1-1-2011

UNOPA Notes 2011
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If you have not heard, one of our members, Lola Young, CEOE, has been elected as the NAEOP (National Association of Educational Office Professionals) President-elect. Lola will be installed into that position at the NAEOP annual meeting that will be held in Charleston, South Carolina from July 18-22, 2011. Congratulations, Lola!

I wish for you a safe, happy and healthy 2011.

Mari Greer, President

I hope you all were able to enjoy the holidays with your family and friends. Did you make a new year’s resolution? If not, I would like you to consider doing one thing, putting your name on the UNOPA ballot for an office next year. I have certainly enjoyed serving as your president-elect and president for the past year and a half.

I hope you are able to join us for our general meeting on the 11th at the Wick Center. Having Michelle Waite and Ron Withem give us an update on the issues and bills in the legislature that may affect the university should be very interesting.

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I wish for you a safe, happy and healthy 2011.

Mari Greer, President
I have discovered that I get a lot more out of UNOPA and feel more connected to our members across campus after serving on the UNOPA Executive Board. But I would never have known that if someone had not taken the time to submit my name as a nominee. Please watch your mail for a nomination form for the 2011-2012 UNOPA officers. Take a few minutes to read through the descriptions of each office and consider your strengths and those of UNOPA members you know.

Challenge yourself. Grow in your profession. Make A Greater Individual Commitment!

If you or someone you know has the ability to fulfill one of the UNOPA officer positions, please submit that person’s name on the nomination form. You may nominate one or more UNOPA members for each office.

Nominations will be due by Tuesday, January 27th.

Nominees will then be contacted and asked if they will accept the nomination. A slate of nominations will be presented at the March 8th General meeting with additional nominations being accepted from the floor. Ballots will be mailed to all eligible UNOPA voting members. This is your opportunity to be a part of UNOPA’s future.

Overwhelmed, impressed, excited . . . These are just a few words that come to mind when I think about our Giving Tree. Overwhelmed by the generosity of our UNOPA members, impressed by the kindness and excited to be associated with such a generous group! I feel very privileged to be able to deliver all of items collected.

Thank you all for your generosity! It was truly my pleasure being the person to organize such a great event, but it would not have been possible without all of you!
Volume 49, Issue 5

Words of Wisdom from Central Area Director

Lisa Morehouse, CEOE, NAEOP Central Area Director

From our personal lives to our professional lives, technology plays a prominent role day in and day out. In the office professional’s day, e-mail tends to help and hinder our work flow.

As office manager of the Human Resources department I have the mixed blessing of receiving all e-mails that are addressed to the Human Resources department. Having the opportunity to read and respond to hundreds of e-mails a week. I have come across several e-mail tips and hints which help me manage my e-mail more effectively. Maybe some of them will help you.

Subject Line: Never leave the subject line blank. It is a simple courtesy to tell your reader what information you are delivering. This also helps your reader manage their e-mail more effectively.

“10-Minute E-Mail Rule: If it takes you longer than 10 minutes to compose your message, it is probably too long. Messages that take more than 10 minutes to write are probably better delivered via a memo or a report.

E-mail Signature: Do you have your contact information at the bottom of your business e-mails? List your name, title and contact information on all e-mails. Most programs have an “automatic signature” that you can create to appear on all e-mails. This saves the recipient valuable time if they need to contact you.

Location of E-mail Reply: Do you ever get a reply to your e-mail and you cannot find what they wrote? You have to scroll all the way to the bottom of the e-mails before you find it. There is a setting on all e-mail formats that will always put the reply at the “top” of every e-mail you respond to.

“EOM”: Have you ever received an e-mail with a message in the subject line followed by EOM in parenthesis? The letters stand for “end of message” and you do not have to open the e-mail. This allows you to deliver a message quickly and saves the recipient time also. An example might be: Meeting is at 9am on 8/8/07. (EOM). It’s just a quick easy way to communicate the little messages.

E-mail Phone Messages: This works great for an office receptionist or anyone that has to take phone messages. Keep an active e-mail window open. As the caller gives information, type it in the e-mail. After completing the call, verify the information and determine the priority of delivery. If it needs to be hand delivered right away, print the e-mail message on one side of used paper. (This automatically has the date and time the message was taken and who took the message). If it is a message that is not time sensitive and can actually be e-mailed, type the words “Phone Message” in the subject line of the e-mail, complete the e-mail and hit the SEND button. Keep in mind this method is not good if the message is time sensitive.

ALL CAPS: WHEN E-MAIL FIRST CAME OUT WE WERE TAUGHT THAT TYPING IN ALL CAPS IS LIKE SHOUTING TO SOMEONE WHEN YOU ARE TALKING. HOWEVER, IT ALSO MAKES YOUR MESSAGE MUCH HARDER TO READ. So let up on the shift key and make your message come across quiet and clear!

Happy e-mailing!

Bradley Munn Development Fund

Peg Johnson, Director

The raffle drawing for the throw blanket was held at our general meeting, December 14, 2010, at Valentino’s. Nancy Kenny drew the winning name, Dick Johnson. He was thrilled with the news. I would like to thank everyone who contributed to the $238 raised over a three month period.

The next professional development reimbursement deadline is January 15, 2011. Reimbursement forms are located on the UNOPA website.

http://unopa.unl.edu

“FILE FOR REIMBURSEMENT FOR PROFESSIONAL DEVELOPMENT ACTIVITIES”

DEADLINE: JANUARY 15
UNOPA Notes

Did You Know?
Deb Rosenau, Communication Technology Director

All people deserve a fresh start every now and then. WHY NOT NOW! Are you aware of UNOPA’s useful professional website?

What a host of information one could find here. Categories include:

- Business Motivation
- Computer Tips/Suggestions
- Cooking
- Friendship
- Networking
- Reducing Stress
- Travel

Please take a peek . . . surely there could be at least an item or two of interest to kick in the new year right for one and all.

By the way, let’s continue to add to this webpage. Suggestions can be sent to any of the Executive Board of Directors or to Deb Rosenau at drosenau1@unl.edu

http://unopa.unl.edu/professional/websites.shtml

UNOPA Now Accepting Nominations for 2010-2011 Rose Frolik Award
Barbara Homer, Awards Director

This award was established in 1988 to recognize a member who demonstrates the attributes of UNOPA’s founder and first president, Rose Frolik. Rose was an enthusiastic, energetic person who challenged life and felt that how you did your work may be a lot more important than what you do. UNOPA members who have been active for at least the past five years are eligible for nomination by anyone, including self. The recipient of this special honor will be presented with a personalized plaque commemorating their recognition, a one-year UNOPA membership, and a $600 cash award. This award will be presented at the April 12, 2011 UNOPA meeting.

Deadline for nominations is Friday, March 4, 2011.

Please direct questions to Barbara Homer, Awards Director, by phone, 472-3677 or by email, bhomer@unomaha.edu.

We were all saddened with the passing of Rose Frolik on December 21. She was a dear friend of many of us! Rose was 101 at time of death.

SAVE THE DATES!

Start planning now!

Central Area Professional Development Day & Annual Conference
March 31-April 1, 2011
Indianapolis, IN
Making it Work...Adaptability is the Key!!

5th Annual PSP Luncheon
April 2, 2011
Vine Congregational Church
Speaker: Michael Hoff
“Roman History & Nebraska Football” (Cost $15.00)

NEOPA spring conference
April 28 & 29, 2011
SCC Continuing Ed Building
NEOPA a KALEIDOSCOPE of OPPORTUNITIES!

NOMINATE SOMEONE FOR ROSE FROLIK AWARD.
DEADLINE IS MARCH 4.
New Years Resolutions: Reaching Your Goals

Ok UNOPA members hold onto your britches, I have an idea that is going to knock your socks off!

There is something about the coming of a new year that inspires many of us to commit to resolutions and make vows of self improvement. We set goals to stop smoking, lose weight, eat healthier, and spend more time with family.

The concept of setting yearly goals is definitely a step in the right direction. We all need to challenge ourselves and strive to improve in the coming years.

The downfall making New Year’s resolutions is that we only get one shot at it every 365 days (occasionally we have to wait a whole 366 days).

Ok here it goes, what do you think about starting a new tradition? Instead of waiting for a whole new year, how about just waiting for a whole new month? Yeah, you heard me right.

Think about it. On the last day of every month we can all stay up late, wait until ten seconds before midnight, participate in the famous count down, and yell “Happy New Month” when the clock strikes midnight. How great is that?

This revolutionary idea gives us plenty of opportunities to make the most of our self improvement ventures. No need to get discouraged when you fall off the resolution wagon.

With my new innovative idea you can regroup and start over in a matter of weeks. I’m pretty excited about this.

Let me give you an example of how this new idea works. A friend of mine made a resolution to stop smoking this year. Like many others around the world her plan was to stop smoking when the ball dropped at midnight on the first of the year. Well she remained smoke-free for a hefty part of the day but then reverted back to her old smoking habits.

Now with our standard tradition of New Years Resolutions she would have to wait until 2012 to start all over again. But with my revolutionary idea about New Month Resolutions; she can use the rest of this month to get geared up to quit smoking and start out fresh in less than thirty days.

So what do you think? Why not give it a try. If at first you don’t succeed, just try again next month! I wish you plenty of luck in achieving your goals, and Happy New Month!

Mentoring Committee

LaRita Lang, Director

The mentoring committee is sponsoring a brown bag on Thursday, February 24, 11:45am-1:00pm at the City Campus Union. Angela White will be presenting a seminar on “Steps to Financial Freedom”. All members of UNOPA are mentors. Below are names of new office employees. If one of these individuals works in your building, take a moment to introduce yourself and tell them about UNOPA!

Lisa Albers
Marketing, 310 CBA

Rebecca Awdykowyz
Economics, 340 CBA

Samantha Bruckner
Economics, 125 CBA

Barbara Bullington
History, 612 OldH

Sinda Dux
4-H Youth Development
6940 O St, Ste 2

Kira Geiger
Lied Center, 301 N 12th St

Heidi Grealish
Admissions, 1410 Q St ALEX

Heather Hulinsky
Center for Science, Math & Computer Ed, 251 Avery Hall

Kerry Julian
Undergraduate Studies
201 Seaton Hall

Michaela Olson
Housing Accounting, UHOF

Cheryl A. Wemhoff
Electrical Engineering
209E SEC

Article posted by Tarah Irving at www.associatedcontent.com
Calendar of Events

January

4 Board Meeting
6 Judith Yeck Retirement Reception, 3:00-5:00pm, City Campus Union
11 General Meeting — Speaker: Michelle Waite & Ron Withem, Wick Alumni Center
14 Martin Luther King Freedom Breakfast, Cornhusker Hotel
14 Deadline for UNOPA Notes
15 Bradley Munn Professional Growth Fund Reimbursement Application Deadline
27 UNOPA Officer Nominations Deadline

February

1 Board Meeting
8 General Meeting — Topic: Keeping in Touch with the Modern World
11 Deadline for UNOPA Notes
24 Mentoring Brown Bag, Steps to Financial Freedom, 11:45-1:00, City Union
Have you been collecting the PSP certificates from our monthly general membership meetings and you are wondering what to do with them? Well, if you attend the PSP workshop on Tuesday, February 15 from Noon—1:00 p.m. at the east campus union, Mary Guest and other UNOPA members will explain how you can earn your PSP certification!

The mentoring committee is also having a workshop for you this month. Join them on Thursday, February 24 at 12:00 p.m. in the city campus union when a representative from the University of Nebraska Federal Credit Union will present "Steps to Financial Freedom."

Are you like me? Do you know a little about Facebook, Twitter and MySpace, but not enough to really know what you are doing? Well, come to our meeting on February 8 and learn more about the "social networks" that are starting to dominate the way we communicate with each other.

Remember, Valentine’s Day is February 14. If you have a special someone in your life, take a few moments out of your day and let them know how you feel about them. If you really want to make it a day to remember, be a "secret valentine" and shower someone special with small gifts starting the week or so ahead of time!

Have you ever tried to decipher a text message from your child, grandchild, friend, etc.? It may look something like this, “Hi, how r u? I m gr8t! Lk if I m going, C u l8r.” Would you like to know what happened to that long, lost friend from school or cousin Susie who used to help you get into trouble? (Sounds like a job for Facebook!) How about tweeting? What about world events? Don’t you want to know what the President and First Lady ate for breakfast this morning? Well if you have had a little anxiety about any of the above make sure you attend the UNOPA General Meeting on February 8th. Our guest speaker, Heath Tuttle, will demonstrate different social media systems (Facebook, Twitter, Skype, Blackboard), and explore different mobile devices. Come learn how you can stay connected on your computer, phone, or iPad! Technology can make you more organized and efficient, and at the same time be a lot of fun. Feel free to bring your laptop 📱, phone 📞, or iPad 📱 to play with!

Be sure to have your RSVPs in to Belva Harris by Thursday, February 3, 2011. This should prove to be very interesting and beneficial to each and every one! C U there!

Deadline to register: FEBRUARY 3
http://unopa.unl.edu
Professional Standards Program (PSP) information/work session

Mary Guest, CEOE, Career Development Co-Director

Have you heard about PSP and do not really know what it is? Or, have you started collecting certificates and other materials, but you are not sure what to do with them? Would you like to find out what earning your PSP certificate would mean to you? If you answered “yes” to any of these questions, then I have the opportunity for you!

Please join me, and other UNOPA members who have obtained their PSP certification, on Tuesday, February 15, 12:00-1:00 p.m. in the Nebraska East Union for this informational question/answer/work session. The session will be guided by what each participant wants/needs to know about the Professional Standards Program. We want to help you achieve the goal of earning your PSP designation.

If you are unable to attend this session, but would like to meet individually, please contact me at mguest2@unl.edu or 472-3204.

Kim Ratz returns for another UNOPA workshop

Mary Guest, CEOE, Career Development Co-Director

UNOPA is fortunate to have the opportunity to host Kim Ratz back on campus on March 22 for a half day workshop, 1:00-4:00 p.m. During this workshop, Kim will spend some time talking on bridging differences between genders and generations. Following this, the majority of the workshop will be focused on how to effectively move UNOPA forward in the 21st century. You will have the opportunity to participate in small group brainstorming sessions on topics that are of particular interest to you.

Please mark this date on your calendar and plan on attending this important workshop!

UNOPA SPRING WORKSHOP — Coming Soon!

Tonda Humphress, Career Development Co-Director

The UNOPA Career Development Committee is busy putting together your Spring Workshop for April 2011.

In addition to useful information and a chance to work with colleagues and friends, we will have some wonderful baskets for our fundraising raffle. You don’t want to miss the opportunity to win the UNOPA Board’s cooking themed basket — it’s going to be amazing! There is also the Career Development Committee’s and the Employee Concerns’ baskets that will help you get ready for summer breaks (with a movie themed basket and a tea for two basket). So, get ready for our Spring Workshop and watch for more details to come!
In this day and age when the common theme seems to be “what’s in it for me,” I feel it is necessary to provide something to the members of our organization. In a webinar I listened to the facilitator indicate that when we attempt to recruit, we frequently make some fatal errors. We have a natural tendency to want to “convince” others to want to join based on what we get out of the organization. Instead, we should be concentrating on what the prospective member would get out of membership based on their interests (“what’s in it for them”). How do we go about this? Simply, listen to what they say. Make some notes while they talk to ascertain their “hot buttons.”

Once you know what their hot buttons are, you can share the commonalities between their hot buttons and what the organization has to offer.

Of course in order to do this, you need to be knowledgeable about the amenities each of our organizations has to offer. They are numerous for local, state, and national. They include scholarships and awards, professional growth opportunities, the PSP program, and let’s not forget the networking.

The important thing to remember is that while networking may be your hot button, professional growth might be another person’s hot button. If you spend too much time talking about what is important to you and not about what is important to your prospective member, you could very well give them the wrong impression of the organization. They may not want to be a part of a group that networks and, therefore, they decide they would rather join another group that concentrates more on professional growth.

Another pitfall could be overdoing it when it comes to describing what we have to offer. We simply cannot absorb everything we are told, therefore, our audience may forget important things due to being on overload. I suggest you plant a few starter seeds and watch as they take root and grow.

By following this method, it is estimated that you can recruit a new member within five minutes. Now go out there and recruit!

All the flowers of all the tomorrows are in the seeds of today.

Author Unknown

If you are interested in planting your seed and would like to join NAEOP, please go to the following website:

http://www.naeop.org/member.htm

Plan to attend!

LaRita Lang, Mentoring Director

The mentoring committee is sponsoring a brown bag on:

Thursday, February 24
12-1 p.m.
City Campus Union
Room will be posted.

Angela White will be presenting a seminar on “Steps to Financial Freedom”. All members of UNOPA are mentors.

Below are names of new office employees. If one of these individuals works in your building, take a moment to introduce yourself and tell them about UNOPA!!

Audrey L. Amy
Career Services
230 NU

Mikayla M. Tegler
College of Arts & Sciences
1111 OldH
Although significant progress has been made in increasing awareness among women that heart disease is their #1 killer (from 34% in 2000 to 69% in 2009) most fail to make the connection between its risk factors and their personal risk of developing heart disease. In fact, this disease kills one out of every four American women. Join The Heart Truth campaign on Friday, February 4—National Wear Red Day—to help spread the message that “Heart Disease Doesn’t Care What You Wear, It’s the #1 Killer of Women.”

The Heart Truth created and introduced the Red Dress as the national symbol for women and heart disease awareness in 2002 to deliver an urgent wake-up call to American women. The Red Dress reminds women of the need to protect their heart, and inspire them to take action.

