

9-2003

UNOPA Notes, Volume 42, Issue 1, September 2003

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"UNOPA Notes, Volume 42, Issue 1, September 2003" (2003). *UNOPA Newsletters*. 22.
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UNOPA NOTES

1963-2003
Celebrating Forty
Years

"UNOPA is For YOU!"

University of Nebraska Office Personnel Association

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www.unl.edu/unopa

Greetings from the President

I am so excited that our first issue of UNOPA Notes this year will be sent to all office personnel on our UNL campus! Our membership director, Jeanette Fisher, and her committee, have worked hard to make this goal of bringing the UNOPA Notes to everyone a reality. The UNOPA Board of Directors all agreed that it would be a great way to begin our year together by having our first issue sent to all office staff.

UNOPA, (University of Nebraska Office Personnel Association) has been on campus for forty years. We celebrated last February with a delightful dinner and presentations. We cherish the forty years we have spent on campus, but realize we must continue to build on the next forty as well. We must continue to grow and develop. New members always add to an organization, as new perspectives are always welcome and encouraged in our group.

Each year, UNOPA's president chooses a theme. My theme for this year is "UNOPA is For You"! I believe that every office person can benefit from involvement in UNOPA. We are a vital organization and well respected on campus, but perhaps it's been some time since you've heard about us or considered joining this organization.

What does UNOPA do?

Our purpose is to provide professional growth opportunities and to promote high professional standards for our members.

We also identify employee concerns, especially those that affect the office classification, and work within the university system to meet those concerns.

We encourage our members to interact and learn from one another through mentoring programs, classes, workshops and serving on various university or UNOPA committees. We encourage members to develop leadership skills by leading committees and serving as officers.

We encourage members to broaden their understanding of the University of Nebraska, its goals and functions, and the relationship between the university and the community. We hold at least one professional workshop each year that is included with your membership fee.

We hold monthly general business meetings from September through May. These are held over the noon hour. We hold a business meeting and also have a speaker. Our President-elect and her committee put together the program schedule for the year. Our members have a voice in everything that we do. Your supervisor should know that administrative leave should be granted to allow office personnel to attend these meetings. We always meet on the second Tuesday of the month and vary our meetings between East and City Campus. We have a Board of Directors with four elected officers serving as part of that board. We have numerous directors that manage everything from table favors and name tags at a meeting, to setting up the workshops we present.

We are affiliated with a national organization and just won the first ever novice Web page award presented on July 18 in Boise, Idaho. Our Web site is managed by one of our members and their committee. We have tried to include a lot of information there for you. Please review the site for information. The address is <http://www.unl.edu/unopa> We also have a photo gallery there where you can see our members in action.

Membership in an organization means many things to many people. Some enjoy receiving our monthly newsletter, looking at the Web site and attending meetings. Some enjoy serving on committees or leading committees. Some enjoy running for an office and serving on the Board of

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UNOPA Business

UNOPA General Meeting Minutes

May 13, 2003

Kauffman Center Great Hall

WELCOME & INTRODUCTIONS

President Chris Cary welcomed all members to the May 13, 2003 General meeting of UNOPA at the Great Hall of the Kauffman Center. She then extended a special welcome to guests, before introducing the head table.

CALL TO ORDER

President Cary called the meeting to order at 12:00 noon.

MINUTES

The minutes of the April 8, 2003 General Meeting were approved as published in UNOPA Notes.

OFFICER AND COMMITTEE REPORTS

President

Chris Cary thanked the officers, the Executive Board and members for their participation this past year in UNOPA. She has appreciated all their help and cooperation. Chris wanted members to remember that UNOPA is an avenue for office/service staff to have a voice in the happenings at UNL and that we are being heard.

President-Elect

Carol Bom, President-elect, thanked her Program Committee for helping plan an exciting line up of meetings this past year.

Treasurer

Betty Tuit reported as of May 7, 2003 the checking account balance was \$5,219.49; the certificate of deposit is \$3,804.33; and foundation account is \$6,070.98. Betty thanked the board for making her job easier and hoped members would consider helping on a committee next year. UNOPA is fun.

Corresponding Secretary

Kathy Schindler reported that UNOPA was able to increase the number of cards sent to members this year. As of May 1, she had sent 13 get well, 8 congratulations, 7 sympathy and 4 thank you cards. On April 30th, we received a thank-you letter from the University Foundation for the \$500 donation to the UNL Faculty and Staff Budget Reduction Impact Fund. There were 13 past presidents and 4 retirees attending the awards luncheon in April. Kathy said she appreciated the opportunity to serve as UNOPA Corresponding Secretary and enjoyed getting to know UNOPA members better.

