

NEWS UPDATE

Spring 2005

The Norfolk State University Association of Educational Office Professionals

Volume 7, No. 1



Message from the President



Mrs. Fannie Dixon

Greetings,

I cannot believe the time has gone by as fast as it has! This simply means we are focusing on doing great things at Norfolk State University.

We have started another year preparing ourselves for the changes in Education by attending workshops and seminars. Change is not an event, it is a process. All educational office professionals must promote and support change. In order for NSUAEOP to stay knowledgeable of the ever changing process, we must continue to seek information, serve and support our students, administrators, and faculty.

Our objectives are as follows:

1. Increase membership on all three levels, local, state, and national.
2. Encourage NSUAEOP members to complete as many hours as possible toward a degree.
3. Inspire NSUAEOP members to apply for PSP and CEOE. An incentive is available with their Supervisor/Manager approval.
4. Be able to donate two \$1,500 scholarships to some deserving students.
5. Continue to have workshops and seminars for NSUAEOP members.
6. Website set for NSUAEOP
7. A quarterly NSUAEOP publication will be done with updates and important information.

Let us continue to inspire and support each other. Our Association cannot be successful unless each one plays a part.

Remember NSUAEOP members will be "FOREVER UPWARD" so we can GO! GROW! GLOW!

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"The mission of the Norfolk State University Association of Educational Office Professionals 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, recognition of achievements, and fellowship."

National Conference and Institute

The 70th Anniversary of the National Association of Educational Office Professionals Annual Conference and Institute was held in Boston, Massachusetts on July 19-23, 2004. When we arrived at the airport, we could see our hotel, the premier Hilton Boston Logan Airport, but it was too far to walk with all our many bags and suitcases. The hotel was right across the harbor from downtown Boston and it provided convenience and great service. We were finally in Boston, one of the great meeting centers of the world!

We were very eager to find out what the Boston Conference had in store for its attendees. The Institute started the conference in full gear. The Institute classes included: Just When I Got the 20th Century Expectations Down...Up Comes a New Century, Part I & II; Facilitating Organizational Effectiveness, Part I & II; From Paul Revere to the Big Dig—A Walk Through Boston History, Part I & II; Sparks, Smoke, Flames, or Cinders; No Child Left Behind...The Good, Bad and the Ugly; The Shadow in the Workplace; Building Blocks for Success; Identity Theft Security.

We heard from a very creative and artistic keynote speaker, participated in a diverse and fresh selection of classes and briefings, and connected with peers from across the country. The Briefings were as follows:

- ❖ Presentation is Pastel
- ❖ Do You See What I See?
- ❖ Healthy Living in a Stressful Society
- ❖ Celebrate What's Right With the World
- ❖ Professional Standards Program
- ❖ Travel Safely and Efficiently
- ❖ Affiliate Presidents/Representatives Forum
- ❖ HIPPA and You
- ❖ A Winning Team
- ❖ Parliamentary Procedures
- ❖ Membership – One Voice
- ❖ Acknowledge Our Diversity and Come Together to Celebrate Our Similarities
- ❖ Book Review

We were able to attend a tour of the John F. Kennedy Library. This library took us back to the recreated world of the early 1960's, and the Kennedy presidency. The National Memorial designed by I.M. Pei features three theaters, period settings, and 20 dramatic exhibits.

Norfolk State University Association of Educational Office Professionals and Virginia Association of Educational Office Professionals were well represented. We were fortunate to have 13 members to attend for Norfolk State University and 50 members from Virginia. Two members were elected to National Committees and one member was asked to run for a National Director. We were recognized in two categories: First place in the Past President Website/Paid Professional Award, and Third place in the Louise Henderson Nelson Award. Cleopatra Riddick and Laverne Moore received their PSP/CEOE.



NAEOP Participants

Virginia came in second place for the State Affiliate with the Largest National Membership (**317**), second place for the State Affiliate with the Largest Increase in NAEOP Membership (**18**) and the Mid-Atlantic won first place for the Area with the Largest National Membership (**915**).