While heart disease risk begins to rise in middle age, heart disease develops over time and can start at a young age, even in the teen years. It’s never too early, or too late, to take action to prevent and control the risk factors for heart disease. The Heart Truth is building awareness of women’s heart disease and empowering women to reduce and prevent their risk. It is reaching women with important heart health messages in community settings through a diverse network of national and grassroots partner organizations.

UNOPA now accepting nominations for 2010-2011 Rose Frolik Award

Barbara Homer, Awards Director

UNOPA is now seeking nominations for the Rose Frolik Award. Nominations are due by March 4th. For information on the criteria for the award, please refer to the website: [http://unopa.unl.edu/about/annualawards/rose.shtml](http://unopa.unl.edu/about/annualawards/rose.shtml)

This annual award was established in 1988 to recognize a member who demonstrates the attributes of UNOPA’s founder and first president, Rose Frolik. It is awarded at the April general membership meeting where we present the award and honor all of our Past Presidents.

Rose was an enthusiastic, energetic person who challenged life and felt that how you did your work may be a lot more important than what you do. UNOPA members who have been active for at least the past five years are eligible for nomination by anyone, including self. The recipient of this special honor will be presented with a personalized plaque commemorating their recognition, a one-year UNOPA membership, and a $600 cash award.

Deadline for nominations is Friday, March 4, 2011.

Please direct questions to Barbara Homer, Awards Director, by phone, 472-3677 or by email, b homer@unomaha.edu.
Talk your way to the top

If the term public speaking sends a shiver down your spine and generates an impulse to head for the nearest hallway, consider yourself normal.

The ability to get up in front of people and speak well is a prime business asset. The person who stands confidently and presents a case forcefully is promoting more than an idea. That person is promoting a career.

No matter how valuable speaking ability may be to a career, however, that ability isn’t likely to contribute if it can’t be utilized. And it can’t be utilized if the very thought of doing so is paralyzing. The first step, then, is to rethink what public speaking is.

Speech instructors Isa Engleberg and John Daly prefer the term presentation speaking. This term, they feel, citing the research for support, more accurately reflects the type of speaking demanded in the workplace.

Now the jitters have subsided, how can we utilize presentation speaking to our advantage? We can make it an art we can speak well, and generate an impulse to head for the nearest hallway, consider yourself normal. The ability to get up in front of people and speak well is a prime business asset. The person who stands confidently and presents a case forcefully is promoting more than an idea. That person is promoting a career.

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Now the jitters have subsided, how can we utilize presentation speaking to our advantage? We can make it an art we can master by concentrating on six basic tactics.

1. Practice: Think of speaking opportunities that come our way each day. Your opposition to your ten-year-old daughter’s tongue-piercing request? Your fourteen-point objection to your wife’s suggestion that you spend Christmas with her family? Those are speaking opportunities. Take advantage of them.

2. Think Beginning, Middle, End: Hook your audience with the beginning, deliver information with the middle, and close with something memorable. Stated another way, speaking manuals often refer to the Three Tell-ems: Tell ‘em what you’re gonna tell ‘em; then tell ‘em; then tell ‘em what you’ve told ‘em.

3. Put Yourself in Your Audience: When it’s time to craft what you actually want to say, consider what you would want to hear. What would make you sit up and take notice? A question or a surprising statement? A reference to a current event or a humorous anecdote? These are all legitimate ways of hooking an audience.

The middle of your presentation should contain its basic information. The ending? Make it brief and memorable. What would leave a lasting impression with you? Often a call to action is appropriate. Maybe an inspiring quotation would work. Try to reinforce your main idea in a unique way. An effective presentation will leave a lasting positive impression.

4. Let the Experts Help You: Now that you know what to do, how do you do it? Speaking—whether presentation or public—is big business. There are dozens of books in your local bookstore or at your public library that can provide the rudiments of effective composition and delivery. Likewise, the World Wide Web offers thousands of opportunities. Google public speaking and see what comes up. Finally, there are professional organizations devoted to the cause of speaking, the most notable being Toastmasters.

5. Develop Delivery: There are two components to every presentation—what you say and how you say it—and they’re as closely connected as identical twins.

Even in everyday conversations, think about what you say while you’re saying it. Enunciate clearly. Choose words precisely. Speak as much as possible in full sentences. Force yourself to finish. Practice gesturing, too. The well-placed gesture can be just like a well-placed hammer when it comes to driving a point home.

6. Check Your Uh-Mometer: The next time you’re watching someone being interviewed on television, count the number of times the interviewee says uh. You’ll be amazed. Once you’ve become aware of it in others, you can work to curb it in your own speech—uh and other vocal mannerisms that can detract attention from the message.

To become even more aware of fillers, tape record yourself in a normal conversational setting. There’s no better way to eliminate speech habits that could prove distracting.

Moving Up

The fear of speaking in front of people may not be a fear you can conquer completely, but it is a fear you can live with.

If you are looking for ways to improve your communication or leadership skills, join a Toastmasters organization.

There are two at the University of Nebraska-Lincoln available to staff, faculty, students and the general public:

**EC Speakers**
Meet Wednesdays 12-1 p.m.
East Campus Union
http://toastmasters.unl.edu

**NU Toasters**
Meet Thursdays 12-1 p.m.
City Campus Union
http://nuts.lincoln.freetoasthost.org

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Article reprinted from November 2010, Prairie Business Magazine.
Article written by Michael McAllister
## Calendar of Events

### February

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<tr>
<td>2</td>
<td>Board Meeting</td>
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<td>4</td>
<td>National Wear Red Day</td>
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<tr>
<td>8</td>
<td>General Meeting — Speaker: Heath Tuttle</td>
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<td>11</td>
<td>Deadline for UNOPA Notes</td>
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<td>14</td>
<td>Valentines Day</td>
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<tr>
<td>15</td>
<td>PSP Brown Bag, 12-1 p.m., East Campus Union</td>
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<tr>
<td>24</td>
<td>Mentoring Brown Bag, Steps to Financial Freedom, 12-1 p.m., City Union</td>
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### March

<table>
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<tr>
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<tr>
<td>1</td>
<td>Board Meeting</td>
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<td>8</td>
<td>General Meeting — Speaker: Justin Solomon, ASUN President</td>
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<td>11</td>
<td>Deadline for UNOPA Notes</td>
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<tr>
<td>17</td>
<td>St. Patrick’s Day</td>
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<tr>
<td>22</td>
<td>UNOPA Workshop — Speaker: Kim Ratz, 1-4 p.m., City Union</td>
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President's Message — Spring is here!

Mari Greer, President

It’s almost here, springtime! Pretty soon we will see the beautiful crocus flowers popping out of the ground all around campus. On your lunch break, take a little time to walk around and enjoy all of the trees and flowers as they start to bud and bloom, then listen to the birds as they start to sing. Oh, isn’t it lovely?

Many of us work with students on a daily basis, but do we really know what is going on around campus when it comes to students? Our March 8th general meeting addresses that question. Justin Solomon, ASUN student body president and University of Nebraska student regent, will make a presentation on what is happening around UNL. It is a meeting you will not want to miss!

Don’t forget to nominate a UNOPA member for the Rose Frolik award! Check the UNOPA website for all of the details.

I hope you have turned in your registration form and will join me at our half-day workshop that will be held on Tuesday, March 22, from 1:00-4:30 p.m. We are excited to have Kim Ratz back in Lincoln to teach us about “Women, Men, Generational Communication Styles” and “Open Space Technology.” I am looking forward to it.

What is a Student?

Donna Boone, Program Director

I found the following definitions of a student in dictionary.com: 1. A person formally engaged in learning, especially one enrolled in a school or college, such as a student at Yale. 2. Any person who studies, investigates or examines thoughtfully, such as a student of human nature.

These two definitions actually make us all “students” in one way or another.

At our general meeting on March 8, 2011, we will have as our speaker, Justin Solomon, President of the Association of Students of the University of Nebraska (ASUN). When I asked Justin to speak to our members he asked what we would like the subject of his speech to be. As I considered this question, the first question that came to my mind was, “What is ASUN and how does it benefit the students here at the University?” Then as the little “cogwheels and gears” began turning I started wondering how we, as office professionals, could help the students during their time spent at the University.

Since I came to the conclusion we are all students in one way or another, wouldn’t it be a misapplication to let opportunities for learning from one another go to waste? Justin will introduce us to ASUN, the organization, and how it benefits the students as well as the University. He will also give us a few ideas on how we may be of service to the students.

Please plan to attend the March 8 General Meeting in the Jackie Gaughan Multicultural Center on City Campus. Send your RSVP to Belva Harris by Thursday, March 3, 2011.

I always say, “The day is wasted when I don’t learn something new.” So come and learn something new!
What is it? The PSP is a voluntary, certification program based on experience, education and professional activities. The program was established by the National Association of Educational Office Professionals (NAEOP) to encourage educational office professionals to grow professionally.

What’s in it for me?
• Show pride in your profession by attaining a PSP certificate.
• Receive a certificate from NAEOP and be recognized at a formal banquet held at the annual conference.
• Be enriched by the activities you will participate in while working toward your goal. You will enhance UNOPA and be a contributing member of your community.
• Upon successful completion of each level of the Program or recertification you will be among the best and know you have met the challenge of excellence!

How can I find out more?
Contact UNOPA’s Career Development—PSP Director, Mary Guest (402-472-3204 or mguest2@unl.edu) and start on your path to certification!

**PSP — Professionals Standards Program**

**Mary Guest, CEOE, Career Development Co-Director**

**What is it?** The PSP is a voluntary, certification program based on experience, education and professional activities. The program was established by the National Association of Educational Office Professionals (NAEOP) to encourage educational office professionals to grow professionally.

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Contact UNOPA’s Career Development—PSP Director, Mary Guest (402-472-3204 or mguest2@unl.edu) and start on your path to certification!

**Attention: UNOPA members, spouses, family & friends!**

Lorraine Moon, CEOE, Co-chair PSP Luncheon Committee

**Ancient Roman Religion and Nebraska Football**
April 2, 2011

Professor Michael Hoff from the Art History Department is a fan of college football. He is also an archaeologist who understands the workings of ancient Roman cult. This brought about the realization that there were similarities between this religion and college football. At the 5th Annual PSP Luncheon on April 2, Dr. Hoff will share insights on how UNL’s football program, like ancient Roman religion, is an institution that binds together the different populations within the state.

Reservations are $15 each. ($5.00 off to UNOPA members with coupon—contact Jeanne Andelt at jandelt1@unl.edu or 402-472-6082). Registration forms are available on the UNOPA website: (http://unopa.unl.edu), from any PSP member or by contacting Lorraine Moon (lmoon1@unl.edu or 402-472-6082) or Gretchen Walker (gwalker1@unl.edu or 402-472-0602).
My journey

Lola Young, CEOE, NAEOP Vice President & Membership Director

My professional journey began in 1981 when I first started working at UNL. In my first position, I was a very shy Clerical Assistant working for University Housing in the Abel maintenance office. After a year, I transferred to the central Housing Office and was their receptionist for a year. Next I was fortunate enough to move into the Housing Director’s secretary position. For fifteen years I absolutely loved working with Doug Zatechka. While there, one of the ladies who worked for Educational Psychology in the same building encouraged me to join UNOPA, so I could come to a meeting and hear Bob Kerry speak. It sounded like a worthwhile opportunity so I did. Those ladies became my friends and before I knew it I was serving on the membership committee.

Dr. Zatechka was always supportive of me, and I distinctly remember bringing him with me to a UNOPA Bosses Luncheon where he encouraged me to run for office. I did so, resulting in my serving as UNOPA’s Corresponding Secretary. I ended up going all the way with UNOPA and served as President in 1998-99. In 1990 I received UNOPA’s Silver Pen Award and in 1991 the Rose Frolik Award. At some point, I was encouraged by some of my UNOPA friends to join NAEOP and NAEOP so I could participate in the Professional Standards Program. Of course I did so knowing how much professional growth and enjoyment I was enjoying in UNOPA. I served in various roles for NAEOP with the highlight during the first month of my year as President-elect, when the President resigned, resulting in my serving as President for the remainder of her year followed by my entire year (1997-99). Needless to say, I really didn’t expect to win both elections so I was very busy in 1998-99 serving as President of both UNOPA and NAEOP. In 2002, I received NAEOP’s Educational Office Professional of the Year Award.

Making 1997 even busier, I changed positions and became the Complex Staff Assistant (now renamed Residence Life Services Supervisor) for the Cather-Pound-Neihardt (now Cather-Pound-Neihardt-Husker-Courtyards) complex. My new supervisor was equally supportive of me in my busy roles. My next endeavors included NAEOP. Having attended all but one National Conference since 1990, with the encouragement and support of my supervisors, I had the opportunity to serve as an Advisory Council Delegate a number of times. After receiving NAEOP’s Educational Office Professional of the Year award in 2003, I decided I would consider running for Central Area Director. I was successful and served in that position from 2006 to 2010. Currently I am serving as NAEOP’s Vice President and will be installed this July as NAEOP’s President-elect in Charleston, South Carolina.

New members in the spotlight

Gretchen Walker, CEOE

Please welcome Sally Hawkins to UNOPA! Sally is currently employed as a Secretary III in the Computer Science and Engineering Department and has worked at UNL for 20 years.

Sally was born and raised in Fairbury, Nebraska, but has lived in Lincoln for over 40 years. Sally is married with grown children and one in high school (believe it or not). She enjoys reading, walking, and listening to music. Her favorite activity to do on a day off will of course depend on the weather. And The Sound of Music is a favorite of Sally’s.

Other new UNOPA members include Marilyn Augustyn, an Administrative Technician, also in the Computer Science and Engineering Department, and Murd Holland, Administrative Support Specialist in the IANR Vice Chancellors Office and NU Vice President’s Office. A new Associate Member is Rosann Kevil, Sales & Marketing Manager, Staybridge Suites.

Next time you see Sally, Marilyn, Murd, or Rosann please stop to introduce yourself.

Sally Hawkins
Circle of generations — A PSP workshop

Mary Guest, CEOE, Co-Director Career Development

Generations represent common experiences and shared values. A generation can also represent all the people born at about the same time. To understand your generation’s perspective, learn more about the characteristics of each generation. What was happening for each generation that helped to form their thinking and visioning? To help foster respect, caring and cooperation between the generations, look at things that were happening in each of the five generations.

Mature or Civic/GI Generation (1901-1931)
Characteristics include: Duty, honor, country, dedication, sacrifice, patience, hard times and then prosperity, national pride, doing a good job was the most important thing, and conformity + blending + unity = “WE.”

Mediating Generation (1932-1944)
Characteristics include: Children of the depression and war, Peace Corp volunteers, civil rights and activists, created the corporate system, developed the concept of career, loyalty to employer, finest mediators, arbitrators, and public interest lawyers.

Baby Boomers (1945-1963)
Characteristics include: “Workaholic” and competitive, success is largely visible with trophies, plaques, and lifestyle elements, optimistic, consumers of lots of items, and social justice = real measure of citizenship.

Diversity of Generation X (1964-1981)
Characteristics include: Came of age when the traditional world leaders were struggling, i.e., economy, Vietnam, Watergate, Japanese domination of industry, AIDS, birth control, first ones comfortable with technology, very self reliant, had to learn to fend for themselves and get along well with Civics, suspicious of Mediating and Boomers, and can be cynical and pessimistic.

Millennial Generation (1982-present)
Characteristics include: Optimistic, VERY short attention span, busy, entrepreneurial, ambitious yet clueless, acknowledge and admire select authorities, and think the Matures and Parents are cool, too!

How can the generations work together to solve problems in the community, in the family or in the workforce? Through communication and working together, people can build relationships and learn from other generations.

Have a conversation with your family of different generations to see what respect was like when they were a teenager.

Source: James V. Gambone, Together for Tomorrow – Building Community Through Intergenerational Dialogue Written by Eileen Krumbach, University of Nebraska Extension Educator

University Association for Administrative Development

Gretchen Walker, CEOE

The University Association for Administrative Development will be sponsoring a workshop entitled, Continuous Process Improvement – Creating Excellence in Service Delivery, on Tuesday, March 29, 1:30-4:30 p.m. in the City Campus Union.

Are your customers/stakeholders frustrated by the processes your department uses? Do you ever think “there has got to be an easier way to get the work done?” Then come and learn about Continuous Process Improvement and the toolbox that puts the concept into action.

Topics include:
• Identification of key processes and their desired outcomes.
• Flow charting processes.
• Use of flow charts to identify the tasks/steps with the greatest potential for improvement.
• Methods of data collection and analysis to guide the improvement process.
• Development of a plan to implement the proposed improvements.
• Tracking and evaluating the effectiveness of the change.

Speaker Dr. Paula Wells has a B.S. and M.S. in Civil Engineering and a Ph.D. in Industrial Engineering and Management Systems. She is currently an Operations and Business Systems Analyst with The Wells Resource and an Adjunct Professor at the University of Nebraska College of Engineering, Business Administration and School of Public Administration.

Cost is $20 for UNOPA & UAAD members. Cost to non-members is $35 (this includes a UAAD one-year membership).

To register please go out to the following website:
Laughter and an active sense of humor, may help protect you against heart attack, according to a study at the University of Maryland Medical Center. The study found that people with heart disease were 40% less likely to laugh in a variety of situations compared to people of the same age without heart disease.