STANDING COMMITTEE REPORTS

Board

Linda Luedtke, Recording Secretary, gave the following board report. The Employee Concerns Ad-Hoc Committee, Scholarship for Part-time Employees, wrote a proposal that recommends all regular employees at 0.5 FTE or more be offered employee scholarship benefits. This proposal was approved by the board and will be sent on for consideration. The board approved \$300 for travel expenses for both the president and president-elect to attend the National Conference (NAEOP) in Boise, Idaho in July.

The board also designated the immediate past president as the alternate delegate to the Advisory Council at the National Conference in the event that the president could not attend.

After an email vote of confidence from the membership regarding the Chancellor, members of the Executive Board met on Thursday, May 8th, and drafted a resolution to support Chancellor Perlman in his efforts to lead the University through budget cuts. This resolution was approved by the board, signed by the president and forwarded to the Omaha World Herald, Lincoln Journal Star, UAAD, Academic Senate and the Board of Regents. This resolution was read to the membership and is on the UNOPA Web site. A motion was approved to shred all votes and comments. A motion was approved to also shred the ballots from the 2003 officer election.

UNOPA members have been invited to hear Juli Burney speak on June 9th at 8:45 in the City Union Auditorium. Juli is the keynote speaker for the Collegiate Information and Visitor Service Association's National Conference. This is a small organization and they want to fill the auditorium. There is no cost and no preregistration.

Linda then thanked President Cary and the Executive Board for their support and for the privilege of recording the decisions and activities of UNOPA this past year. She encouraged everyone to become more involved in UNOPA as it is a great organization.

Employee Concerns

Kathy Bennetch encouraged everyone to read the proposal that was written by the Employee Concerns Ad Hoc Committee—Scholarship for Part-time Employees. It was handed out at the meeting and is on the UNOPA Web site. This proposal was emailed to Human Resources, UAAD, the Board of Regents, Herb Howe and the UNL Benefits Committee. She wants members to discuss this proposal with their peers, regents, etc., this summer and then next fall it will be sent again. Kathy thanked her committee for their research and work on this proposal.

Hospitality

Sandy Watmore was the winner of \$22 in the 50/50 drawing. The Lincoln Medical Education Foundation is the charity recipient of this drawing. Decorative wine glasses with floating candles and peach ribbons decorated the tables and were given as door prizes along with two potted plants.

PROGRAM

President's Remarks

Chris Cary summed up her year as president by reiterating her theme of the 4C's of Membership: Acting in Concert, with Confidence, Coordination and Cooperation. She felt that these 4 C's of Membership were all attained this past year and UNOPA gave us all comfort and growth. This organization is a safe place to develop leadership skills, confidence and trust in each other. Whether discussing a motion or responding to an email survey, almost all members participated in the governance of UNOPA at some point this year. The 40th Anniversary and the NEOPA State Conference were two unique events that made this year extra-special. Both were joyous occasions and great successes and would not have been possible without the hours of hard work by our members. She then recalled our first meeting when Gary Moulton spoke on the Lewis and Clark

(minutes continued on page 5)

Announcements

Let's Get Started!

September Meeting Sparkles with Music
by Sandy Watmore, Program Chair

UNOPA kicks the 2003-04 year off with GREAT old-fashioned American music! We will be entertained by a team of musicians, Gwen Meister and Bill Behmer, who will share a brief overview of Anglo-American folk music while accompanying themselves on traditional instruments. This musical program is free and open to the public due to funding from the Nebraska Humanities Council Speakers Bureau.

Our first meeting of the year will be held at the City Campus Union on September 9, 2003 at 11:45 a.m. Please join UNOPA to help kick off the year and learn more about our organization while enjoying some American folk music! If you are interested in more information about this meeting, please contact the Hospitality Committee Chair, Susan Thomas @ 472-8617. Parking is available at the 17th and R parking garage and there is a shuttle that can bring you to the building!

