related, feel free to contact me by email at juliastringfellow@boisestate.edu.

I thank you all for documenting your history so well and allowing us to house and preserve it in Special Collections.

Special Collections and Archives are working on digitizing two scrapbooks from Boise State AOP—Stay Tuned
Boise State AOP Book Clubs

For the first time ever, the Boise State University Association of Office Professionals (Boise State AOP) is forming book clubs exclusively for Boise State staff. Earlier this term, Boise State AOP surveyed staff to collect information in order to form small book clubs. On March 11, Boise State AOP held a kick-off party for the clubs in order to determine some logistics and provide resources for club members to consider during the development of the clubs.

A small, but passionate group of readers gathered at the kick-off party and discussed their reading habits and interest in book clubs. Together they selected logistics for four book clubs and have begun recruiting additional members for the clubs.

To join an existing book club, email the club contact, find a copy of the book and begin reading.

If anyone is interested in forming a book club for a Societal/Philosophical/Political genre or Boise State Authors, contact Jamie Sheppard at jamiesheppard@boisestate.edu or Danya Lusk at danyalusk@boisestate.edu, to receive resources and assistance with logistics.

Visit the Boise State University Employee Book Club Google Site at http://tinyurl.com/15qpszh for more information about any of the clubs or to peruse book club resources. If you cannot access the site, or have difficulty locating the information you need, contact Jamie Sheppard at jamiesheppard@boisestate.edu or Danya Lusk at danyalusk@boisestate.edu.

http://orgs.boisestate.edu/bsuaop/
Professional Standards Program

The Professional Standards Program (PSP) is a voluntary program established by the National Association of Education Office Professionals (NAEOP) to encourage education office professionals to grow professionally. The privilege of participation is open to active and retired members only.

The program is designed as a series of five levels in Option I and nine levels in Option II. 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, Option I, or Associate Degree or higher under Option II is qualified to apply for the distinction of Certified Education Office Employee (CEOE).

The program is governed by the Professional Standards Program governing body, referred to as the Governing Board. The PSP Committee makes recommendations to the Governing Board. The final decision is made by the NAEOP Board of Directors.

If interested in obtaining your PSP certificate, here is some useful information:

* Keep track of all training you receive either on or off campus (Training Record Template)

* Get a copy of your unofficial transcript to check 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 Boise State AOP, IAEOP, and NAEOP (10 points are needed for PSP applicants)

Membership = 1 point per year
Elected Officer = 2 points
Committee Chair = 2 points
Committee Member = 1 point
Workshop/Seminar leader or keynote speaker = 1 point

For complete requirements, contact Lois Santillanas at 409-1696, check out the disc from the Boise State Library, or request a PSP book from NAEOP, PO Box 12619, Wichita, KS, 67277-2619 or click pspbok.

http://orgs.boisestate.edu/bsuaop/
## BSUAOP 2013-2014 Membership List

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<tr>
<th>Bea Allen</th>
<th>Shelly Doty</th>
<th>Tamara Martinez-Anderson</th>
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<tr>
<td>Sue Antonich</td>
<td>Coleen Dudley</td>
<td>Sherepta McLeod</td>
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<td>Karen Baker</td>
<td>Rita Fleck</td>
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<td>Gaynel Barzee</td>
<td>Angela Garcia</td>
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<td>Brooke Bell</td>
<td>Chris Griffin</td>
<td>Lynelle Perry-Kolsky</td>
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<td>Leslie Black</td>
<td>Valerie Hayes</td>
<td>Suzan Raney</td>
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<td>Anita Castello</td>
<td>Dori Hulme</td>
<td>Gloria Rolland</td>
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<td>Connie Charlton</td>
<td>Carol Hutson-Marso</td>
<td>Lois Santillanes</td>
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<td>Lisa Clements</td>
<td>Pam Johnson</td>
<td>Jamie Sheppard</td>
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<td>Kelley Daugherty</td>
<td>Elaine Lambrou</td>
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<td>Michelle Davis</td>
<td>Anita Lasher</td>
<td>Alison (Ali) Sosnowski</td>
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<td>Rene’ Delaney</td>
<td>Dominick Longbuco</td>
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<td>Debbie DelToro</td>
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