Laughter provides the body in the following ways:

- **Laughter lowers blood pressure.** People who laugh heartily on a regular basis have lower standing blood pressure than average.
- **Humor changes our biochemical state.** Laughter decreases stress hormones and increases infection fighting antibodies. It increases our attentiveness, heart rate, and pulse.
- **Laughter protects the heart.** Laughter, along with an active sense of humor, may help protect you against heart attack, according to a study at the University of Maryland Medical Center. The study found that people with heart disease were 40% less likely to laugh in a variety of situations compared to people of the same age without heart disease.
- **Laughter gives our bodies a good workout.** Laughter can be a great workout for your diaphragm, abdominal, respiratory, facial, leg and back muscles. It massages abdominal organs, tones intestinal functioning, and strengthens the muscles that hold the abdominal organs in place. It can also benefit digestion and food absorption.

- **Humor improves brain function and relieves stress.** Laughter stimulates both sides of the brain to enhance learning. It eases muscle tension and psychological stress, which keeps the brain alert and allows people to retain more information.

So, keep on laughing as it’s good medicine for a healthy body!
Greeting to all members of Central Area.

I am pleased to announce we will be holding a Central Area Leadership Retreat, March 18-20, 2011, in Columbia, Missouri.

This retreat will be held as a brainstorming session for members to address the issue that all of our associations are facing: low membership, low conference attendance, and lack of participation in all areas. If you are enthusiastic about your association and have a passion for helping revitalize and strengthen our foundation, we need you to attend this retreat.

The retreat will start Friday afternoon and conclude on Sunday morning. A reminder that this is a “retreat” and not a conference. It will be a working retreat that will involve long discussions, a lot of listening and major brainstorming. Please come with your “blinders” off and your thinking caps on! We need to be prepared to think outside the box. This will be an intense brainstorming session with the goal of generating and creating an entire realm of new possibilities and ideas.

We are also excited to have several NAEOP Board members attend including NAEOP President Kathy Lech. Kathy will facilitate a workshop during this retreat.

There are no registration or workshop fees. All expenses are on your own. PSP points will be awarded for those that attend.

I hope all Central Area members will consider attending. For more information or questions, please contact me at lmoreho@lps.org or 402-436-1594.

Lisa Morehouse, CEOE, Central Area Director

Central Area retreat

Bright Lights: Summer Learning Adventures

Becky Rock, Communications Specialist, Bright Lights

Bright Lights Summer Learning Adventures will celebrate their 25th birthday this summer. Through Bright Lights, generations of elementary and middle school students are provided with unique, motivating, and hands-on learning opportunities in science, math, and the arts. Students have worked with quality teachers, played with their passions, and brought their dreams alive.

“It was cool to see cows at an organic farm and sample homemade cheese.”

“I enjoyed learning how a radar gun works.”

“I learned I want to be a bio-engineer when I grow up.”

Bright Lights Summer Learning Adventures offers over 100 half-day classes and full-day camps each year, some of which are held on college campuses in Lincoln. Summer 2011 at the University of Nebraska may include offerings such as: Engineering Day Camp, Mock Trial, Television Done Right!, and 3D Animation & Virtual World Creation. All are filled with hands-on experiences intended to spark a lifetime of possibilities in engineering, law, technology, and journalism. Think lasers, robots, and scale-models.

Arne Duncan, US Secretary of Education, states: “I would love to get a lot more kids on college campuses. When I grew up, my dad was a college professor, and I was in that environment every day. You feel like you belong; you feel like that’s a part of who you are.”

Dates for Summer 2011 are June 13-17, June 27-July 1, and July 11-15.

For more information on the Bright Lights program, visit http://www.brightlights.org
UNOPA Spring workshop
Tonda Humphress, Co-Director Career Development

As front line employees, we are used to juggling it all and coping with whatever situation comes our way on a daily basis. As University employees, we want to provide excellent customer service. But with all the stress, changing times and recent news reports, we may be considering how to do all of this and stay safe at the same time. UNOPA is pleased to offer a practical, interactive workshop for you, the front line employee, to help answer your questions and to support you in doing all that you do!

Our goal is to help you with the following specific areas:
• Diffusing difficult situations and keeping calm for safety’s sake (specific examples of situations and how to handle them).
• Identifying high alert situations and individuals—when to be concerned.
• Customer service: responses to threats to self or others (minimizing risk) and helping someone who is emotionally distressed.

To better meet your needs, this workshop will be a dialogue, not a lecture. So, please bring your questions and comments and join in the dialogue/discussion on April 14, 2011!

Registration form will be posted on the UNOPA website: http://unopa.unl.edu. Please contact the UNOPA Career Development Committee with any questions (Tonda Humphress, Co-chair, 402-472-3756 or thumphress1@unl.edu).

While the training offered by John will be terrific, the topic is a serious one so let’s balance that with some FUNdraising! UNOPA will have some fun baskets at the workshop for which you will be able to enter a raffle to win. These baskets will be a great way to treat yourself (you deserve it) or to surprise someone else (maybe they will share it with you). Proceeds from raffle baskets will first go to pay expenses for the workshop. Any remaining funds will be contributed to the Bradley Munn Professional Growth Fund. This fund provides reimbursements to UNOPA members for professional development activities, as well as bringing speakers to campus for UNOPA workshops. For more information on this fund and how you can receive reimbursement for your expenses, please see our website:

http://unopa.unl.edu/membership/fundguidelines.shtml

National Conference
Peg Johnson, NAEOP Liaison

WHO: You
WHAT: NAEOP conference
WHEN: July 18-22, 2011
WHERE: Charleston, SC

The website: http://www.naeop.org

Have you been to a National conference? If not, you need to go. If you have attended, you need to go again. Registration is open and early bird registration ends May 31st.

Are you working on your PSP? National conference offers several avenues to move you toward that goal:
1) Institute on Monday & Tuesday — earn either educational credit or in-service credit.
2) Briefings on Tuesday & Wednesday — earn PSP points.

Our own Lola Young will be presenting one of those briefings plus she will also be installed as President Elect.

Please let me know if you will be attending nationals. I will also need to know what days you will be in attendance so we can plan a small get-together.

Send an email to mjohnson4@unl.edu.

Bradley Munn Professional Development Fund Update
Peg Johnson, Fund Director

Are you one of the 23 out of 110 UNOPA members that contributes to the Bradley Munn Professional Development Fund? If not, please consider becoming a contributor. If non-contributing members would donate $1.00 a month, our contributions would more than double. I will be delighted to send you a payroll deduction form.

Remember, this is your fund!

The next deadline for reimbursement of professional development activities or PSP is April 15, 2011.

Form is located at: http://unopa.unl.edu/membership/fund.shtml
Your degree in recognition skills

Of course, we all majored in recognition skills at high school. Being positive comes as second nature to everybody and we never focus too much on faults. Unfortunately there the fairy tale must end. Complaining, it seems, is a much more developed skill than praising and many people find it difficult to be only positive. It is as if they can’t help themselves adding a crushing blow. Like Carolyn Burnham (Annette Bening) in “American Beauty” when she praises her daughter Jane (Thora Birch) for her cheerleading performance, she says, “I was watching you very closely, and you didn’t screw up once.”

Language

It is often said that, in communication, we get the response we deserve. Bear this in mind when you next ask for an additional task to be undertaken. Listen to the words that you use.

Do you apologize, saying: “I’m really sorry that I have to drop this on you.”

Do you antagonize, saying: “Whether you like it or not you’ll have to do this by 5 pm.”

Do you empathize, saying: “I know this is a pain, but it really needs to be done.”

Do you sympathize, saying: “Poor you! This extra work probably means overtime.”

...or do you enthuse, by saying: “Hey, you’re just the person who can help me! I need this urgent job to be done today, and I was thinking you’d be the best person to get it out accurately and on time.”

No prizes for guessing which approach gets a more energetic response. Enthusiasm breeds enthusiasm and if you can embed a few pieces of recognition in your request without sounding sarcastic you’ll stand a better chance of getting a motivated performance.

When you are actually praising someone, try to tell them how you feel. “It made me proud that I work for the same company when I saw you handling that complex customer problem,” means so much more than, “Good job, keep it up.” “I wish I had your comic timing. Your ability to make people laugh and feel motivated to get on with the toughest and most unpleasant of jobs leaves me in awe,” says more than, “I’m impressed, carry on, dude!”

Also make an attempt to acknowledge that you really did understand that the behavior was appropriate; “I was especially impressed when you offered to call them to update them on progress at the end of the day. That’s a great standard to work to.”

Managers can develop a crippling disability when they use language variously known as “verbal diarrhea,” “let me tell you what you mean” and “that’s not the way I’d do it.” As people climb the management ladder there is a tendency for them to lose the listening skill and to gain an add-on to their verbosity skills. This is not surprising as they are probably expected to talk for most of the day; however, when it comes to gathering information to promote informal recognition, keeping your ears open and your mouth shut is an essential skill.

—article written by Chris Herrmann and published by BoomerangAwards.com

Save the dates

2011 NEOPA Spring Conference
“A Kaleidoscope of Opportunities”
April 28-29, 2011
Southeast Community College
Continuing Education Center
310 S. 68th

LPSAOP will host the Thursday night Networking Event at Parker’s Rib Ranch on 66th & O St.

Conference details and registration will be emailed to all NEOPA members in early March.

Conference Co-Chairs are:
Susan Bell, CEOE; Carol Reed, CEOE; and Lisa Morehouse, CEOE

MONEY 101: Financial Planning for Your Future

Two locations:
March 29, 2011
12:00-2:00 p.m.
Nebraska East Campus Union

March 30, 2011
3:00-5:00 p.m.
Nebraska City Campus Union

Learn key financial tips and tools for financial planning and walk away with giveaways from the UNL Computer Store, University of Nebraska Federal Credit Union and the University of Nebraska Bookstore. This event is hosted by the Chancellor’s Commission on the Status of Women. All staff members are welcome. For more information, contact Kelly Payne, 402-472-3871. http://www.unl.edu/ccsw

It’s not too late to nominate someone for the Rose Frolik Award.

Guidelines on the website: http://unopa.unl.edu

DEADLINE: March 4, 2011
Making Communication in the Workplace Effective

Why is it that, when so many businesses commit so many resources to internal communication, people always seem to say that communication in workplaces is a significant problem?

One reason is that too often we take “communication” for granted. After all, we know how to talk to people, don’t we?

In organization surveys (and also in exit interviews) employees frequently say that no one ever tells them anything or listens to them — but managers say in reply that they seem never to stop communicating with employees on important matters.

Poor communication — or perceptions of poor communication — can be directly linked to increased operating costs and reduced efficiency because of lower productivity of people, employee dissatisfaction, employee turnover, absenteeism, lack of understanding of business strategy, and lack of common direction.

In most cases, when people criticize communication in an organization, the concern is expressed in general terms such as “communication is bad” or “we are never given enough information.”

Such criticisms are hard to respond to and do not really identify specifically what the problem is with communication. (So the response is often to change nothing about the way communication is delivered — on the assumption either that there is nothing really wrong or that nothing can be done. The other reaction is to just do more of what is already being done — thereby worsening the “problem.”)

So what needs to happen?

As a first step, it is important to understand that communication is more than simply talking to people or giving information. There are a number of reasons why communication may not be effective. To apply a “generic fix” or to make changes to address the wrong cause of the breakdown will, in all probability, deliver an outcome that is not greatly improved. Consider these four areas in which communication may fail to be effective.

Style and Method: Just as people learn in different ways, people absorb communication in a variety of ways. So, it is important to ensure that the “style” of communication is varied to ensure that everyone will understand the message.

At its most basic level, consider presenting important information in pictures, spoken and written. Make sure that, as often as possible, your communication is “two way.” There must be an opportunity for questions, discussion and clarification of the key issues. Messages, emails or notices are more likely to be misunderstood, misplaced or simply not read.

Content: Be sure that what you are communicating has the right level of detail and is expressed in a way that the audience will understand. Too much detail will cause some people to switch off but too little detail may give the impression that there is something being hidden or avoided. Using language that people understand, for example, means that any jargon used is understood by everyone and complex language and words are kept to a minimum.

Timing and frequency: Many organizations fall into the trap of communicating too often or too rarely with their employees. Getting the balance right is a matter of having a clear purpose of each communication and keeping to commitments rather than just a schedule. It is also important not to save important communications with employees until the end of the day or shift or until the end of the week. The chances of a focused and interested audience are, predictably, quite small.

Skills: Make sure that the people who are delivering the communication have the skills to get the message across—including good written communication skills, good presentation skills, or good group facilitation skills.

The outcome of your assessment: An assessment of the effectiveness of these aspects of communication between management and employees can help you to understand why communication is not as effective as it could be and should provide some clear signposts for action or redress the problems.

Out of that assessment you should have some practical information on the key strengths of existing communication methods, the areas of communication that are not working well, and the types of communication that will be more effective.

When you have information like this about the communication in your organization you can then develop a communication plan to improve the effectiveness of communication between management and the workforce.

Finally, be prepared to innovate in your communication. Doing the same thing year-in and year-out may not be delivering you the best results.

—by Simon Osborne, Director of Practical Workplace Strategies.

National Procrastination week

March 7–13, 2011, is National Procrastination Week. If you are having trouble completing projects or getting motivated here are some quick tips that may come in handy.

The 4 Why’s of Your Procrastination. The four most common reasons we put things off.

1. We think it’s difficult. When the task seems hard to do, we naturally avoid it in favor of something easy. This explains why so many taxpayers wait until April 14 to get down to business.

2. We think it’s time consuming. With our time always in short supply, something that seems ready to gobble large blocks of time is going to be set aside. “We’ll have more time on the weekends,” we say, “so we’ll tackle it then.”

3. We think we don’t know enough. Few people like to make mistakes, so instead of taking real action we turn to study and research. We keep learning more (from the safety of home) until we feel safe to start. Then, when we feel ready . . . we learn some more.

4. We think people will judge us. Engineers don’t get engineer’s block, accountants don’t get accountant’s block. But writers? Oh, they get blocked.

And one possible reason is fear of getting criticized. Because they worry so much about what people will think, they put off writing, or, worse, work themselves into a lather that we call writer’s block.

What Can You Do? The solution? As simple as it sounds, just tell yourself the opposite. We talk to ourselves—a lot. Often it’s everyday chatter about what we’re going to do or what you would have said to that nasty grocery store clerk if given a second chance. But we also talk ourselves into procrastination. When a task or chore or goal pops into our heads, we often run through one or more of the common traps above. We convince ourselves, even before starting, that it’s going to be hard, or time consuming, or mistake prone, or judged.

That’s why a new conversation—a controlled conversation—is so helpful. You can stop the problem before it has a chance to kick in. The next time you have to do something, consciously tell yourself:

1. It’s not hard.
2. It won’t take that long.
3. I’m sure I can do it, or at least learn as I go.
4. No one really cares about what I’m doing; they’re worried about their own problems.

—article written by Jason M. Gracia, Founder & President of Motivation 123 and author, Shifting Balance
Calendar of Events

March
1  Board Meeting
4  Rose Frolik Award deadline
7-13 National Procrastination Week
8  General Meeting — Speaker: Justin Solomon, ASUN President
11  Deadline for UNOPA Notes
13  Daylight Savings Time
17  St. Patrick’s Day
18-20 Central Area Retreat, Columbia, Missouri
22  PSP Workshop, Speaker: Kim Ratz, 1:00-4:30 p.m., City Union
29  UAAD Workshop, Speaker: Dr. Paula Wells, 1:30-4:30 p.m., City Union
29  Money 101, 12:00-2:00 p.m., East Union
30  Money 101, 3:00-5:00 p.m., City Union

April
2  PSP Luncheon, Speaker: Michael Hoff, 10:30 a.m.-1:30 p.m. Vine Congregational Church
5  Board Meeting
12  General Meeting — Frolik Award Presentation & Past Presidents Luncheon
14  UNOPA Spring Workshop, Speaker: John Goldrich, 2:30-5:00 p.m., East Union
15  Deadline for UNOPA Notes and Bradley Munn Reimbursement
24  Easter
28-29 NEOPA Spring Conference, SECC Continuing Education Center, 310 S. 68th
President's Message
Mari Greer, President

Spring is finally here! The Easter bunny will be hop, hop, hopping along before we know it. And, shopping for a new Easter outfit is always fun! We had several UNOPA members attend the Central Area Retreat in Columbia, Missouri, the weekend of March 18-20. We had a lot of good discussions with NAEOP President Kathy Lech, Central Area Director Lisa Morehouse and other central area members.

I always think our April general meetings are so enjoyable. This year, we have a great selection of UNOPA members being nominated for the Rose Frolik Award, and it is great to see all of our past presidents and retirees. I hope you will wear your favorite Easter bonnet to our April 12 meeting. We will have a couple of categories that will be judged, so come prepared!

I hope you volunteered to work in the parking lot for the April 16 spring game. If you haven’t volunteered but would like to help out that day, please give me a call at 402-472-3554 and we will get you scheduled!

My year as president is quickly coming to an end. It’s been wonderful working with such an awesome board and I have heard lots of good comments from our members. I’m looking forward to moving on and know Donna Boone will do a great job as our new president.

April flowers us all
Donna Boone, Program Director

Characteristics that come with April are flowers that bloom, spring showers which fall and our Annual Rose Frolik Award luncheon. This gala event is made even more memorable with the attendance of the special UNOPA Past Presidents.

For this meeting it was decided not to have a speaker so we could all reflect on the memory of those who left us too soon, our past presidents, and our award winner. It has been said in the past that the time goes so quickly there never seems like there is enough time to visit with the winner and our visitors. Please take the time after the program to converse with “old” friends and meet “new” friends.