NSUAEOP Website

Congratulations to The NSUAEOP Web-Tech Committee for working diligently to establish the NSUAEOP website. The website was awarded first place for best Professional Website at the 2004 National Conference in Boston, MA. To view our site, go to <http://www.nsu.edu/nsuaeop/>, enjoy your visit!



"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, recognition of achievements, and fellowship."

VAEOP's purpose

The purpose of the Virginia Association of Educational Office Professionals (VAEOP) is to:

- Advance the educational interest of Virginia through efficient and professional services of office professionals
- Cultivate a spirit of interest and cooperation among educational office professionals
- Attain professional status for the association membership
- Foster interest in the National Association of Educational Office Professionals (NAEOP)
- Provide past president's scholarships for members

VAEOP Annual Spring Institute



"Managing Your Time Workshop"

The Virginia Association of Educational Office Professionals Annual Spring Institute was held April 30 – May 2, 2004 at the Holiday Inn in Chesapeake VA. We were welcomed by The Honorable William E. Ward, Mayor of Chesapeake, Dr. W. Randolph Nichols, Superintendent of Chesapeake Public Schools and Mrs. Barbara Head, Chairman, Chesapeake Public School Board. Our special guest speakers were Dr. Rebecca .W. Adams, Principal, Great Bridge Intermediate, and Dr. Jacquelyn A. Harris, Supervisor for Adult Education and Literacy Programs, Chesapeake Public Schools.

The following workshops were presented: Grounded In Grammar, Records Management, Whistle While You Work, Address Your Stress, Professional Stands Program (PSP), Parliamentary Pointers for Officers, Upward, Accessorizing Your Wardrobe, Make It Happen, Cash Management, and Tapping Volunteer Resources.

Dr. W. Randolph Nichols, assisted by Theo Jones and Mary Thompson, did our installation of officers. The following Norfolk State University AEOP members were installed. Myra Patterson, Vice President, Ethel Joyner, Corresponding Secretary, Damani Drew, Historian/Photographer, Marlene

Green, Public Relations, Patrice Barnard, Scholarship, Naomi White and LaVerne Moore, Special Projects, and Dorothy Norfleet will remain in office as Parliamentarian.

At the Awards Banquet the 2004 Educational Office Professional of the Year was announced. Our very own Ethel Joyner was selected for the next year as VAEOP Educational Office Professional of the Year.



LaVerne Moore, Myra Patterson, Ethel Joyner, Jane Boykins, and Wanda Lowe

NSUAEOP host VAEOP Conference

NSUAEOP has the grand privilege of hosting the VAEOP Conference, November 10-12, 2005. This will be a monumental task and the assistance of all members will be needed. Contact Mrs. Fannie Dixson at 823-8786 or Mrs. Jacqueline Clark at 823-8820 to volunteer to serve on one of the committees. We are counting on you to help make this conference a success.

Volunteers needed!!!

VAEOP Special Projects Committee needs volunteers to work at the Spring and Fall Conference 2005. If you have items, you wish to donate please contact LaVerne Moore at 823-8038 or Naomi White at 823-2348.

Program Committee on the move

The program committee was very busy making sure all activities were successful. On November 11, 2004, our annual Faculty/Staff Variety Show was held. The show was hosted by Herman "I don't won't no trouble" Hurston from Hot 102.1 FM morning show. Certificates of Appreciation were presented to all participants. Videotapes of the show are available for \$10.00.

On December 21, 2004, Mrs. Fannie Dixson, NSUAEOP President and Ms. Patrice Johnson, Vice President, delivered 6 boxes of canned and boxed goods to the Foodbank of Southeastern Virginia for the holidays. A food basket and 13 Christmas presents were given to a needy family for the holidays.

PSP

The Professional Standards Program (PSP) is a voluntary program established by the National Association of Educational Office Professionals (NAEOP) to encourage educational office professionals to grow professionally.

The program is designed as a series of eight levels. Achievement in the program is recognized by the awarding of certificates based on education, experience, and professional activity. The continuing education of educational office professionals is essential to cope with rapidly changing conditions in the profession. NAEOP provides the opportunity for members to enhance their professional competencies through academic programs, conferences, and institutes. These incentives enable the members to take progressive steps to their desired professional growth level.