UNOPA Is For YOU!! Join now!

by Jeanette Fisher, Membership Director

As the membership director this year, I invite you to become a new member of UNOPA or to renew your membership. Membership forms are included with this issue of UNOPA Notes or may be printed from the Web site at: www.unl.edu/unopa/membfrm.htm

New membership:	\$9.00
Renewal membership:	\$9.00
Renewal after Oct. 31:	\$12.00
Associate membership:	\$9.00
Retired membership:	\$2.00
Life membership	\$200.00

Remember, if you return your membership form before October 31, you save \$3.00! Feel free to contact me if you have any questions.

Floyd S. Oldt Boss of the Year Award

by Becky Hastings

It's not too early to begin thinking of an individual you want to recognize for the Boss of the Year Award at the UNOPA Boss' Luncheon on November 11, 2003. Any full-time employee with management, administrative and/or supervisory responsibilities is eligible for nomination.

Guidelines for nominating that special person for this award will be mailed out soon or you can check out the UNOPA Web site—<http://www.unl.edu/unopa/index.htm>—select Annual awards and then select "Floyd S. Oldt Boss of Year Award". The nomination deadline is October 10, 2003. For more information, contact Becky Hastings, Awards Director, at 472-2085 or email her at rhastings1@unl.edu.

Think about it!!



UNOPA Notes

by Judy Anderson & Barb Carley

We'd like to add items of interest about our members in UNOPA Notes! Have you had a promotion? Did you

travel someplace especially interesting this summer? Perhaps you or another UNOPA member is undergoing surgery or has an extensive illness and needs the thoughts of fellow members? Is marriage in your plans or the birth of a baby coming up? Have you received an award or positive publicity in the newspaper? Let us know! Judy Anderson (janderson5@unl.edu) or Barb Carley (bcarley1@unl.edu). Thanks!

Ways & Means FUN!

by Jan Edwards

It's time for football season and our one and only fund-raiser for UNOPA! Believe it or not, we have an absolute BLAST parking cars on football Saturdays at the parking lot at 1820 R Street. YOU should join us!!

We cover the parking lot from early in the morning (6:30 AM!) until one hour after the game starts. At this time we still need volunteers for five of the seven games:

September 13th	Penn State
October 4th	Troy State
October 18th (Homecoming)	Texas A&M
October 25th	Iowa State
November 15th	Kansas State

It's essential to have the lot covered so that we can make money, but we promise your time will be relaxed and fun. If any of you have seen the film "Fish" or read any of the books by that title, I am hoping for that kind of atmosphere (FUN-minus the fish!). Each shift runs about two hours.

Please e-mail me at jedwards1@unl.edu or call 472-2097 (Institutional Research & Planning), if interested OR just curious.

Member Concerns

by Amy Stewart

UNOPA received a thank-you note from Lincoln Medical Education Foundation, Inc. for the donation that was made to their foundation. This was the organization picked by our past president, Chris Cary, to receive the other half of the 50/50 money.

A sympathy card was sent to Linda Luedtke for the passing of her husband's stepfather and to Chris Cary for the passing of her grandfather.

Congratulations cards went out to Nancy Myers and Carol Nau for their Kudo Awards and a birthday card was sent to Rose Frolik for her 94th birthday. Get well cards were sent to Susan Thomas, Leslie Brooks and Dora Dill.

If you know of someone who has won an award, had a family member pass away or needs to have a get well card sent, please let me know and UNOPA will send it. Please send requests to astewart2@unl.edu or call me at 2-8172.

UNOPA News

Summer Social was Beach Party Fun!

by Linda Luedtke

The UNOPA Summer Social 2003 was a big hit! Everyone in attendance enjoyed the view from the 6th floor Presidential Suite of the Hewitt Place at 12th & Q in addition to the wide array of salads that members and guests furnished. Thirty members, including two guests, were present.

Everyone was invited to visit the Center for Great Plains Art Collection and exhibits and the Lentz Center for Asian Culture before coming to 6th floor. After dining on delicious salads, door prizes were given out and games were played.

The theme for this year's party was an indoor beach party. Tables were colorfully decorated with bright yellow, pink and green tablecloths, sailboats, sand buckets and toys. Prizes consisted of things to use at your next picnic or outdoor party with 16 lucky members going home with prizes.

This year's Summer Social director was Linda Luedtke. Members of her committee were Barb Carley, Nelvie Lienemann, Tricia Liedle, Betty Tutt, Judy Yeck, Kathy Schindler and Becky Hastings.



Everyone is busy filling out their questionnaires and finding out something new about the other members. We had no Homecoming queens, but thank goodness we had a 1st runner-up in Barb Carley! That is what mixers are for!