The deadline to RSVP to Belva Harris is Friday, April 8, be sure to send in your flyer.

UNOPA M.A.G.I.C.
Making
A
Greater
Individual
Commitment

UNOPA Mission Statement:
The purpose of UNOPA is to provide professional growth and promote high professional standards for educational office professionals with the University of Nebraska, as partners, upholding the quality of service to the university educational systems and community.

Special points of interest:
• Wear your Easter Bonnets
• How to Handle Challenging Situations
• Kaleidoscope Provides Color
• Outreach Mystery
• Member Participation Opportunities
• Learn about Taxes

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Deadline to register: APRIL 8
http://unopa.unl.edu
It’s almost here . . . UNOPA Spring workshop

Tonda Humphress, Career Development Co-Director

You read about this terrific workshop in the last issue of UNOPA Notes, so you know that this interactive workshop is designed to help you, the front line employee, with the following goals:

- Diffusing difficult situations and keeping calm for safety’s sake (specific examples of situations and how to handle them);
- Identifying high alert situations and individuals—when to be concerned.
- Customer service: responses to threats to self or others (minimizing risk) and helping someone who is emotionally distressed.
- Multitasking—coping with it all (e.g., phones, guests, deadlines, bad news, etc.).

If you are working towards your PSP, you will be glad to know the workshop has been approved for 2.5 PSP in-service hours. So, if you haven’t already registered, complete the form at http://unopa.unl.edu and send it by April 8.

You may also enter to win a fabulous silent auction basket! Our FUNdraiser for the Bradley Munn Professional Growth Fund, which provides reimbursements to UNOPA members for professional development activities and helps provide speakers for UNOPA workshops, will be raffle baskets ($1 per ticket; 6 tickets for $5) with great items. Enter to win your favorite basket—or enter to win all three! Funds go to a good cause and you can have fun playing too.

The law of the garbage truck

Kim Ratz, Speaker-Trainer-Troubador, www.kimratz.com

This story was shared by Kim Ratz at the March workshop:

A man was riding a taxi to the airport when suddenly a parked car pulled out right in front of them, causing the taxi driver to slam on the brakes and resulting in the narrowest “margin of miss.” The other driver then turned and started yelling at the taxi driver! The taxi driver just smiled and waved at the other driver, almost as if they were friends. Astonished, the rider asked the taxi driver why he had been so nice to someone who had almost hit his car and almost certainly would have sent them to the hospital? This is when the taxi driver taught the rider and author of this story—David Pollay, what Polley now calls, “The Law of the Garbage Truck.” The taxi driver explained that many people are like garbage trucks—full of frustration, anger and regrets. As their garbage piles up they need a place to dump it and sometimes they dump on you. Don’t take it personally! Just smile and wave, wish them well, and move on.

The bottom line: Don’t let garbage trucks stink up your day. And don’t dump your garbage on others at home, work and other places along the way. We’ve all got our “stuff” to deal with, so don’t make things worse for yourself and others. Lighten your own load in ways that remove stress and frustration without dumping on anyone else, and be a role model for those who haven’t learned yet how to do this. This can make the roads we all travel on our life journeys much cleaner, safer and enjoyable for everyone.
Central Area Retreat recap

Mari Greer, UNOPA President

The Central Area Retreat was held in Columbia, Missouri, March 18-20, 2011. We had about 30 members from Central Area plus Kathy Lech, our NAEOP President from Washington, and Pam Posey, NAEOP Immediate Past President from Mississippi attend. From Nebraska we had six UNOPA members and two LPS staff members attend.

Kathy Lech was our facilitator for the retreat. She began the session on Friday afternoon with some excerpts from the book, “Sacred Cows Make the Best Burgers.” We discussed the need to open our eyes and ears, observe and listen to the things that are going on around us. We need to build on and strengthen our foundation as an organization. Remember, people are the gatekeepers of change. At the same time, sometimes those “experienced gatekeepers” can be a major obstacle to change and innovation. We need to think like beginners! Be smart, ask stupid questions!

Kathy also reminded us, sometimes it is not about increasing membership numbers, sometimes it is about making the members you have better, by building on their strengths and providing “services” that are important to them. Building on that foundation as you go into the future.

After our Friday session, we all went to dinner together and got to know some of our colleagues from the other states. It was nice to talk to members from Missouri, Kansas, Illinois and Indiana, and hear some of the things that they are doing in their associations.

We reconvened on Saturday morning and Kathy Lech talked about 212 degrees and how one degree can separate the good from the great at work and at home. As we each play an important role in our jobs and in our homes, we can apply a lot of what was discussed to all of those roles.

On Saturday afternoon we broke into three groups and answered some questions about our organizations and wrote those answers on pads of paper. We then voted on our top three concerns from each of those questions.

On Sunday morning we were invited to brunch at Jackie White’s home. Jackie and Christy Serrage had a nice assortment of quiches, fresh fruit and pastries for us to enjoy before we left for home. It was a nice ending to a great weekend of meeting new friends and getting reacquainted with others.

As I listened to some of the members talk, it was heart breaking to hear some of the struggles that other local and state associations are going through right now. On the whole grand scheme of things, we are VERY lucky to have the membership numbers for UNOPA that we have and the money in our Bradley Munn fund to reimburse our members for professional development activities.

Lisa Morehouse, our Central Area director, will provide us (in the near future) with information that she collected from the retreat. I hope you will take the time to look at the information when you receive it. This information will be passed onto Donna Boone and her board for the 2011-2012 year.

A special thank you to Kathy Lech and Pam Posey for taking the time out of their crazy and busy travel schedules to come and meet with us. I know we all appreciated it. I am looking forward to seeing them both in Charleston, South Carolina for the national conference in July!

Sleep myths

—article reprinted from Somnos Sleep Center newsletter

Sleep and sleep disorders are certainly topics that have become more common in recent years. Even so, there are still a lot of misconceptions out there regarding sleep. Here are some sleep myths that may or may not be familiar to you. Maybe this will help clear the air and answer some questions.

1. Sleep is Just Rest. Not so. Sleep is more than just a period of rest. It is an important period of time vital to your body to help ensure maximum performance. Experts recommend 7-9 hours of sleep to maximize physical and mental function.

2. You Adjust to Sleep Changes Easily. Your body creates a schedule based on activity and exposure to light. Changing time zones or working nights can confuse your body making sleep difficult. It can take the body one day to adjust to a 1-2 hour time change.

3. Older People Need Less Sleep. Although infants require considerably more sleep than adolescents and adults, the elderly still need the 7-9 hours recommended for younger adults.

4. Naps are Wasteful. Naps can help improve performance of certain cognitive tasks and overall function. However, napping late in the day or for longer than an hour can wreck havoc on one’s sleep.
UNOPA Notes

A word from your NEOPA President
Diane Wasser, CEOE, NEOPA President 2010-11

As we look to a new season, we look at spring as a rebirth of all the living things around us. It is also that time of year when we look forward to NEOPA’s Annual Spring Conference and General Meeting. As President of NEOPA, I would like to invite and encourage you to attend “A Kaleidoscope of Opportunities” on April 28-29, 2011, at the Southeast Community College Continuing Education Center in Lincoln, NE.

Joy Huber will be the keynote speaker in the morning. The afternoon has two breakout sessions from which to choose. You will be able to pick from “Prioritize & Organize” or “A Kaleidoscope of Generations.” Both, I am sure, to be very informative and interesting.

Our General Business meeting will take place right before lunch. UNOPA’s Kathy Bennetch will be installed as President at an Installation Ceremony at 3:00 p.m. followed by a reception hosted by UNOPA.

I hope many of you can attend. Those working toward their PSP certificates will earn 6 points by attending the entire day. More information and the registration form can be found at NEOPA’s website: http://neopa.unl.edu

Invitation to NEOPA spring conference

Please join us for the 2011 NEOPA Spring Conference, April 28-29, 2011! We hope you have seen the conference registration information, and we hope you’ll join us for a really fantastic event!

Networking Spectrum: “A Rainbow of Colors” event will take place on Thursday evening, at Parker’s Smokehouse (64th & O St.), beginning at 6:30 p.m. There is no cost to attendees, but please be sure to RSVP to Carol Reed at creed@lps.org, for the food count. We will have a couple of ice breakers and time for networking. We will also have a very colorful evening!

The conference, “A Kaleidoscope of Opportunities,” will be held at Southeast Community College Continuing Education Center, at 310 S. 68th St. Registration will begin at 7:30 a.m., with the conference beginning at 8:00 a.m.

We have a fabulous keynote speaker, Joy Huber—”A Kaleidoscope of People,” lined up for the morning session. Next will be the NEOPA business meeting, followed by lunch. In the afternoon you can choose between two break-out sessions. Then we wrap up the day with installation of the 2011-2012 NEOPA officers followed by the officers reception.

We hope you will join us for an evening of networking and a fabulous day of professional development!

Conference Co-chairpersons
Susan Bell, CEOE
Carol Reed, CEOE
Lisa Morehouse, CEOE

UNOPA Summer Social

The Outreach Committee is currently in the planning stages for the UNOPA Summer Social that will be held sometime in June.

Further information will be printed in the May UNOPA Notes newsletter.

We hope you will be able to attend!

Rumor has it that you might need your walking shoes, and hopefully not an umbrella. Peaked your interest now haven’t we? Look for an article next month.

“MYSTERY IS AT THE HEART OF CREATIVITY. THAT, AND SURPRISE”

—Julia Cameron
UNOPA members — opportunity to participate

Mary Guest, CEOE, Career Development Co-Director

We had a great workshop in March with Kim Ratz and I wish you all could have been there! During the last part of the afternoon we utilized Open Space Technology for small group discussions. The topics were suggested by the members and they all dealt with issues facing UNOPA and how to address these items to move UNOPA forward as a vibrant and important organization. That was step 1. Now we are ready for step 2 and we would like to have all UNOPA members participate.

In step 2, we are going to continue the small group discussions to formulate recommendations to forward to the UNOPA board. Five topics were identified and discussed at the March workshop, and I have scheduled five brown bag sessions to continue the discussions. These are your meetings—I will merely facilitate them to keep your ideas moving forward. The format for the brown bags will be to continue the discussion on the topic for 15-20 minutes, and then the remainder of the time will be spent on writing specific recommendations.

The brown bags will all be held at the Nebraska Union on city campus, 12:00-1:00 p.m., and the rooms will be posted. The schedule is as follows:

- **Monday, April 4:** Fundraising
- **Monday, April 11:** Mentoring
- **Wednesday, April 13:** Recruitment
- **Monday, April 18:** Retention/Engagement
- **Wednesday, April 20:** Professional Development

If you have ideas you would like to share, but you not able to attend the brown bags, please email them to me (mguest1@unl.edu). Everyone’s input is important!

Exempt from taxes......to be or not to be

This article is being reprinted from A Guide for Organizing New Affiliates, from the National Association of Educational Office Professionals.

When a new association is formed, there are always guidelines that should be followed to comply with Internal Revenue rules and regulations. Because each state can vary in their regulations, it would be in the best interest of the group to speak with an individual knowledgeable in this area.

While there are benefits for an association to affiliate with NAEOP, a tax exemption is not one of them. In order for NAEOP and all its affiliates to be covered under a blanket exemption, there is paperwork and cost involved.

Below is a brief explanation of the increased expense, administrative matters and risk that would be added to NAEOP.

**EXPENSE**

For a blanket tax-exempt letter, a new form 1023 would be required. The estimated cost would be $2,500. The IRS also charges a user fee for this form; approximately $750.

If this blanket exemption were implemented, the CPA performing the annual review and preparing the annual form 990 for NAEOP would increase their fees substantially. A potential increase of 500% would be possible dependent upon how many states and localities are included. Additionally, the organization’s present CPA firm would not be allowed to assist in a substantial manner and perform the review. An additional CPA firm would be required for one of the engagements.

The dramatic increase in record keeping requirements would require the hiring of at least one part time individual. This could cost the organization another $10,000 annually plus related payroll taxes.

**ADMINISTRATIVE MATTER**

The initial research would be very time consuming as each state and locality involved would have to be contacted to determine the appropriate laws. In the future, each state and locality would be monitored for any changes in appropriate laws.

Periodic statements and reports for each affiliate would be required to be filed with NAEOP for inclusion in consolidated reports. NAEOP must have documentation from each affiliate. Presently, an organization raising less than $25,000 only has to file a postcard with the IRS and has no other requirements.

If this blanket exemption was implemented, all affiliates (whether state or local) would give NAEOP total power and authority to approve or disapprove of all activities, policies, and rules.

**RISK**

NAEOP would take sole responsibility for each state and local affiliate. Each state and local affiliate would report virtually everything to NAEOP for reporting to IRS and for review.

All state and local affiliates would be required to keep all activities in line with NAEOP. Any state or local affiliate could become disassociated by not following the NAEOP mission. NAEOP itself is not tax exempt, however the NAEOP Foundation is and its tax status could be jeopardized by any single state or local affiliate’s activities if deemed inappropriate by the IRS.

To summarize, many state groups and local affiliates, which do not raise $25,000, would lose their independence and decision making capabilities. In addition, the larger affiliates would probably not like answering to the NAEOP Board for each event planned.

Based on the information that was supplied to us by a Certified Public Accountant, the blanket tax exempt procedures will not be implanted.
UNIVERSITY OF NEBRASKA OFFICE PROFESSIONALS ASSOCIATION

Calendar of Events

April

2  PSP Luncheon, Speaker: Michael Hoff, 11:30 a.m.-1:30 p.m., doors open at 10:30 a.m., Vine Congregational Church
4  Brown bag, Topic: Fundraising, 12:00-1:00 p.m., City Campus Union
5  Board Meeting
11  Brown bag, Topic: Mentoring, 12:00-1:00 p.m., City Campus Union
12  General Meeting — Rose Frolik Award Presentation & Past Presidents Luncheon
13  Brown bag, Topic: Recruitment, 12:00-1:00 p.m., City Campus Union
14  UNOPA Spring Workshop, Speaker: John Goldrich, 2:30-5:00 p.m., East Union
15  Deadline for UNOPA Notes and Bradley Munn Reimbursement
16  Spring Game — volunteer to work parking lot!
18  Brown bag, Topic: Retention/Engagement, 12:00-1:00 p.m., City Campus Union
20  Brown bag, Topic: Professional Development, 12:00-1:00 p.m., City Campus Union
24  Easter
27  Administrative Professionals Day
28-29  NEOPA Spring Conference, SCC Continuing Education Center, 310 S. 68th

May

3  Board Meeting
5  Deadline for NEON article submission
10  General Meeting — Installation of Officers
13  Deadline for UNOPA Notes
15  Early Bird Registration deadline — NAEOP Conference

UNOPA Notes
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We’ve gone green!
Find this newsletter on the Web.

http://unopa.unl.edu
President’s Message

Mari Greer, President

Wow, is it my imagination, or has this year gone by really quickly? I can’t believe it is already May! This month has many special memories of things that have happened in my life, so I always look forward to many of the activities that happen this month.

If you are fortunate to still have your mother and/or grandmother in your life. Try to spend a little time with that person, or if the distance between you is too great, try to remember to call them on Mother’s Day and tell them how much you care about them. Sometimes, it is the simple things in life that mean the most!

My thanks to all of the members who agreed to serve as committee directors and to serve on a committee this year, we certainly could not do this without you!

I am looking forward to ending the year with our summer social! Shelly Green and her committee are finalizing the details and we will be distributing that information to you sometime soon!

I have enjoyed serving as your president this year. It has been an exciting and rewarding time and I have learned a lot! I know you will support Donna Boone and her board as we make that transition on July 1st.

Special points of interest:

- Education: The Journey of a Lifetime
- How to Handle Challenging Situations
- Special Award Recognition
- Past Presidents & Retirees
- Football and Religion
- Website Creation

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- Calendar 6

Deadline to register: MAY 4
http://unopa.unl.edu

UNOPA Mission Statement:
The purpose of UNOPA is to provide professional growth and promote high professional standards for educational office professionals with the University of Nebraska, as partners, upholding the quality of service to the university educational systems and community.

Education: The journey of a lifetime

Donna Boone invites you to attend the Installation of the 2011-2012 UNOPA Officers.

May 10, 2011
11:45 p.m.

Hardin Hall Auditorium
East Campus

This will be a very humbling occasion for your elected officers and we would all enjoy having you be a part of this event.

The deadline to RSVP to Belva Harris is Wednesday, May 4, be sure to send in your flyer.
## UNOPA Notes

### UNOPA Spring workshop recap

**Tonda Humphress, Career Development Co-Director**

Wow! On April 14, we held the UNOPA Spring Workshop with Presenter, John Goldrich, at the East Campus Union. John, who currently works in the Counseling and Psychological Services Offices of the University Health Center, shared many amazing and applicable examples from his own life experiences to help us learn how to provide great customer service while keeping safety in mind. He was practical, entertaining, and responsive to audience questions and comments.

Some of our attendees comments include:

- "I enjoyed the enthusiasm of the speaker."
- "I enjoyed watching John go into ‘calming mode’, lowering his voice, gestures, etc. Very good examples of being physically calming."
- "The subject matter itself was very timely to me in my job."
- "I enjoyed the comments that were freely expressed by the participants.
- "The presenter was entertaining. I liked how he involved the group by asking questions and giving examples of situations that fit with each office."
- "I liked that it wasn’t a lecture, he kept us involved, was open to questions and made it personal."
- "It was interactive, but not intimidating. It was enjoyable, even though the topic was very serious. I was amazed/dumbfounded at the real-life experiences that people on campus had."
- "THIS WAS GREAT!"