Members of the National Association of Educational Office Professionals may apply for admission to the Professional Standards Program at any level upon completion of one full year of NAEOP membership immediately prior to applying. Graduation from high school or the equivalent is required. Now is the time to begin getting your documents together. The next deadline is May 15. More information can be found at NAEOP's website, www.naeop.org.

Tips for Telephone Etiquette

- ❖ Whenever possible, try to answer your phone by the second ring.
- ❖ Identify yourself immediately when you place a call.
- ❖ Show a willingness to take a message for another person.
- ❖ Always be polite.
- ❖ Respect each person with whom you work.
- ❖ Treat every caller seriously and professionally.
- ❖ Do not say negative things about the company or any of its employees.
- ❖ Show respect for your listener's time.
- ❖ Do not put someone on "hold" for more than a minute without returning to them.
- ❖ Control the overall length of your call, and limit the non-business part of the call to a minimum.

Proofreading Tips

- ❖ Skim the material quickly for content and meaning.
- ❖ Proof the material for errors in typing, grammar, punctuation, spelling, word division, and capitalization.
- ❖ Read from right to left (this is good for checking spelling).
- ❖ Work with a partner: trade off reading aloud and proofing.

"I WILL HELP YOU"

At the Seattle Special Olympics, nine contestants, all physically or mentally challenged, assembled at the starting line for the 100-yard dash. At the gun, they all started out, not exactly in a dash, but with a relish to run the race to the finish and win. All, that is, except one little boy who stumbled on the asphalt, tumbled over a couple of times, and began to cry. The other eight heard the boy cry.

They slowed down and looked back. Then, they all turned around and went back, everyone one of them. One girl with Down's Syndrome bent down and kissed him and said, "This will make it better." Then all nine linked arms and walked together to the finish line. Everyone in the stadium stood, the cheering went on for several minutes. People who were there are still telling the story....Why? Because deep down, we know this one thing:

What matters in this life is more than winning for ourselves. What really matters in this life is helping others win, even if it means slowing down and changing our course.

"A candle loses nothing by lighting another candle"

The moral of this story: Let us join hands and walk together, helping each other. Yes, it may mean that our planned, scheduled course may change; but as our light shines, as our goals are met, we can assist someone else to do the same.

Upcoming Events

- April 2005 Spring Inservice
- April 5, 2005 NSUAEOP Board Meeting
- April 7-9, 2005 NAEOP Spring Institute Minneapolis, MN
- April 21, 2005 NSUAEOP General Meeting
- April 29-May 1, 2005 VAEOP Spring Conference Portsmouth, VA
- June 2, 2005 NSUAEOP Board Meeting
- July 11-15, 2005 NAEOP Annual Conference Tucson, AZ
- November 10-12, 2005 Fall Conference
Hosted by NSUAEOP
- November 18, 2005 NSUAEOP Faculty/Staff Variety Show

News Update Staff Members



Front: P. Barnard, L. Harding
Row 2: D. Anderson, M. Patterson,
N. White

Back: D. Brown, C. Willie
Not Shown: J. Clark, D. Drew,
and S. King-Turner

NSUAEOP News Update

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Publicity/News Update

Articles are needed. You can assist us by providing interest items for our next newsletter. The deadline date for your articles is May 1, 2005.

NAEOP Annual Conferences

July 11-15, 2005

Tucson, AZ

Chairman: Allie Faye Matthews, CEOE

July 17-21, 2006

Dallas, TX

Chairman: Linda Sockwell, CEOE

July 16-20, 2007

Seattle, WA

Chairman: Kathy Lech, CEOE

Co-Chairman: Terri Cerna, CEOE

**Register Online for 2005 NAEOP
Spring Institute**

April 7-9, 2005

Minneapolis/St. Paul, MN

www.naeop.org

NAEOP Future Deadlines

Send articles and items of interest for the *NES Connector* to:

Editor, NAEOP

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NES *Connector* Deadlines:

Fall Issue – August 10

Winter Issue – October 10

Spring Issue – January 10

Summer Issue – April 10

Filing Dates for PSP Applications:

January 15

May 15

September 15

Scholarships/Awards Deadline:

March 15

Publications/Website Contest Deadline:

March 15