Look at all this food! We enjoyed many wonderful and different salads and got to take home the recipes of our favorites.



If this could have been in color, you would have been able to enjoy the colorful tablecloths and decorations denoting fun at the beach. Notice the fun little umbrellas on the table and the fish decorations hanging from the ceiling. It was a great evening!



Happy presidents are a good thing! Here is our current president, Carol Bom, smiling with past presidents Marcia Rowley and Chris Cary.

UNOPA News

KUDOs go to.....!

Congratulations to UNOPA member Carol Nau and her coworkers, Nancy Myers and Jane McClure, at the University of Nebraska–Lincoln's Employee Assistance Program for being awarded the UNL KUDO Award this past June.

UNL's Employee Assistance Program was launched in 1990 to help faculty and staff members and their immediate families with personal problems that may or may not affect job performance. In December 2001, the EAP organized half-day Transition Workshops that now have helped over 150 employees—who have lost their positions due to budget cuts—deal with financial management, resume preparation and job-seeking strategies. EAP staff members have also assisted employees in accessing federal job training and relocation funds.

Many university employees have used the services at the EAP and would agree they are very worthy of this award. Thank you for your assistance!

Thank-you!

Rose Frolik, our founding president, sends a warm thank you to everyone for the cards that she received for her 94th birthday. Rose received over 50 cards and was very excited about hearing from so many of our members.

MOTIVATION

People often say that motivation doesn't last.

Well, neither does bathing—that's why we recommend it daily.

-Zig Ziglar

Use for Old Cell Phones

by Tricia Liedle

So! You got a fancy new cell phone and now you don't know what to do with the old one. Right?

Well, the Rape Spouse Abuse Crisis Center utilizes old cellular phones for previous victims of rape or abuse. The phones are programmed to be used for 911 calls only and offer a great peace of mind to the new owners. If you have an old cell phone, they would greatly appreciate receiving it from you and it is one less item you need to worry about how to dispose of correctly. You can take your old cell phone to: 2545 N Street (tan house on the corner) on Monday and Wednesday from 9:00am–6:00pm or on Tuesday/Thursday/Friday from 9:00am–4:00pm. Thank you.

(minutes continued from page 2)
expedition. As our next president is an avid reader of Nebraska literature, Chris presented Carol Bom with a signed copy of Gary's book entitled "An American Epic of Discovery: The Lewis and Clark Journals" as a thank you gift for everything she has done for UNOPA and for her. She wants Carol to enjoy her journey as president.



Recognition of the Outgoing Board

Chris recognized all outgoing Executive Board members by having them stand as well as members of their individual committees. Everyone was presented with a certificate for an outstanding job this year. President-elect, Carol Bom, presented President Cary with an engraved plaque.

Installation

Shirley Horstman presided over the installation ceremony for the newly elected Officers and Executive Board members. President is Carol Bom, Recording Secretary is Joan Frederick, Corresponding Secretary is Amy Stewart and Treasurer is Jerry Schluckebier. Each officer was presented with a different colored rose that represented what the duties of her office signified. New board members are as follows: Awards–Becky Hastings, Employee Concerns–Betty James, Employee Concerns Co–Lona Kramer, Foundation–Chris Cary, Hospitality–Susan Thomas, Membership–Jeanette Fisher, Nominating–Betty Tutt, Professional Growth–Tricia Liedle, Program–Sandy

Watmore, UNOPA Notes–Judy Anderson, UNOPA Notes Co–Barb Carley, Ways and Means–Jan Edwards, Summer Social–Linda Luedtke, Bylaws Revision–Dora Dill and Web Page–Kathy Schindler. Each board member was presented with a cream and pink rose. Then all members recited the membership pledge.

Remarks by New President

Carol Bom announced that the theme for her next year would be "UNOPA is for YOU". She wants UNOPA to be an organization on the move and a place where members can learn and grow both personally and professionally. One of her goals will be to double the membership and she has challenged everyone to recruit at least one new member each. She will hold a special board meeting in July to brainstorm and set goals for 2003-2004.

ANNOUNCEMENTS

Executive Board and committee members please save your Certificates of Appreciation as they can be used to attain PSP. Congratulations to Lola Young for winning the Olive T. Ritchie Educational Office Professional of the Year Award awarded by the National Association of Educational Office Professionals (NAEOP).

The annual report will be available by June 12th.

Transitional Board Meeting will be June 12, 2003 at 3:00 PM in the East Union.