John did a fantastic job and gave us some great tips (#1—You have to remain calm and speak in a calm voice and show that you are listening to the client; it’s worth repeating). But I also want to acknowledge our wonderful audience. Their participation was critical to the workshop and they came through with flying colors.

The interaction from the presenter and the attendees provided a well-rounded discussion on situations faced by everyone and provided responses to those specific situations. Even though the topics were serious and important, enough humor was included so that we really had a fun learning experience.

In addition to the workshop, we enjoyed the basket raffle. I wish to thank the Employee Concerns Committee for the Tea for Two Basket, the Career Development Committee for the Movie Night basket, the UNOPA Executive Board for the Cooking Magic basket, and the FROLIKers and PSP Endowment Committee for their combined donation of $80 for our donation efforts. All together, from the raffle ticket sales, the $80 donation and the net profit from the workshop registrations, we were able to donate a total of $321.47 to the Bradley Munn Professional Growth Fund. Thank you to all who participated.

CONGRATULATIONS go out to our basket winners: Mary Klucas (Teas for Two), Gretchen Walker (Movie Night), and Kimberly Christiansen (Cooking Magic)!

### Election results

**Beth Zager, Nominating Director**

I am happy to present the election results for your 2011-2012 UNOPA Officers.

- **President**: Donna Boone
- **President-Elect**: Cathy Robertson
- **Recording Secretary**: Mary Klucas

**Corresponding Secretary**: Lainey Bomberger

**Treasurer**: Jennifer Arnold

Thank you to all who took the time to vote in UNOPA’s election and everyone who allowed their names to be placed on the ballot. I am looking forward to another great year for UNOPA!
Congratulations to the 2010-2011 Rose Frolik award winner!

Barb Homer, Awards Director
UNOPA honored one University of Nebraska employee at the Annual Rose Frolik and Past Presidents and Retirees luncheon on April 12, 2011. The Rose Frolik Award was presented to Mary Guest, CEOE.

The Rose Frolik award was created to honor an UNOPA member who demonstrates the attributes of UNOPA’s Founder and first President, Rose Frolik. Rose was an enthusiastic person who challenged life and felt that “how you do your job may be a lot more important than what you do.” Any UNOPA member who has been an active member for at least the last five years is eligible. Members of the Awards Committee including the Director and UNOPA elected officers are ineligible. Also individuals who have previously received this award are not eligible.

Mary Guest, CEOE, Administrative Technician for the Office of Vice Chancellor for Student Affairs, was presented the Rose Frolik Award. Sandy Lineberry presented her with an engraved plaque, a $600 cash award, and a one-year UNOPA membership. She was nominated by Gretchen Walker, CEOE, and Linda Ratcliffe, Center for Great Plains Studies.

The Awards Committee received seven nominations; however, one nomination was ineligible due to a lapse in her membership year. The six nominees were: Jeanette Fisher, Administrative Assistant for the Office of Vice Chancellor for Student Affairs; Joan Frederick, Financial Officer for the INTSORMIL Program; Mary Guest, CEOE, Administrative Technician, Office of Vice Chancellor for Student Affairs; Linda Luedtke, CEOE, Administrative Assistant to the Dean, Hixson-Lied College of Fine and Performing Arts; Donelle Moormeier, Office Manager, Department of Communication Studies; and Janice Wassenberg, Secretarial Specialist, Office of Research Responsibility, Institutional Animal Care Program.

Congratulations to all the nominees!

Poems from Frolik luncheon

Perhaps...
Perhaps if we could see the splendor of the land to which our loved ones are called from you and me...we’d understand.

Perhaps, if we could hear the welcome they receive from old, familiar voices all so dear...we would not grieve.

Perhaps, if we could know the reason why they went...we’d smile and wipe away the tears that flow. We’d wait but be content!

—anonymous

The Rose Beyond the Wall
Near a shady wall a rose once grew, budded and blossomed in God’s free light.
Watered and fed by morning dew, shedding its sweetness day and night.
As it grew and blossomed fair and tall, slowly rising to loftier height. It came to a crevice in the wall, through which there shone a beam of light.
Onward it crept with added strength, with never a thought of fear or pride.
It followed light through the crevice’s length, and unfolded itself on the other side.

The light, the dew, the broadening view, were found the same as they were before
And it lost itself in beauties new, breathing its fragrance more and more.
Shall claim of death cause us to grieve, and make our courage faint or fall?
Nay, let us faith and hope receive, the rose still grows beyond the wall.
Scattering fragrance far and wide, just as it did days of yore
Just as it did on the other side, just as it will forevermore

—A.L. Frink.

Page 3
This is my third year as a member of UNOPA. I have never been able to attend the annual Rose Frolik award luncheon honoring the Past Presidents and Retirees. What a great event! Kudos to Mari Greer for adding the Easter bonnet competition!

Sandy Lineberry did an amazing job in celebrating the lives of our past presidents who have passed on.

There were 20 past presidents in attendance and 3 retirees.

The past presidents in attendance pictured in the photo on the left included (front row L to R: Gretchen Walker, CEOE; LaRita Lang; Linda Arnold; Sandy Lineberry; Jan Wacker; and Jan Harris; middle row L to R: Mary Guest, CEOE; Peg Johnson; Rhonda Zugmier; Diane Wasser, CEOE; Janice Wassenberg; Edie Schleiger, CEOE; Lorraine Moon; Pat Hust; Christine Cary, CEOE; and Marcia Rawley; back row L to R: Carol Bom, CEOE; Lola Young, CEOE; Kathy Bennetch; and Donelle Moormeier).

The retirees in attendance included: Jan Shamburg, Judy Yeck and Dora Dill.

The Professional Standards Program (PSP) Endowment Committee of the University of Nebraska Office Professionals Association went back to Ancient Roman days and football at their 5th annual PSP Luncheon on April 2, 2011. Commentators on college sports have alluded to how football programs at certain universities achieve such a high status among their fans that it almost becomes a religion. Some might argue that Nebraska football has reached that level. As an archaeologist who understands the workings of ancient Roman culture and being a fan of college football, our featured speaker, Dr. Michael Hoff from the Department of Art and Art History at the University of Nebraska-Lincoln was struck by the similarities of this religion and college football. In his presentation, Dr. Hoff shared insights on how UNL’s football program, like ancient Roman religion, is an institution that binds together the different populations within the state.

It was a diverse audience this year with both men and women attending the event to hear how Ancient Roman Religion and Nebraska football are similar. Much laughter was had by all in attendance.

The luncheon was held at Vine Congregational Church. In addition to the presentation and lunch, a silent auction was enjoyed by all guests and committee members. Donations by PSP Committee members and various Lincoln businesses contributed to a very successful auction.

UNOPA members on the Committee were Jeanne Andelt, Kathy Bennetch, Debbie Hendricks, Pat Hust, Tricia Liedle, Linda Luedtke, Lorraine Moon, Cathy Robertson, Edie Schleiger, Doreen Wagenaar, Gretchen Walker, Diane Wasser, and Lola Young.

Watch for information on our 6th annual PSP Luncheon in future newsletters to be held Spring 2012 in March or April.
In this article, we focus on what everyone should focus on when they start a website and the marketing of it. This would be the **Keyword Research**. So many people want to get started on link creation or website optimization right away. They forget that everything starts with the keywords that will go in your Website Name, URL and content on the site itself. While some of these tips may be a little tedious, they are all important. I hope this helps you to achieve your goals that you have for your website on the internet. Let’s get started.

- Your domain name should have the **keyword** in it. This is mandatory. Stay away from cute “nicknames” for your business that have none of the keywords that describe your business niche. This makes our job as website marketers twice as hard when there are no keywords in the Domain name.

- The URL of the website must have the keyword in it. Again, this is mandatory. Our website name, for instance, is Tomorrows Online Marketing. This is also our URL. The phrase Online Marketing is among the most used on the internet. It gives us an instant leg up on a lot of our competition.

- Use Google’s Keyword Tools, such as Google Suggest or Google Keyword Tool to help you come up with the combination of keywords and phrases to use on your site. Remember, just because you think a phrase you came up with would be popular does not mean everyone else does. Doing this step up front will save you the hassle of rewriting your content and headings later. Trust me; we’ve all made this mistake.

- Your titles must have the **keyword** in it. If possible, try to wedge in your keyword in every subheading you use as well, provided that there are not too many. Specifically, use your keyword in all of the H1, H2, and H3 tags that you use.

- Your keyword must figure somewhere in the first and last sentence of the article. Google looks for keywords throughout the article. However, the earlier it finds this keyword(s), the more prominent it figures in your scoring.

- Your keyword must figure somewhere in the last sentence of the article. This has to do with content and relevancy of the keyword to the article. For whatever reason, Google also finds keywords at the end of the articles easier.

- Use at least one outbound link to an external page, (a page outside of your own website) with the keyword acting as an anchor text (title of the link). What this does is give credence to your **keyword** not only being important to your page, but to other outside websites as well. This lends itself to **link relevancy** which Google scores extremely high on within its very complicated formula to help rank websites with.

- Use your keyword to a density of 2 to 4% through the webpage. Less than this will lead Google to rank your content lower than it would other sites in your market. However, if your keyword density is more than 4%, it looks like you are trying to stuff your articles/text with keywords to manipulate the rank. This could lead to your site getting suspended or blacklisted by Google. None of us want that, do we?

- Your pages should have at least 400 (preferably 500 minimum) words of actual content. I am talking about the relevant pages on the site, not contact us or driving directions. Google scores your site on providing meaningful content to its viewers. By using a 500 word minimum, you are also making sure that your page has at least 10 keywords on it to maintain that 2-4% keyword density that is vital in helping you in your rankings.

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**Technology tip**

Wayne Boesiger, Tommorow’s Online Marketing

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- Your titles must have the **keyword** in it. If possible, try to wedge in your keyword in every subheading you use as well, provided that there are not too many. Specifically, use your keyword in all of the H1, H2, and H3 tags that you use.

- Your keyword must figure somewhere in the first sentence of the article. Google looks for keywords throughout the article. However, the earlier it finds this keyword(s), the more prominent it figures in your scoring.

- Your keyword must figure somewhere in the last sentence of the article. This has to do with content and relevancy of the keyword to the article. For whatever reason, Google also finds keywords at the end of the articles easier.

- Use at least one outbound link to an external page, (a page outside of your own website) with the keyword acting as an anchor text (title of the link). What this does is give credence to your **keyword** not only being important to your page, but to other outside websites as well. This lends itself to **link relevancy** which Google scores extremely high on within its very complicated formula to help rank websites with.

- Use your keyword to a density of 2 to 4% through the webpage. Less than this will lead Google to rank your content lower than it would other sites in your market. However, if your keyword density is more than 4%, it looks like you are trying to stuff your articles/text with keywords to manipulate the rank. This could lead to your site getting suspended or blacklisted by Google. None of us want that, do we?

- Your pages should have at least 400 (preferably 500 minimum) words of actual content. I am talking about the relevant pages on the site, not contact us or driving directions. Google scores your site on providing meaningful content to its viewers. By using a 500 word minimum, you are also making sure that your page has at least 10 keywords on it to maintain that 2-4% keyword density that is vital in helping you in your rankings.
## Calendar of Events

### May

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>3</td>
<td>Board Meeting</td>
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<tr>
<td>5</td>
<td>Deadline for NEON article submission</td>
</tr>
<tr>
<td>8</td>
<td>Mother’s Day</td>
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<tr>
<td>10</td>
<td>General Meeting — Installation of Officers</td>
</tr>
<tr>
<td>13</td>
<td>Deadline for UNOPA Notes</td>
</tr>
<tr>
<td>21</td>
<td>FROLSIKers meeting, 9:30 a.m., Pantry Restaurant</td>
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<tr>
<td>30</td>
<td>Memorial Day</td>
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<tr>
<td>31</td>
<td>Early Bird Registration deadline — NAEOP Conference</td>
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### June

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<th>Date</th>
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<tr>
<td>11</td>
<td>Brick of Remembrance Dedication, 10:00 a.m., Antelope Park</td>
</tr>
<tr>
<td>14</td>
<td>UNOPA Summer Social, 3:45-5:00 p.m., East Campus Dairy Store</td>
</tr>
</tbody>
</table>

UNOPA Notes  
University of Nebraska-Lincoln  
P.O. Box 880541  
Lincoln, NE 68588-0541  
Gretchen Walker, Editor  
gwalker1@unl.edu

Address Corrections to:  
Jan Wassenberg  
jwassenberg1@unl.edu

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We’ve gone green!  
Find this newsletter on the Web.

**http://unopa.unl.edu**
President’s Message

Mari Greer, President

Wow, what a great year it has been. I have been lucky to work with such a wonderful board! They have done a lot of work to help keep our organization strong. For those of you who volunteered to work on a committee this year, thank you! Without you, we would not be able to keep up with all of the work that needs to be accomplished. You have indeed added M.A.G.I.C. to our organization!

UNOPA M.A.G.I.C.

Making A Greater Individual Commitment

I know you will all give Donna Boone and her board the support that they need this coming year. I hope you will continue to attend our monthly meetings and professional development activities when they are offered. Please consider volunteering to serve on a committee and taking an active role in keeping UNOPA strong!

Don’t forget to join us at our Summer Social on Tuesday, June 14. In July, I will see some of you at the NAEOP conference in Charleston, South Carolina, where I know we will have a great time and learn lots!

Have a wonderful, safe summer! If you are traveling, relax and enjoy the time away, make the most of it!

Ice Cream Anyone?

UNOPA SUMMER SOCIAL

Join your UNOPA friends for a tour of the UNL Dairy Store on

Tuesday, June 14, 2011
3:45—5:30 p.m.
$5.00/person

UNL Dairy Store, East Campus

Following the tour there will be ice cream, socializing, fun, food, games and giveaways!

The deadline to RSVP to Shelly Green (mgreen3@unl.edu or 472-2098) is Wednesday, June 8

UNOPA Mission Statement:
The purpose of UNOPA is to provide professional growth and promote high professional standards for educational office professionals with the University of Nebraska, as partners, upholding the quality of service to the university educational systems and community.

Special points of interest:
- Ice Cream Anyone?
- Kaleidoscope of Opportunities
- Traveling to Columbus, NE
- New Leadership
- Risks vs. Rewards
- Smile Power

Inside this issue:

1. Summer Social
2. NEOPA Spring Conference
2. NEOPA Fall Workshop
3. UNOPA Installation
4. Membership
4. Save the Dates
5. Smile Power
6. Calendar

Deadline to register: June 8
http://unopa.unl.edu
On April 29, many of us attended the NEOPA Spring conference, “A Kaleidoscope of Opportunities,” held at Southeast Community College Continuing Education Center.

Keynote speaker, Joy Huber, gave us a humorous and motivational review of communication essentials and some great information on listening skills. Joy reminded us, “If you do what you have always done, you will get what you have always gotten.” Joy presented ways to stop, start, continue or change our train of thought when it comes to communicating. She talked about working with all kinds of people in and out of the workplace and how to approach them and keep your composure. We learned that we perceive people to be difficult when actually they are just very different from us. Joy introduced us to the Platinum Rule: Treat others like they want to be treated and that holding onto anger is like holding onto a hot coal with the intent of throwing it at someone. You are the one who gets burned.

After a nice lunch and the NEOPA business meeting, participants attended breakout sessions. Beth Ivey, presented “Prioritize and Organize,” in which we learned the baby steps to financial freedom as well as ways to create simple budgets. Sheila Kepler presented, “A Kaleidoscope of Generations,” in which the four different generations within the workplace were identified and the ways they differ and how they are the same.

At the end of the conference, the Installation of the 2011-2012 NEOPA officers was held. The incoming elected officers are:

President: Kathy Bennetch, CEOE
President-Elect: Joyce Trevett, CEOE
Vice President: Gretchen Walker, CEOE
Secretary: Cathy Robertson, CEOE
Treasurer: Deanne McCoy

Kathy’s presidential theme is: “Shaping the Future!”

The royal wedding of William and Kate has created worldwide excitement.

But, there is another event stirring conversation that will be held on October 21, 2011 on the Columbus Campus, which will be bursting with gorgeous fall colors and a few stately white pumpkins. This anticipated event is the Fall 2011 NEOPA Conference titled “Staying Connected in a Changing World.”

While we won’t be chatting about wedding gowns and a sapphire ring, we will be discussing InDesign, personal accountability, social networking, solutions for workplace aches and pains, coping with stress and so much more!

As your hosts, we would like to extend a warm, gracious invitation to gather with women who share your dreams and a passion for lifelong learning.

This truly will be another royal event highlighting esteemed speakers along with contagious laughter and scrumptious food.

We look forward to meeting you.

Karin Rieger
Karen Mroczek
Columbus Community College

UNOPA Notes

Gretchen Walker, CEOE

NEOPA Spring conference recap

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Karin Rieger
Karen Mroczek
Columbus Community College
Education: The Journey of a Lifetime

Benjamin Franklin said, “Without continual growth and progress, such words as improvement, achievement and success have no meaning.”

We should all strive to be lifelong learners and this is why I chose “Education: The Journey of a Lifetime” as my theme. Where would we be if we refused to take the next step, learn something new or think outside the box? Aren’t you excited when you finally conquer that one element that has had you stumped? These moments come from that invigorating sense of having the ability of savoring information. Yes, savor and relish in the thought that you acquire knowledge when you seek it.