ADJOURNMENT

The meeting adjourned at 1:05 PM.

Linda Luedtke, Recording Secretary



An encouraging word: Have you heard of someone needing a hug, a get-well wish, or an Atta Girl!? If so, let us know so we can get a card in the mail to them. Contact Amy Stewart at 2-8172 or astewart2@unl.edu.

MAKING THE TELEPHONE WORK FOR YOU



The telephone keeps us in touch with clients, customers, vendors and others.

The hints and tips here will help you be more productive, do a better job and, maybe, suffer a little less when all those calls start coming in at once.

Saving phone time

If you try to make 30 calls a day, fewer than eight are successful connections on the first try, according to AT&T.

George R. Walter, author of *Phone Power: How to Make the Telephone Your Most Profitable Business Tool*, suggests:

- Scheduling calls much like you would schedule in-person appointments.
- Never leave messages, such as "Just tell him I called" or "Have her call me back later." Always leave a specific time when you'd like a call returned or when you'll call back.

Tag, you're it

Here's how you can end the "I'm returning her call, returning my call, returning her call from yesterday" routine.

- Try returning phone calls about 10 minutes before noon and 10 minutes before 5 p.m.
- When people you call aren't in, ask for the best time to reach them.
- Don't just leave a message when someone isn't available. See if someone else can help you.
- If you do leave a message, make it clear when you will be available. If you're going to be away from your phone for the next few hours, make sure that's included with the message.
- If you just need some information, leave a message that suggests what to do if you're not in when they call back. Say something like, "If I'm not in, tell Pat to leave the figures with Fran." And of course, let Fran know someone may be calling.

Hold please

Never put a person on hold until you've asked permission to do so. And wait for an answer.

People will hold longer if they know the name of the person they're holding for. You might say, "May I put you on hold, so I can ask Mary Smith in accounting to answer your question?"

But beware of the irate phone caller. That person will stay on hold for a very long time—getting angrier with each passing second.

Grrrrrrrrrowllll

Complaining callers deserve special treatment.

- Irate callers need to be handled promptly. If they aren't, their anger will grow. And they'll begin sharing their bad experiences with others.
- Tell angry callers your name. Once people know your name, they'll get the feeling that someone is genuinely interested in helping them solve their problems. In fact, it's a good idea to

have all people in your organization give their names when they answer their phones. It can be as simple as, "Maintenance department, Joe speaking."

- Don't transfer angry callers just to get rid of them. If they have to be transferred to get their problems solved, tell callers the name and number of the person they're being transferred to. That way, if a call gets lost, the caller will know how to get back in touch.
- When taking a message from an irate caller, make sure the right person gets the message as soon as possible. Don't let the message get lost in a stack of other messages.
- Before calling back someone who has a complaint, make sure you and your voice are comfortable. You might want to make a couple of nonthreatening calls first to relax your voice. It's a good idea also to have a list of points you want to make during the call to keep the conversation focused on solutions.

Bad connections

Not all people call to complain. But even happy people will start complaining quickly if their calls aren't handled well.

- Make sure calls are answered right away. Business phones should be answered by the third or fourth ring. If people are "too busy" to promptly pick up ringing phones, then suggest some changes.
- Answer the phone clearly. In too many cases, the person answering mangles the company name, slides over it, mumbles it or speaks so fast that the name is lost. Don't assume people know where they're calling. They may be returning a call and have only your phone number.
- When taking messages for someone who is not in, be careful about what you say. Comments such as "She's on a coffee break" or "He's around here somewhere but I don't know where" or, even worse, "She never comes in this early" create a bad impression. Explain simply that "She's not available now."

Your three minutes are up

Here are some time-saving phone tips:

- When stuck on the phone with a well-meaning caller after the business conversation has come to an end, find a polite way to end the call. Say something like, "I just noticed it's 2:15 and I have a report due by 2:30" or "Just one more question before we hang up."
- When calling someone who will talk too much if allowed, begin the conversation with something like, "Hi, I have three questions for you."
- If someone asks to put you on hold, say "Fine, as long as you take down my number. I'm expecting a call and I may have to hang up." You'll be less likely to get lost on hold that way.
- Consider using a headset or shoulder rest if you spend a great deal of time on the phone. Your hands will be free to take notes or handle papers you need to refer to.