The classroom is not the only place to gain knowledge. Did you know you can find knowledge anywhere? Simple tasks such as reading, writing a letter, conversations, watching children play and many other ways too numerous to mention opens the file drawers in your mind and accumulates power to be used at later dates.

Knowledge also comes from life and the experiences that are sometimes thrown at us. This enlightenment guides us through each moment and helps to sculpt our spirit. Even Napoleon Bonaparte knew the importance of learning. He stated, “Why and How are words so important that they cannot be too often used.”

There are many ways people learn: visual, experience, routine and the influence of others to mention a few. I think Albert Einstein hit the nail on the head when he said, “Setting an example is not the main means of influencing another, it is the only means.” When we forge ahead with tenacity and fortitude it will influence others to possibly do the same. This teaches all involved what can be achieved when you move forward.

Another way to learn is to serve. This is our organization and I have the opportunity to serve you as your leader for the upcoming year. Your elected officers are here to serve you and assist in any way we can that will allow you to benefit by being a member. An organization is only as good as its members. The leaders may be the connecting gears but the members put things in motion when they commit to be active and participate. Aminu Kano, a Muslim politician from Nigeria, established an organization to improve the quality of schools in north Nigeria. I felt his quote about leadership was a good fit for me. He said, “Anyone who wants to be a leader must be the servant, not the boss, of those he wants to serve.” I am humbled to be your servant.

I am no different than any other president who has stood before you and issued a challenge. My challenge will only take 21 days to begin with and, if met, should stay with you a lifetime. Beginning with the new UNOPA year on July 1, write in a journal daily. I challenge you to write what you learned that day and how it came to you. As I have stated, you can learn in many ways, for instance through a child’s laughter you can learn not to take life so seriously. You may write whatever else you like but if you don’t write anything else, write what you learned that day, I learned, by reading, that it takes 21 days to form a habit so if you do this for 21 days you should have a worthwhile habit for a lifetime. At the end of the year, I think all the things you learned will amaze you, especially HOW you learned them. I hope you will take the time to share some of those with me throughout the year and help me to learn too.

Being a lifelong learner is one reason I have chosen the Martin Luther King Jr. Scholarship Fund as my charity. This worthy cause will give others a chance to begin their journey to be lifelong learners also.

Filled with honor and humility, I accept the 2011-2012 office of President of the University of Nebraska Office Professionals Association. As stated, I pledge to do my best and strive for excellence and no less as I serve you. As Michael J. Fox says, “I am careful not to confuse excellence with perfection. Excellence, I can reach for; perfection is God’s business.”

2011-2012 Elected Officers (L to R): Cathy Robertson, President-Elect; Jennifer Arnold, Treasurer; Donna Boone, President; Lainey Bomberger, Corresponding Secretary; and Mary Klucas, Recording Secretary.
Think It Over
Are you an active member
The kind that would be missed
Or are you just contented that
Your name is on the list
Do you attend meetings
And mingle with the flock
Or do you stay away
And criticize and knock
Do you take an active part
To help the work along
Or are you satisfied to be
The kind that “just belongs”
Do you ever work on committees
To see there is no trick
Or leave the work to just a few
And talk about the clique
So come to meetings often
And help with hand and heart
Don’t just be a member
But take an active part
Please just think this over
You know right and wrong
Are you an active member
Or do you “just belong”

UNOPA Notes

Membership
Gretchen Walker, CEOE, Incoming Membership Director

As I sit at my desk, I find myself reflecting on Lola Young’s message, “Planting Seeds for NAEOP’s Growth.” My current position in the Center for Great Plains Studies at the University of Nebraska has become like a comfortable shoe for me. Stepping out of those shoes comes with apprehension and doubts. Will I be able to learn what’s required and expected of me?

Over the past few years, I have learned by stepping out of my comfort zone and becoming more actively involved in several different organizations, that I have gained so much more confidence in my abilities. As I look forward to my new position as UNOPA Membership Director and the 2011-2012 NAEOP Higher Education Council Chair, I realize that through the seeds of change, and a willingness to learn and grow, I continue to move toward success.

I invite each of you to take a closer step toward success by becoming actively involved in something within an area of your local, state, or national organization. By networking with others and experiencing new things, we gain the skills needed to grow as an individual, and are better able to share that knowledge and skill set with others. When we work together, we really DO PLANT THE SEEDS FOR GROWTH AND SUCCESS.

Now is the time to renew your UNOPA membership! You might also consider volunteering to serve on a committee. Get out of that comfort zone!

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Save the dates!

Brick of Remembrance Placed
NEOPA has purchased a brick of remembrance to be placed in honor of Becky Hastings in the Veterans Memorial Garden in Antelope Park.

The dedication ceremony will be:
Saturday, June 11
10:00 a.m.

The inscription on Becky’s brick will read:
REBECCA S. HASTINGS
MSGT 115TH ARW
1/22/87—1/22/10

UNOPA Summer Social
Join your UNOPA friends for a tour of the UNL Dairy Store, University of Nebraska-Lincoln, East Campus.

Tuesday, June 14
3:45—5:30 p.m.

Cost: $5.00/ea.

Following the tour there will ice cream, socializing, fun, food, games, and giveaways.

Join us and invite a friend too!

Register by June 8 at:
http://unopa.unl.edu

NAEOP National Conference
Charleston, South Carolina
July 18-22, 2011
http://www.naeop.org

NEOPA Fall Workshop
Staying Connected in A Changing World
October 21, 2011
Columbus Community College

RENEW your memberships or BECOME a new member!

http://unopa.unl.edu
http://neopa.unl.edu
http://naeop.org

The REWARDS are many!
Smile power — your secret to success

Carol Kinsey Goman, Ph.D.

Smiles have a powerful effect on all of us. The human brain prefers happy faces, recognizing them more quickly than those with negative expressions. Smiles are such an important part of communication that we spot a smile at 300 feet—the length of a football field. Smiles can also be your secret to success. Here are five reasons to activate your smile power:

1. You’ll feel better—even if you fake it. We all use the fake smile in business settings when we don’t really feel an emotional closeness to those around us; the real smile is reserved for those we truly care about. And we have had a lot of practice doing this. We have been displaying both real and fake smiles all of our lives. A fake smile is easy to produce. It takes only one set of muscles to stretch the lip corners sideways and create a grin.

There is no doubt that the “best” smiles are genuine. They light up your face, crinkle the corners of your eyes and produce positive physiological changes in your body temperature and heart rate. But consider research findings that even if the smile is mechanically produced, positive feelings still emerge. This study matched samples of people looking at cartoons. The first group ranked every cartoon as funnier than those with negative expressions. Smiles are such an important part of communication that we spot a smile at 300 feet—the length of a football field. Smiles can also be your secret to success. Here are five reasons to activate your smile power:

2. You will be unforgettable. Why do some people make a lasting impression while others are quite forgettable? The answer may be in their smile.

Research from Duke University proves that we like and remember those who smile at us—and shows why we find them more memorable. Using functional magnetic resonance imaging (fMRI), the Duke researchers found that the orbitofrontal cortices (a “reward center” in the brain) were more active when subjects were learning and recalling the names of smiling individuals.

3. You will encourage collaboration. No one, regardless of how intelligent he or she may be, can succeed alone. We all need the knowledge and ideas of others. You know that. But did you know that by merely smiling or frowning you can influence how a speaker reports information and how it is subsequently remembered, and possibly passed on?

According to research conducted and reported by the British Psychological Society, positive and negative emotional responses systematically alter the use of language. Speak to a positive listener and people will likely use more abstractions and subjective impressions. But if people talk to a negative listener, they’ll probably stick to the relative security of objective facts and concrete details.

Researchers speculate that this is because the smiles and nods of a positive listener are interpreted as a sign of agreement and understanding, encouraging the speaker to provide more of their own opinions and speculations. By contrast, negative listeners provoke speakers to adopt a more hesitant and cautious thinking style.

4. You will improve your productivity. Charles Garfield, the author of Peak Performance, once coached the Russian Olympic weight-lifting team. Garfield noticed that when team members lifted to exhaustion, they would invariably grimace at the painful effort. In an experiment, he encouraged the athletes to smile when they got to that point of exhaustion. This seemingly minor difference enabled them to add 2-3 more reps to their performance.

No matter the task, when you grimace or frown while doing it, you are sending your brain the message, “This is really difficult. I should stop.” The brain then responds by sending stress chemicals into your bloodstream. And this creates a vicious circle: the more stressed you are, the more difficult the task becomes.

When you smile, your brain gets the message, “It’s not so bad. I can do this!”

5. You will positively contaminate others. Some nonverbal behaviors can bring out the best in people. Smiling is one of them, as it directly influences how other people respond. When you smile at someone, they almost always smile in return. And, because facial expressions trigger corresponding feelings, the smile you get back actually changes that person’s emotional state in a positive way.

Maybe that’s why a DePauw University study found that people whose smiles were weakest in snapshots from childhood through young adulthood were most likely to be divorced in middle or old age (1 in 4 compared to 1 in 20 for the widest smilers). And if you ever go to trial, keep this in mind: Although courtroom judges are equally likely to find smilers and non-smilers guilty, they tend to give smilers lighter penalties, a phenomenon called the “smile-leniency effect.”

Want to brighten your mood, make a lasting impression, encourage collaboration, lighten your work load, and positively influence others? Then smile—really smile. Think of someone who genuinely amuses or delights you. But if you can’t do that, then fake it . . . or hold a pencil in your mouth.

—Carol Kinsey Goman, Ph.D. is an executive coach, change-management consultant, and international keynote speaker at corporate, government, and association events. She’s the author of “The Nonverbal Advantage: Secrets and Science of Body Language at Work.”
Calendar of Events

**June**
11    Brick of Remembrance Dedication, 10:00 a.m., Antelope Park
14    UNOPA Summer Social, 3:45-5:00 p.m., East Campus Dairy Store
19    Father’s Day
21    Summer Begins

**July**
4     Independence Day
18-22 NAEOP National Conference, Charleston, South Carolina
Education: The Journey of a Lifetime

Not Goodbye, Just “See You Later”!

I hope all of you have had a wonderful summer. We finally got the warm weather that comes with the season! I know on July 1, 2011, you ALL met my challenge and Began writing in your journals for this next year of UNOPA! One of my goals was to connect with as many of you as possible throughout the year and ask if you would share some of your entries with me.

Not only do the seasons change abruptly but so do our plans sometimes. For those who were not aware, my job at NUtech Ventures was eliminated on June 30, 2011. I applied at the University first and foremost so I could continue to take classes AND fulfill my duties as UNOPA President this next year. There were a few other places outside of the University that peaked my interest so I applied for those positions also. After a few rejection letters from the University, an outside company made me an offer I couldn’t refuse. I am now the administrative assistant at BVH Architects in the Haymarket area next to Bread & Cup. My first day was July 22.

I must admit I was downhearted not to be at the University. After all, I was leaving UNOPA members who, over the past 5 years, have become friends and “cohorts” and whose company I enjoy immensely. At first after having some doubts and personal concerns about being President, I had finally gotten excited to serve a fine group of members this year!

This next year will be top notch with Cathy Robertson as your President! Cathy is well equipped to serve in this capacity and I have no doubt she will perform at 110% if not more! Since she has been working on the ‘task force’ regarding how to enlist and retain members, Cathy is well aware of the goals and the ideas suggested, and she is anxious to see progress happen.

UNOPA will always be near and dear to my heart. It is only because of UNOPA that my journey toward a degree was put into motion. While attending a workshop as a UNOPA member I met a NEOPA member, and we started talking. We told each other we were really going to do and then challenged each other to do it! Her challenge made me slowly climb out of my box! If it weren’t for UNOPA I would not have been at that workshop! UNOPA has helped me grow and given me so many other opportunities such as serving on committees, being a committee chair, serving as an officer and joining other organizations such as NEOPA, NAEOP, NAPW and, last but not least, Toastmasters!

All of you will be greatly missed! I will remain an associate member and would jump at the chance to participate by email on any committee you feel I could benefit. Trying to learn a new office with 30 people and their schedules is going to be exciting and very time consuming at first so I may not have the opportunity to attend meetings physically but I will be there in spirit! And by all means, please feel free to contact me through my personal email: mindtraveler2004@yahoo.com. Keeping up with friends is important to me and I hope we can do that as time goes by.

Thank you all again for letting me be a part of UNOPA and what you have given me through it. I hope I can return the favor when needed. Don’t forget to share some of your journal entries with me through email, if you would like to. Also, I am always ready to meet for coffee and catch up! Give me a call – (402) 429-9563. Good luck to Cathy, even though I don’t believe she will need it! I will be looking forward to being informed of what is going on!

God bless, take care and keep in touch!

—Donna Boone
From President Cathy Robertson

Donna Boone’s position with NUtechVentures was eliminated as of June 30th. Fortunately for Donna, she has accepted a position at Bahr Vermeer Haeker Architects in the Haymarket. Unfortunately for us, she will step down as UNOPA President. We wish Donna the best in her new position. She will continue as an Associate UNOPA Member.

Per the Bylaws, I will assume the position of President of UNOPA for the 2011-2012 year. It’s a little earlier than I had anticipated, but I am excited for the opportunity. Donna has started me out strong. We have a great Board who has already started preparing for the year. And each of you will contribute to our success. Donna began her year with the theme — Education: The Journey of a Lifetime. I will continue with her theme as we continue on our lifelong journey of learning. It will be my honor to serve as your President, and I pledge to do the best for each of you.

The position of President-Elect will be filled through a special election. If you are interested in this position, please contact the Nominations Director, Nelvie Lienemann, at nlienemann1@unl.edu. Nelvie and her committee will be contacting members for nominations.

A number of our members attended the NAEOP National Conference in Charleston, South Carolina last month. We will hear about the awards and activities of the conference at our September meeting.

I look forward to serving you this year. Please let me know if there is anything your Board can do for you this year. We’ll see you on September 13th at our first meeting.

—Cathy Robertson

Opportunities To Represent UNOPA

The Employee Concerns Committee is looking for people who would be willing to represent UNOPA, and other office-service employees, on the following campus-wide committees:
- Faculty Senate (1)
- Chancellor’s Commission on Environmental Sustainability (1)
- Emergency Employee Loan Fund Advisory (3 needed)
- Parking Advisory (1)
- Parking Appeals (2)

Contact Marcy Tintera, 2-1258, mtintera1@unl.edu; or Roddy Spangler, 2-3989, rspangler2@unl.edu for additional details.

From UNOPA’s Career Development – PSP Committee

It’s not too early to start thinking about expanding the opportunities open to you by applying for the Professional Standards Program (PSP) certification. September 15 is the first deadline to apply for a PSP certificate for the 2011–2012 year.

Contact Debbie Hendricks at 472-9685 or dhendricks1@unl.edu for more information or help in completing the forms.

UNOPA Parking Lot

UNOPA’s fundraising project for the past several years has been staffing a UNL parking lot on home game days. We are excited to offer our membership this opportunity to support UNOPA by volunteering to staff the lot.

Please volunteer at least 3 hours for one of these dates:
- Sept. 3, Sept. 10, Sept. 17
- Oct. 8, Oct. 29
- Nov. 5, Nov. 25

Contact: Cathy Robertson or another board member and say YES to supporting UNOPA by staffing the lot.
**President’s Message**

It is a great pleasure to be serving as your President this year. The theme for the 2011-2012 year is *“Education: The Journey of a Lifetime”*. Donna Boone challenged us to continue learning each and every day. Learn by experiencing. Learn by serving. Learn by watching others. Learn by showing others. My charge to you is that you will continue on the journey throughout the year—learning along the way.

The recipient of the proceeds from this year's 50-50 drawings will be *The Martin Luther King, Jr. Educational Scholarship Fund*. Martin Luther King, Jr. believed education was the foundation of success in our society. A world-class education is a moral imperative and the key to a fair and just society. My hope is our donation will be the impetus for young people to begin their journey—well equipped to be lifelong learners.

Plan to join us at the September 13th General Membership meeting. Hear about the accolades received by our group at the NAEOP National Conference. Learn more about the Martin Luther King, Jr. Scholarship Fund. Perhaps you'll be one of the two winners of the $100 Nebraska Home Sales Professional Development Scholarship. You will definitely want to reconnect with your UNOPA friends. See you on the 13th at the East Campus Union.

Don't forget to renew your UNOPA dues. Where else can you get 12 months of professional development, fellowship, workshops, brainstorming, and networking for just $9? The membership renewal form was e-mailed to you earlier or can be found on the award winning UNOPA website (http://unopa.unl.edu).

Our major fundraiser for the year is selling the parking lot at 18th & R Streets during Husker football games. Members of the Board will take charge of each game to secure workers. As you can see, two of the games are actually before our September meeting. The other is the weekend of our meeting. Please help out by volunteering a couple of hours of your time.

- **Sept. 3** – vs Tennessee-Chattanooga
  
  2:30 pm kickoff
  
  Mary Klucas  2-7325
  
  mklucas@unlnotes.unl.edu

- **Sept. 10** – vs Fresno State
  
  6:00 pm kickoff
  
  Edie Schleiger  2-3303
  
  eschleiger1@unl.edu

- **Sept. 17** – vs Washington
  
  2:30 pm kickoff
  
  Jane Schneider  2-8670
  
  jschneid@unlnotes.unl.edu

- **Sept. 13** – General meeting
  
  2-0456
  
  Crobertson@huskers.com

I look forward to seeing each of you on our journey this year! You will only get out of your journey what you are willing to contribute. I hope your contribution reaps you many rewards! See you soon.