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National Conference News

Report from Advisory Council

National Association of Educational Office Professionals (NAEOP)

July 14-18, 2003

by Carol Bom

The University of Nebraska Office Personnel Association is affiliated with a national organization, the National Association of Educational Office Professionals (NAEOP). Affiliation promotes professional unity from the local through the national levels. It serves as a medium for recognition of the profession, the association and the member. Affiliates are able to participate in national projects and programs that benefit office professionals in education, like us.

The Advisory Council is an important part of our national organization. The council is made up of delegates from each affiliate in attendance at the national conference. The Advisory Council meets annually immediately preceding the conference. This year, there were 197 affiliates to NAEOP; 116 were represented at the Advisory Council meeting on July 16 during the conference.

The purpose of the Advisory Council is to make recommendations for programs for the promotion of the Association, to advise the Board of Directors on matters concerning the Association, and to elect two members to each of the standing committees of the Association. All recommendations of the Advisory Council are presented to the membership at the next annual meeting of the Association, (Thursday of the conference).

UNOPA's representative is usually the current president, with the alternate delegate being the immediate past president. If neither of these people is able to attend the national conference, then the Board of Directors chooses someone to attend on our behalf.

This year, there were ten different topics to be discussed at the Advisory Council. Once the roll call is taken and a quorum established, members are randomly assigned to discuss each topic. The topics to be covered are sent in by the affiliates, us. These are items that they feel should be changed for the betterment of our group.

The topic I was assigned to discuss was submitted by the Over-the-Hill Gang (a retiree group). It read, "Participants in Advisory Council discussion groups should be authorized delegates only. The discussion leader should be a member of the discussion group, preferably the delegate who represents the affiliate that sent in the agenda item. Resource persons, whether board members or NAEOP employees, should be available in the observer's section for information assistance, and should be permitted in the delegate reserved section only if requested by a discussion group." A rationale for the change is also included in the Advisory Council materials.

A member of the Over-the-Hill Gang was present and addressed the issue. She certainly felt strongly about it. A motion was made by our group, but not passed by the Advisory Council.

There were some motions passed, one to streamline the Advisory Council process and one to eliminate the roll call at the Advisory Council. Both of these items being passed will allow more time for the delegates to work on the agenda items.

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The Nebraska delegation attending the NAEOP Conference in Boise, Idaho. Can you pick out our UNOPA members?

(President's Report continued from page 1)

Directors. Whatever level of commitment you decide upon is up to you. UNOPA is for you, so it can be whatever you want it to be in your life.

In May, I was installed as President of this great organization and wanted to share an excerpt from my installation speech. "Why not join us? We are an organization on the move, and I cannot think of a reason not to join us. Simply put, we are here for people to learn, to grow and become whatever they want to be. We are here to enhance your work experience, and remind you that you are all wonderful people and that you deserve an oasis, a place to get away at least once a month, to either learn about an informational topic or be entertained with a dancing group or singing group. I see our monthly meetings as an oasis, where you can forget about the stresses during your day, and get re-energized and re-vitalized to face what is remaining."

In times of budget difficulties and strains in our office situations, it has never been a better time to get involved with a support group and receive just that, support. If you have been a member in the past and not renewed for some time, perhaps it is time for you to think about re-joining and renewing your membership.

Please feel free to contact me by phone at 472-9131 or by e-mail at cbom1@unl.edu with any questions you may have. The Board of Directors is also listed here, and they can help answer your questions as well. Remember, UNOPA is For You, and we're here to serve you! I look forward to seeing you at our meetings or hearing from you!

Carol Bom
2003-04 UNOPA President

National Conference News

(continued from previous page)

Once these agenda items either had motions or were not forwarded, each item was then discussed at the annual business meeting.

It was fun to see your work move forward after being a part of the Advisory Council. Being in a smaller group also enabled me to meet people from other states on a more personal basis.

Thank you for the opportunity to represent UNOPA at the National Conference, and for the monetary support. This year, the UNOPA Board of Directors agreed to support both the president and president-elect with \$300 to help cover expenses. As you recall, in February, we changed Standing Rule 7 to allow UNOPA to give financial support to both the delegate to the Advisory Council and the president-elect.



Kathy Bennetch (why is she wearing a crown?) is busy selling raffle tickets at the NAEOP Conference in July.

A Personal Thank You!

UNOPA Friends,

I want to take this opportunity to thank you from the bottom of my heart. First, thank you all for being my friends and for being so kind, supportive and encouraging.

Thank you for giving me the opportunities to serve UNOPA. I enjoy the friendships formed in doing so.