—Cathy Robertson

UNOPA President 2011-2012
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**September 13 General Meeting**  
As the new school year begins, so does a new year for UNOPA. Please help us kick-off a new year by joining us at the September 13th General Meeting at the East Campus Union from 11:45 a.m. until 1:00 p.m. Guest speaker Jose Soto, will speak on behalf of our 50/50 recipient, the Martin Luther King, Jr. Scholarship Fund. Jose Soto is the Vice President of Access/Equity/Diversity at Southeast Community College. We will also get a recap of the NAEOP National Conference. AND, as an added bonus, if you have paid your dues by this meeting, you will be entered into a drawing for two (2) $100 scholarships from Nebraska Home Sales!! So get those membership dues in!


—Jaime Long and Sara Luther, Hospitality Co-Directors

**Membership Dues**  
How would you like to receive $100 to use towards professional development? Renew your UNOPA membership and your name will be entered into a drawing for two (2) $100 Nebraska Home Sales Professional Development Scholarships! You will find a link to the 2011-2012 Membership Form here [http://unopa.unl.edu/membership/]. Please complete it and return it to Gretchen Walker at the address listed on the form.

**UNOPA Sponsored Parking Lot Sept. 3, 10, & 17**  
Football season is upon us!! If you would like to sign-up to help work the parking lot on Sept. 3, please call or email: Mary Klucas at 472-7325 or mklucas@unl-notes.unl.edu or Cathy Robertson 472-0456 or crobertson@huskers.com

To volunteer on Sept. 10, please call or email: Eddie Schleiger at 472-3303 or eschleiger1@unl.edu or Jaime Long at 472-7801 or jlong5@unl.edu. Available times are 10:30-12:30, 12:30-2:30, 2:30-4:30, and 4:30-6:15.

To volunteer on Sept. 17, (game starts at 2:30 p.m.) please call or email: Marlee Crombie at 472-5856 or mcrombie2@unl.edu or Jane Schneider at 472-8670 or nschneider2@unl.edu.

If you were unaware, this is the last year for the parking lot fundraiser, so please join the fun! It is a chance to meet new friends or catch-up with old friends, while raising funds for our organization.
From UNOPA’s Career Development – PSP Committee

It’s not too early to start thinking about expanding the opportunities open to you by applying for the Professional Standards Program (PSP) certification. September 15 is the first deadline to apply for a PSP certificate for the 2011–2012 year.

Contact Debbie Hendricks at 472-9685 or dhendricks1@unl.edu for more information or help in completing the forms.

2011 Summer Social

UNOPA’s Summer Social was held on June 14, 2011, at the UNL Dairy Store. We had a nice turn-out with 43 in attendance, including associate members and guests. The attendees were divided into two groups. One group toured the UNL Dairy Store while the other group enjoyed a delicious ice cream treat. The groups then switched so all enjoyed the tour and the ice cream!

Following the informative tour and explanation of how the faculty and students prepare and create our favorite ice creams and cheeses, we enjoyed ice cream; a meat, cheese, and cracker platter; and a vegetable platter prepared by the UNL Dairy Store. We finished the afternoon by giving out picnic and summer items for door prizes. It appeared all enjoyed the tour, food, fun, prizes, and camaraderie at this year’s Summer Social!

—Shelly Green, director, and committee: Jaime Long, Cindy Knight, and Betty Jacobs

Requesting Nominations for 2011-2012 UNOPA President-elect Position.

As noted in the August issue of UNOPA Notes, Donna Boone, 2011-2012 UNOPA President, has left UNL due to her University job being eliminated and finding a new position with an outside company. President-elect Cathy Robertson has stepped into the 2011-2012 UNOPA Presidential position, leaving the President-elect position open. We are therefore, requesting nominations for the 2011-2012 President-elect position.

UNOPA Bylaws describes the position: “The President-elect shall perform the duties of President in the event of the President’s absence; shall fill a vacancy in the Presidency; shall assist the other elected officers in appointing committee directors; shall act as Director of the Program Committee, and provide information about each monthly meeting to the UNOPA Notes Director and Hospitality Director; shall be a member of NEOPA and NAEOP; shall become the President during the following year.”

Only Active members of UNOPA may run for office and only Active and Retired members may vote. But any member may nominate an eligible individual for office. Challenge yourself and nominate yourself.

Much of the efforts of this position for the current year have been done (securing programs for the year). President Robertson has already done a great job and I can guarantee that it would be a pleasure working with her and the UNOPA Board.

Please nominate yourself, or someone you know has the ability to fill this position. Send to: Nelvie Lienemann, Nomination Director (nlienemann1@unl.edu) or phone: 472-7080.

Since we are in a time crunch, don’t hesitate. Please respond with nominations by Thursday, Sept. 8, 2011.

—Nelvie Lienemann, Nomination Director

Challenge yourself to be a UNOPA leader!
The Nebraska delegates at the NAEOP Conference, July 19, Charleston, SC. Representatives include office professionals from UNL (UNOPA), Lincoln Public Schools (LPSAO), Wayne State College (WEOPA), and Nebraska Dept. of Education (NDEOPA).

2011 NAEOP conference wrap-up

The 2011 NAEOP (National Association of Educational Office Professionals) conference was held in Charleston, SC, July 17–22. Since Donna Boone couldn't be our delegate to the conference, it was my pleasure to represent UNOPA as the alternate delegate.

I began the week on Monday, July 18, by attending the first of two days of Institute. Institute consists of four half-day classes/workshops, two sessions on Monday and two on Tuesday. If you're working on your PSP certificate or recertification, this is an excellent way to earn some education credits!

The evening of Tuesday, July 19, was our first general session and the night we wear our state “uniform” (navy with gold or yellow) and have our picture taken with all of the other Nebraska members. We had a total of 12 UNOPA members and 1 guest attending. Our twelve members were included in the 24 Nebraska members that were reported as attending the conference. During this session, the flags from all of the states are presented, if a state doesn't have any members in attendance, then usually a member from the host state will carry in that flag. It's really quite a lovely ceremony, seeing all of the state flags being presented and everyone dressed in their state “uniforms”! Carl R. Wells, Director of Access and Equity at the University of South Carolina, was our keynote speaker for this session, and he really got us motivated and ready for the rest of the week!

On Wednesday, July 20, I attended the Advisory Council meeting as the UNOPA delegate. There were six or seven issues/changes that affiliates or the NAEOP board brought forward for the delegates to discuss and vote on. We broke into groups of 8-10 people, and we discussed the issue we were presented. There was a representative from the affiliate who had proposed the change in our group, and she gave us some background information as to why the change was being requested. Our group voted to recommend the change that was presented, and we presented it to the whole Council for consideration. Our second general session and Foundation meeting started after lunch. During the Foundation meeting, Mary Guest was presented with a $1,000 member scholarship!

The PSP banquet was Wednesday evening, recognizing those who had earned their PSP certificate in the last year. Those who had recertified in the last year were also recognized. After the banquet, all UNOPA members were invited to the NEOPA celebration recognizing everyone from Nebraska who had earned their PSP certificate or were recertified during the year.

The morning of Thursday, July 21, we met with other members of the Central Area (Nebraska, Kansas, Missouri, Iowa, Illinois and Indiana) where we elected members to serve on NAEOP committees for the next year and discussed some of the struggles and issues that a lot of local and state associations seem to be facing. We brainstormed some ideas and suggestions for those issues, and Lisa Morehouse, our Central Area Director, will be following up with us to pass on those suggestions and ideas. The Awards luncheon was held, recognizing the National Educational Office Professional of the Year and the National Educational Administrator of the Year. Our third general session and awards presentation followed the luncheon. UNOPA received 2nd place for the Louise Henderson Nelson Award in the local category. Thanks to Peg Johnson for putting all of that information together so it could be submitted!

UNOPA Notes also received 2nd place in the Local Newsletter Category 2, Gretchen
Walker our UNOPA Notes Editor accepted this award. And, we received 1st place for the Web Site Award, Non-professional Webmaster Designed Site—Local. Congratulations to Deb Rosenau, our Communications Technology Director “Webmaster”! The official certificates will be presented at our September general meeting.

On Thursday evening, we had eleven of our members, one guest and two Nebraska State Department of Education members join us for dinner at a local downtown restaurant. After dinner, some of us returned to the hotel to enjoy wine and dessert, and others chose to stay downtown to do a little sightseeing and/or shopping. At the hotel we toasted/recognized our three honored members, Lola Young, Gretchen Walker and Mary Guest—Lola for being elected as the NAEO President-elect; Gretchen for being appointed as Higher Education Council Chairman; and Mary Guest for receiving the $1,000 scholarship.

Friday, July 22, we attended the Higher Education Council meeting. We asked ourselves, what is the real purpose of this council? What are we doing, where are we going, how can we be effective? We talked in small groups about things that we think could be topics for future NAEO briefings or Institute sessions. All ideas were passed on to Gretchen Walker, our new Council chair, and she’ll be following up with us. We then attended our fourth and fifth general sessions where we voted on the items that were brought from the Advisory Council meeting. And, we had a presentation from some of the members of the state of California and those on the 2012 conference planning committee on what is in store for next year’s conference in California. If you can attend, it sure looks like a lot of fun! Friday night was the installation banquet, where Lola Young was installed at the NAEO President-elect, and Gretchen Walker was installed as the Higher Education Council chairman. Congratulations Lola and Gretchen!

It was a great conference, I was really busy, but I learned a lot, and I appreciated having the opportunity to represent UNOPA during the week!

—Mari Greer

“Awards Committee
It is once again the time of year UNOPA is seeking nominations for the following awards:

2010 Floyd S. Oldt Boss of the Year. This award honors two office/service employees who have demonstrated superior performance while employed at UNL and who have made significant contributions to the University community.

Floyd S. Oldt Silver Pen. This award honors two office/service employees who have demonstrated superior performance while employed at UNL and who have made significant contributions to the University community.

Floyd S. Oldt Outstanding Staff. This award was created to recognize an outstanding UNL office/service employee who demonstrates distinguished service and contributions to the University community.

The Nomination deadline is Monday, October 17. Information about the award criteria and the nomination forms are found on the UNOPA web site at http://unopa.unl.edu/about/annualawards.

If you have any questions, please contact Edie Schleiger, Awards Committee Director, either by phone, 472-3303 or email, eschleiger1@unl.edu.

Opportunities To Represent UNOPA
The Employee Concerns Committee is seeking for people who would be willing to represent UNOPA, and other office-service employees, on the following campus-wide committees:

• Faculty Senate (1)
• Chancellor’s Commission on Environmental Sustainability (1)
• Emergency Employee Loan Fund Advisory (3 needed)
• Parking Advisory (1)
• Parking Appeals (2)

Contact Marcy Tintera, 2-1258, mtintera1@unl.edu; or Roddy Spangler, 2-3989, rjspangler2@unl.edu for additional details.

Take a moment to consider how you could use your skills serving on one of these campus committees, bringing your point of view to the committees, and gaining a greater knowledge of the university campus where you work.
Content Convergence Conference series

The Content Convergence Conference series, sponsored by the UNL Office of University Communications, is free and open to all communicators, Web developers, administrators, faculty and other staff members interested in these topics.

All sessions will be held in the Nebraska Union, city campus. Upcoming dates and topics for the fall semester:

- Sept. 28, 1-3 p.m., Writing the Right Way for the Web by Meg Lauerman, Kelly Bartling, and Andy Schadwinkel
- Oct. 26, 1-3 p.m., Creating and Using Web-worthy Photos by Craig Chandler
- Nov. 30, 1-3 p.m., Creating Good Videos for Your Website by Dave Fitzgibbon
- Dec. 14, 1-3 p.m., Effective Integration of Social Media Best Practices by Andy Schadwinkel and Amy Grantzinger

Information on all sessions of the Content Convergence Conference series is posted on the communicators website: [http://communicators.unl.edu/](http://communicators.unl.edu/). The sessions also will be live streamed.
Can you believe we’re already into October! I love Fall for the changes it brings to the horizon with the beautiful colors and the crisp fall air. The students will enjoy Fall Break on October 17 and 18 while the staff regroups for the remainder of the semester.

In my recent meeting with Bill Nunez (Associate to the Chancellor and Director, Institutional Research and Planning), we discussed the important task each of us is being charged with as a result of Chancellor Perlman’s State of the University speech. As UNOPA members, we are on the front line with students. Students see us when they are being recruited, and rely on us as they become part of the UNL family. We can profoundly impact retention and education of the student body. As we move toward 2012 and the goals set out for the campus, we will have an integral part in the success of the University’s goals. I challenge you to continue to provide the stellar work you do each day in touching and changing students’ lives. As the saying goes, “it takes a village to raise a child.” WE are that village.

Several opportunities for personal growth in the Technology arena are available in October. How appropriate as we look to find ways to increase our knowledge to raise the bar in our jobs.

The Career Development Committee scheduled a workshop on October 25th from 3–5pm. I encourage you to take advantage of this FREE workshop for UNOPA members.

NEOPA’s (Nebraska Educational Office Professionals Association) Fall Conference will be held in Columbus on October 21. The theme is “Staying Connected in a Changing World.” Details regarding the conference can be found at http://neopa.unl.edu/. Hope to see you there.

The Board has been busy working to coordinate the parking lot at 1820 R Street each football Saturday. Please contact a Board member to volunteer a couple of hours of your time!

Don’t forget to take a moment to nominate your boss or a co-worker for the Floyd S. Oldt Boss of the Year, Outstanding Staff of the Year or Silver Pen Award. Each of us knows at least one deserving nominee. Details are available at http://unopa.unl.edu. The deadline for submissions is October 17th.

It’s not too late to submit your dues. We hope you find the benefit in your UNOPA membership. Contact Gretchen Walker at gwalker1@unl.edu for membership information.

—Cathy Robertson
UNOPA President 2011–2012
http://unopa.unl.edu/membership/president.shtml

October General Meeting

Sign up by October 6 to attend the October 11 general meeting to be held 11:45 a.m. to 1:00 p.m. at the Devaney Sports Center. Rhonda Revelle, UNL head softball coach, will be our guest speaker. Lunch catering options will be provided by the Dairy Store.

• Contact Jaime Long at 472-7801 or jlong5@unl.edu or download the form at http://unopa.unl.edu/publications/octflyer2011.pdf.
• Bring boxes of non-sugary cereal to support the Food Bank BackPack Program.
Wow, can you believe it, that time of year has rolled around once more! It's yet again time to submit your nominations for the following awards:

**Floyd S. Oldt Boss of the Year** — This award honors excellence in personnel management. It recognizes University of Nebraska employees who demonstrate outstanding skills in employee supervision and interpersonal relations.

**Floyd S. Oldt Silver Pen** — This award honors two office/service employees who have demonstrated superior performance while employed at UNL and who have made significant contributions to the University community.

**Floyd S. Oldt Outstanding Staff** — This award was created to recognize an outstanding UNL office/service employee who demonstrates distinguished service and contributions to the University community.

The Nomination deadline is Monday, October 17. Information about the award criteria and nomination forms are found on the UNOPA website at [http://unopa.unl.edu/about/annualawards/](http://unopa.unl.edu/about/annualawards/).

If you have any questions, please contact Edie Schleiger, Awards Committee Director, either by phone, 472-3303 or email, eschleiger1@unl.edu. Looking forward to hearing from you!!

**Congratulations to Mary Guest**

Mary Guest was selected to be the recipient of the NASPA IV West Support Staff Award. Mary will receive a complementary conference registration and will be recognized and receive her award at the regional conference, November 1–3 in Denver, CO. The award is presented to an individual who has contributed significantly to higher education and Student Affairs professionals. The announcement was made by Tisa Mason, NASPA Region IV-West Awards & Exemplary Programs Coordinator, and Timothy Alvarez, UNL Assistant Vice Chancellor for Student Affairs. Congratulations, Mary!

**Congratulations to these UNOPA Members for Receiving NEOPA and NAEOP Recognition: Lola Young, Gretchen Walker, Mary Guest, Deb Rosenau, Peg Johnson, and Kathy Bennetch**

- Lola has been elected the NAEOP President-elect.
- Gretchen was appointed the NAEOP Higher Education Council Chairman.
- Mary received a $1,000 scholarship from NAEOP.
- Deb received 1st place for best website from NAEOP.
- Peg received 2nd place Louise Henderson Nelson local category.
- Kathy is serving as NEOPA President for 2011-2012.

Take a moment at the general meeting to thank these UNL staff members for representing UNOPA in these state and national organizations.
Recap of Sept. 8 General Meeting

Jose Soto was guest speaker and spoke about the MLK Scholarship and the Freedom Breakfast. The annual breakfast began 18 years ago under the leadership of former UNL professor Keith Parker in partnership with UNL, the University of Nebraska Central Administration, Lincoln Public Schools, and Southeast Community College. The scholarship program most recently presented $1,000 each to six local high school students for college expenses.

Nebraska Home Sales representatives presented $100 cash awards to Tonda Humphress and Jeanne Bonnett.

Awards!

NEOPA Fundraiser

Nebraska Educational Office Professionals Association (NEOPA) is holding a fundraiser in October with Premier Designs Jewelry.

An Open House will be held 4:30 – 8 p.m. Tuesday, Oct. 4 at Scott Middle School, 2200 Pine Lake Road. The free jewelry earned at the open house will be auctioned off (silent and live auction) at the Columbus Fall Conference on October 20–21.