Also, I want to thank you for the cards, gifts and the special party attended by those who went to Boise. The corsage for the NAEOP Awards Luncheon was beautiful. The necklace and earrings you and my NEOPA friends gave me will be treasured forever. They are a symbol of our friendship that I will always wear with pride. Thank you for our memories from the past, thank you for making me feel so special in the present and I look forward to UNOPA's future and to our continued friendships.

(Written by Lola Young, CEOE, 2003 Olive T. Ritchie Educational Professional of the Year)

Annual Conference Report

This year, UNOPA had nine members attend the National Association of Educational Office Professionals conference in Boise, Idaho. Jeanne Andelt, Kathy Bennetch, Carol Bom, Chris Cary, Debbie Hendricks, Sandy Lineberry, Diane Wasser, Sandy Watmore and Lola Young were the attendees. It was our distinct honor to have Lola Young receive the Olive T. Ritchie Office Professional of the Year Award at the Awards Luncheon on Friday, July 18. This award is given to only one office professional throughout the country.

The last time a Nebraskan won the award was ten years ago, when state member Joyce Graybill, won the award. Both the state organization, Nebraska Educational Office Professionals Association (NEOPA) and UNOPA contributed funds to purchase Lola a gift of a diamond necklace and earrings. The necklace had three stones in it. We were excited when she said the same thing to us about it—past, present and future involvement—that we discussed when we were shopping. It could also represent her “3-D” membership—membership in the local, state and national organizations. (Sandy Watmore contributed that thought.) We hope it will always hold special memories for Lola.

Another prestigious award was won by UNOPA—that of the first ever Past President's Web Page award! There was a contest for both local level and state level Web sites. We were so honored to receive the first one ever! Congratulations to Kathy Schindler, Carol Bom and Rhonda Zugmier and to the others who have helped make the site what it is today. Chris Cary received the plaque on our behalf, from Diane Callaway, then president of NAEOP.



The first ever Past President's Web Page Award was awarded to UNOPA!



National Conference News

UNL Employee Wins National Award



As a youngster growing up in McCool Junction, Lola (West) Young wanted to be a florist. But it is her second career that has given her a sense of accomplishment, provided growth, and won her national recognition.

Her second career is an educational office professional and for her skill in that arena, Young won the 2003 Olive T. Ritchie Educational Office Professional of the Year award. This recognition is given by the National Association of Educational Office Professionals (NAEOP).

"I'm kind of humbled by it because of some of the other people that were nominated (from UNL and Nebraska) and didn't win it," said Young.

Young was nominated for the national award after she won the state 2002 Educational Professional of the Year, given by the Nebraska Educational Office Professionals Association (NEOPA). People who win Nebraska's state awards are automatically entered into the national contest and Young competed against entries from state and local organizations across the nation. She was sponsored in the national contest by her state association, NEOPA.

In a nomination letter, NEOPA president Lisa Morehouse, CEOE, wrote, "From her work experience, to her personal activities, to association involvement, Lola exemplifies what a true professional is in every sense of the word. Serving on all three levels of the Educational Office Professionals Associations, she has over 15 years of experience and has taken every opportunity to contribute her services, skills and knowledge. She takes the time to lead, mentor and advise her fellow office professionals to enable the associations to move forward and grow professionally."

Her nomination packet also included letters from her immediate supervisor, Sue Kelly Moore, assistant director of residence life, and other supervisors, Dr. Douglas Zatehcka, director of University Housing, and Chris Kaberline, associate director of University Housing.

Young's award will be presented at the national convention in Boise, Idaho on July 18th. Her local and state chapters, UNOPA and NEOPA, will also present her with gifts.

"We're just very proud and excited for Lola and we can't wait to honor her at the conference," said Chris Cary, president of UNOPA during the 2002-2003 year.

Young regularly takes education and in-service courses to increase her knowledge and skills. She has also earned her Certified Educational Office Employee (CEOE) designation.

Young currently works at the University of Nebraska-Lincoln where she is the Residence Life Services Supervisor in the Cather-Pound-Neihardt-Husker Residence Halls. Her two biggest duties are to hire and oversee the desk functions for Cather, Pound and Neihardt halls and the occupancy of the residence halls.

"I have usually around 40 kids that work for me in the academic year," said Young. The occupancy fluctuates, she said, but there are approximately 1,050 students in the complex. In 2004, her duties will expand again with the opening of a new 450-bed residence hall at 17th and Vine Streets.

Young said her student employees are an extension of her family, which includes her husband, Ralph, and two sons, Ramsey, 17, and Wesley, 7. She said Ralph teases her when she starts talking like the students, but he's also very proud.

"He was really excited," she said when her husband heard about the award. "He's always been very supportive while I participate at conferences and meetings and he keeps everything running smooth at home when I'm away."

"I love working with college students," said Young. "I absolutely love it. They make me feel younger."

"When they graduate, I have a hard time seeing them go," she said. "You just get so close to them. So I love it, but I hate it when they leave."

The McCool Junction native has been an employee of UNL for 22 years starting as a clerical assistant and working her way to becoming a supervisor of residence services. Prior to starting at UNL, she went through floral school and had a couple of other jobs in Lincoln.

"I really had no desire to be a secretary," Young said. "I just kind of fell into (it)."

She still remembers her first day at UNL on May 10, 1981. Her supervisor had forgotten to tell her that the doors were locked after students moved out for the summer. She got there at 7:30 a.m., found the doors locked, and walked all the way around the building to the dock entrance. After passing the basement boilers, she finally found her office and was ready to start work by 8 a.m.

In 1988, Young joined the University of Nebraska Office Personnel Association (UNOPA). She served on several committees and also as corresponding secretary. Then, in 1996, Debbie Hendricks, Sheila Perry, Sandy Watmore and Linda Pence (UNL employees) talked her into running for president-elect. At the same time, she said, Doris Merriman from the Nebraska Educational Office Professionals Association (NEOPA) persuaded her to run for president-elect of the state organization.

Young figured she had no way of winning both elections, but she did. A couple of months into her year as NEOPA president-elect, the president resigned and Young stepped in as president for the remainder of that term plus her own term. She served as NEOPA president from 1997-1999. It was a hectic time for her because her year as president of UNOPA ran from 1998-1999, and in October of 1997, she just started working in her current position.

"One of the most positive outcomes (of those years) is working with the ladies who have molded me into the professional I have become." She said she got through those two years with a lot of help from her friends and family.

Young has been working on a speech she will give at her award presentation. She said she plans to credit her family, friends, coworkers and colleagues who make up her university community and have helped her develop into the professional she is today.

Young still has family in southeast Nebraska. They include: her mother, who lives in Utica, a sister in McCool Junction, a brother east of McCool Junction, a sister in Waverly, a brother in Fairmont, a sister east of York, and two stepsisters—one near Utica and one in David City. Her dad died when she was 13. She said he worked hard and inspired her to always do her best.

"I always attribute my determination to my dad," said Young.

She hasn't totally forgotten her first career. Young still works with silk flowers, but these days she said it's more of a hobby and she'll create flower arrangements for family or friends.

The Lincoln resident has been getting plenty of cards and emails from people congratulating her. But one of her favorites was a handwritten letter from Olive T. Ritchie herself.

"She told me to go shopping and buy a new outfit, so I did!" Young said. "That letter was really special."

University of Nebraska–Lincoln
UNOPA Notes
PO Box 880541
Lincoln, NE 68588-0541
Circulation: 185

Address Corrections to
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*1963-2003
Celebrating Forty
Years*

September 2003 Calendar

September 3: Deadline for reservations
for General Meeting

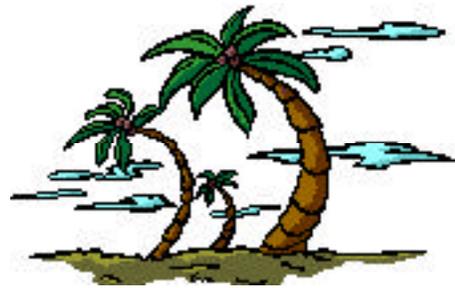
September 3: Board Meeting
Noon – 1700 Y Street

Send in your membership form!

September 9: General Meeting
11:45 City Campus Union

Send in your membership form!

September 15: Deadline to submit articles
for UNOPA Notes



*Hope you had
a great summer!!*



Education is the birthright of every person. We as members of the University of Nebraska Office Personnel Association pledge ourselves to safeguard that right. We acknowledge the unique role of educational office personnel and the importance of their contributions to the university and the community.

The purpose of UNOPA is to provide professional growth and promote high professional standards for education office personnel with the University of Nebraska, as partners upholding the quality of service to the university educational system and the community.