The proceeds of live and silent auction, as well as 25% of the profits from the sales, will be used to assist our own, Lola Young, with her installation banquet expenses. Lola will be sworn in as National President of the National Association of Educational Office Professionals (NAEOP) in July 2012. In addition, proceeds will be used for professional development for NEOPA members attending the 2012 National Conference. If any individual shows are booked from the Open House, 10% of the profits will also be donated to NEOPA.

I hope you will support Lola with your participation in the fundraiser, even if you are not a member of NEOPA. This is a very, very special opportunity for UNOPA and NEOPA as Lola is the first member from Nebraska to serve as NAEOP National President. Thanks for your assistance.

—Cathy Robertson
UNOPA President 2011–2012

Opportunities to Represent UNOPA.
ONLY TWO OPENINGS AVAILABLE!

The Employee Concerns Committee is looking for people who would be willing to represent UNOPA, and other office-service employees, on the following campus-wide committees. Take a moment to consider how you could use your skills serving on one of these campus committees, bringing your point of view to the committees, and gaining a greater knowledge of the university campus where you work.

- Chancellor’s Commission on Environmental Sustainability 3-year term (1 person)
- Parking Appeals Committee – 3-year term (1 person)

Contact Marcy Tintera, 472-1258, mtintera1@unl.edu; or Roddy Spangler, 472-3989, rspangler2@unl.edu for additional details.

UNOPA Fundraiser — Sponsored Parking Lot, Oct. 8 and 29

We need your help to staff the UNOPA parking lot on UNL home football game days for October. Those who volunteer will have their names entered into a drawing for a gift prize! Come and enjoy a few hours with your colleagues on these beautiful fall days!

To volunteer on Oct. 8, please call or email: Marcy Tintera at 472-1258 or mtintera1@unl.edu or Beth Zager at 472-0299 or bzager2@unl.edu. The game starts at 7:00 p.m., selling spaces starts at 1:00 p.m.

To volunteer on Oct. 29, (game time TBA) please call or email:
- Lainey Bomberger at lbomberger2@unl.edu
- Sara Luther at sluther2@unl.edu
- Deb Rosenau at drosenau1@unl.edu
- Pat Hust at phust1@unl.edu
- Debbie Hendricks at dhendricks1@unl.edu

Awards!

Membership Dues

Renew your membership now and find out why everyone is talking about the “meet and greet”! You will find a link to the 2011-2012 Membership Form here [http://unopa.unl.edu/membership/]. Please complete it and return it to Gretchen Walker at the address listed on the form.
UNOPA Career Development Workshop – October 25

With the fall semester underway, are you ready to find some time to focus on your own career development and work skills? UNOPA's Fall Career Development Workshop, Multi-Tasking in the Electronic Society, may be just the place to start. We've got Ranelle Maltas, Technology Training Services Manager from UNL's Information Services, to show us how to use the latest technology tools to work better, smarter, and faster.

Multi-Tasking in the Electronic Society

- There are many tools available to work with others, such as Facebook, Twitter, and Adobe Connect. What do you know about Microsoft Office tools?
- Come learn how you can work together on a project or get answers to your questions without calling a meeting.
- Share your ideas and have others comment on specific topics.
- Find out how you can all meet together from your office during the next blizzard or thunderstorm when you don't want to walk across campus. You can even share your computer screen.
- Have a guest speaker from the other side of the world at your next class/meeting for free, with no travel expenses.
- Share your Microsoft Office files or give a presentation online.

The workshop will be held 3–5 p.m., Tuesday, October 25 in the East Campus Union. The workshop will be free to UNOPA members and $10 for non-members. Find the registration flier on the UNOPA website. [http://unopa.unl.edu/publications/2011-12/2011FallWorkshop-flyer.pdf](http://unopa.unl.edu/publications/2011-12/2011FallWorkshop-flyer.pdf)

If you have questions about the fall workshop or suggestions for the spring workshop, please contact me. I'd love to hear your thoughts!

—Beth Zager
Career Development Co-Director
472-0299 or bzager2@unl.edu

“Staying Connected in a Changing World!”
THE FALL 2011 NEOPA CONFERENCE

Sign up now for the Fall NEOPA (Nebraska Educational Office Professionals Association) Conference. A jam-packed day of professional development sessions, entertaining talks and conversations, and social networking await you Friday, October 21, at Central Community College–Columbus in Columbus, NE. The day will start at 7:30 a.m. with registration & breakfast, break at noon for a lunch & business meeting, then continue until 4:30 p.m.

Featured speakers, entertainers, and session leaders are Dr. Matt Gotscall, Dr. JoAnne Nauslar, Wendy Wells, Pam Perault, Katie Claus, Lisa Kaslon, Kaye Eicher, Brett Hampton, Andrew Fausett, Bob Lutz, Caree Cielocha, and Mary Maxwell.

Find the registration form on the NEOPA website at [http://neopa.unl.edu/](http://neopa.unl.edu/) or contact co-chairs: Karen Mroczek at 402-562-1262 or Karin Rieger at krieger@cccneb.edu.
Gender Benders

(reprised from AAA Living, March/April 2011)

As classes began, all of us have noticed the increase in traffic, and we have our personal ideas of which gender is the better driver. Tom Vanderbilt, author of Traffic: Why We Drive the Way We Do, says men and women drive differently. (Gosh, we knew that!)

The main difference is that men tend to take more risks behind the wheel than women. Men tend to drive more aggressively and are less likely to wear their seatbelts. Unfortunately, the gap between the genders is narrowing, particularly among young women drivers. Why, you ask? Because young women are speeding more and exhibiting those same aggressive behaviors.

How good a driver you are has little to do with gender and everything to do with focus and making good decisions. To borrow the famous quote from the late Michael Conrad playing Sgt. Phil Esterhaus in Hill Street Blues, “Hey, let’s be careful out there”!

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UAAD Professional Development Workshop

Prioritize or Agonize!

Date: Tuesday, October 18
Time: 1:30–4:00 p.m.
Location: Jackie Gaughan Center
Cost: UAAD and UNOPA Members $25, all others $40

Presented by Beth Giesbrecht, Nebraska Business Development Center, this workshop will focus on the essential skills of prioritization and time management for maximized performance.

- Create and prioritize high value goals
- Organize daily work to support reaching one’s goals
- Understand how the skills of prioritizing and managing time are influenced by individual personality and behavioral style
- Use effective techniques for dealing with time wasters such as email, interruptions and low priority tasks
- Deal with procrastination
- Learn time management techniques to accomplish the most for the least amount of effort

Please register by October 14 at http://uaad.unl.edu/sites/uaad.unl.edu/files/downloads/Fall2011Workshop.pdf.
**President’s Message**

With the leaves falling and the mornings getting crisper, we turn toward the warmth of our family and friends as we head into the cooler months of winter. I encourage you to take time to remember what is important to you. Enjoy a good book by the fire. Spend time with a friend or family member who may need your companionship. Take your spouse to a movie or your kids for a walk in the park. Block time out for yourself on your calendar—even if it is 15 minutes before anyone else is up in the morning. It will do you a world of good and imagine the results for those whose lives you touch.

Can you tell I’m a little more reflective? The NEOPA Fall Conference reminded us to take time for ourselves.

- Get up and get moving—it’s vital for a long and healthy life. And it only takes 1 minute four times an hour.
- Enrich your lives with things that stimulate your brain.
- Move out of your comfort zone and into the current technology.
- Expand your knowledge of the software programs you use.
- Start interacting with social network programs.

It was a great conference and UNOPA was well represented. Find someone who attended to share more information. It will do you good!

Congratulations to Mary Guest who was presented with the NEOPA Office Professional of the Year at the Fall Conference. Mary is very deserving of the recognition by the state organization.

If we didn't learn enough at the Fall Conference, Ranelle Maltas (from UNL Information Services) showed us many of the free programs and software that are out there to make our lives easier. From Adobe Connect, which allows us to conduct meetings remotely, to Drop Box programs for file sharing, it was a great workshop put on by our Career Development Committee. Kudos to Beth Zager and her committee.

Our annual Floyd S. Oldt Awards will be presented at the November 8 general membership meeting. I am anxious to meet our nominees and hear about their contributions to the University. Plan to attend with your co-workers and boss(es).

You will hear about our annual Giving Tree donation at the November meeting. Please help others less fortunate with your donation to the program. Don’t forget to bring your Thanksgiving food donation for the Food Bank BackPack Program to the November meeting.

Take charge of your own professional development by looking at the Professionals Standards Program (PSP). As we strive to make our jobs run more efficiently, there are many ways to learn and gain new skills. The workshops/conferences you attend will go toward earning your PSP certificate. See Debbie Hendricks for more information.

If you haven’t yet had an opportunity to help with the Parking Lot sales during Husker football games, it’s not too late—there are still two home games this month. Contact a Board member to volunteer. We will award a $25 gift certificate (of your choice) to one member who has worked this fall. Thanks to those who have assisted already in this major fundraising project and to the Board for coordinating each game.

**Education: The Journey of a Lifetime**

—Cathy Robertson

UNOPA President 2011–2012

http://unopa.unl.edu/membership/president.shtml
## CALENDAR

### November

1. Board meeting  
3. Deadline to register for Nov. general meeting  
5. Home football game, Northwestern, UNOPA parking lot  
8. General meeting  
11. Deadline to submit articles for UNOPA Notes  
15. Gerontology Fall Colloquium  
24-25. Thanksgiving break  
25. Home football game, Iowa, UNOPA parking lot  
30. Deadline to register for annual MLK Freedom Breakfast (Jan. 13, 2012)

### December

6. Board meeting  
13. General meeting  
14. PSP informational meeting  
16. Deadline to submit articles for UNOPA Notes  
26 to January 2 — Holiday Break

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### November 8 General Meeting

The Floyd S. Oldt awards and Boss’s luncheon will be held from 11:45 a.m. to 1:00 p.m. November 8 in the Great Plains Room in the East Campus Union. Sign up by November 3.

- Contact Jaime Long at 472-7801 or ilong5@unl.edu or download the form at [http://unopa.unl.edu/publications/novflyer2011.pdf](http://unopa.unl.edu/publications/novflyer2011.pdf).
- Bring any Thanksgiving type of food to support the Food Bank BackPack Program.

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### PSP Certification Announcement and December Date

Congratulations to Lisa King, who has earned her PSP certification! Lisa works in the Department of Child, Youth and Family Studies. She earned her Bachelor Degree, Option II & CEOE Professional Standards Certification at the May 15, 2011, deadline. Way to go, Lisa!

The Professional Standards Program (PSP), administered by the National Association of Educational Office Professionals (NAEOP), is the only certification program specifically for educational office professionals. UNOPA recognizes local recipients annually in November. Recipients who are members of the Nebraska Educational Office Professional Association (NEOPA) are recognized at NEOPA’s Spring Conference and all recipients are entitled to be recognized by NAEOP at a national conference of their choosing.

Would you like to learn more about the Professional Standards Program? Debbie Hendricks, co-chair of the Career Development Committee, will be hosting an informal brown bag luncheon on Wednesday, December 14 in the Nebraska Union from 12:00 to 1:00 p.m. Bring your lunch and your PSP questions and join the dialogue. If December 14 doesn’t work for you, but you’d like to visit with somebody about how you can achieve PSP certification, send Debbie a note at dhendricks1@unl.edu.

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### UNOPA Fundraiser — Sponsored Parking Lot, Nov. 5 & 25

Yes! We still need your help to staff the UNOPA parking lot on UNL home football game days for November. Those who volunteer will have their names entered into a drawing for a gift prize! Come and enjoy a few hours with your colleagues on these beautiful fall days!

To volunteer on Nov. 5, please call or email: Gretchen Walker at 472-0602 or gwalker1@unl.edu or Linda Ratcliffe at 472-3965 or lratcliffe1@unl.edu. The game starts at 2:30 p.m.

To volunteer on Nov. 25, (game time is 11:00 a.m.) please call or email: Nelvie Lienemann at nliemann1@unl.edu or Mari Greer at mgreer1@unl.edu

**NOTE:** President Cathy Robertson attended a discussion held by Parking Services and carried your concerns to Dan Carpenter, Director of Parking and Transit Services. In the months ahead, we will have more information about staff lots, visitor spaces, and whether UNOPA will have a sales lot in the future.
October Meeting Recap

At the October 11 meeting, Nelvie Lienemann, Director of the Nominating Committee, brought forth the nominations for President-Elect. Linda Luedtke was the only person nominated for the position. A ballot was sent to the membership.

Betty Jacobs appealed to the membership to support UNOPA's team at the Making Strides Against Breast Cancer Walk Oct. 23 at Holmes Lake.

Rhonda Revelle, UNL Softball Head Coach, was our presenter. She sprinkled her talk with many points for us to improve our lives as well as others.

• The two greatest sources of information are the books we read and the people we associate with.
• Your character becomes your destiny.
• Heed the call—preparation is the key.
• Take pride in authorship—do things thoughtfully.
• Are you proud of the day?
• You have gifts; honor them; feel good about giving to others.
• Embrace your fears! Walk out feeling good!

Opportunity to Represent UNOPA.

ONLY ONE OPENING AVAILABLE!

The Employee Concerns Committee is looking for someone who would be willing to represent UNOPA on the Chancellor's Commission on Environmental Sustainability (CCES). This is a 3-year term.

The mission statement of the CCES is to develop and recommend policies, practices and educational programs that ensure UNL is environmentally sustainable.

• Responsibilities include being able to meet monthly or bimonthly based on agenda items and member availability.
• Subcommittees will meet as necessary for policy development or revision.

Contact Marcy Tintera, 472-1258, mtintera1@unl.edu; or Roddy Spangler, 472-3989, rspangler2@unl.edu for additional details.

Bylaws Committee Report

The revisions to the Bylaws were nearly unanimously approved by 55 ballots on November 1. We extend a special thanks to the 2010–2011 committee for researching and proposing the changes. The biggest change is, of course, accepting electronic balloting. Isn't this exciting! The newly revised Bylaws and Standing Rules are on our website, along with the Standing Committees.

The 2011–2012 committee is currently reviewing Standing Rules, which is the second part of the document. Please look these over and let us know if you see anything that needs to be corrected or updated. Our hope is to present them for a vote at a general membership meeting early next year. http://unopa.unl.edu/about/bylaws/Bylaws%20and%20Standing%20Rules%20Changes%2010-12-10.pdf

—Pat Hust, CEOE, Director
Bylaws Committee
UNOPA New Member Spotlight

Sally Wegner

Meet Sally Wegner. Sally moved from Kearney to Lincoln in June and on June 13 started at UNL as a secretary specialist for Facilities Management & Planning. When asked what new technological tool do you enjoy using, Sally responded, “Ranelle Maltas is my new best friend! ‘Walk-In Wednesday’ at Information Services has been a huge help to me while I have been learning software programs that my job requires.”

Sally has a daughter, Carly, who is a senior at UNL, and her son, Casey, just moved to Connecticut in August where he is working on his Ph.D., after being a UNL student for several years.

Sally enjoys outdoor activities such as gardening, biking, running, and tennis, and indoor activities, like shopping. She was a TeamMate for several years, mentoring a student who is now a high school junior. “We still get together each time I go back home to visit,” said Sally.

When asked about the best piece of advice she had ever received, Sally responded, “While trying to decide whether or not to move to Lincoln, my son told me that ‘comfort is overrated.’ He was right.” For Sally, personal time off involves activities with family and/or friends. When asked if she could have dinner with one famous person from the past or present, who would it be?, Sally responded, “Jackie Kennedy Onassis. I feel she was misunderstood.”

Sally says she “joined UNOPA to meet new people, in hopes of making new friends to network with, both on a personal level as well as professionally.” Say “hi” to Sally at the next UNOPA meeting!

Breana Garretson

Breana Garretson is new to UNL and her position as Accounting Associate for the Oldfather Business Cooperative. She says she seldom uses her best talent. “I am a really fast data entry typist, and I don’t use that skill everyday despite my title.” Her favorite new technology tool is “my Kindle!”

Breana was born in Hastings, Nebraska, the oldest of three children. She said, “My parents are still married, and we are all 6 of us a very close family! I am a single mom to an amazing little boy who is almost 6 and just started kindergarten in the fall.”

Breana loves to read books and work on her house, but her favorite thing to do on a day off is “spend time with my son—just the two of us.” Her favorite TV shows are “Grey’s Anatomy” and “Private Practice,” and she likes to read anything written by Sandra Brown or Tami Hoag.

Breana would like to have dinner with Martina McBride. “She just seems like such an amazing woman who speaks to millions through her music and actions, often times about things that people don’t like to think about.”

Thanks to Mary Klucas for bringing this new member to UNOPA!

Walk In Wednesdays
2-4 p.m. Room 107, Arch Hall
Informational Services Instructional Technology
Ranelle Maltas
Technology Outreach Services Manager
2-0585
rmaltas2@unl.edu

Do you ever wonder who sets up the tables at the UNOPA general meetings? Who creates beautiful and seasonal centerpieces? At the next meeting, give a big THANK YOU to Jaime Long and Sara Luther, Hospitality Co-Directors and their committee members.
Faculty Senate Report

At the November meeting, Chancellor Perlman addressed the Faculty Senate and talked about his proposal to increase enrollment to 30,000 students and to add 160 faculty positions. Some of the increase in students is expected to come from non-residential students, especially international students. In addition, he noted that a direct result of UNL moving to the Big 10 opened recruitment in Chicago high schools. As a result, UNL has hosted 30 advisors from Chicago schools and is expecting another 30 to visit soon.

Departments were asked to identify their need for potential new faculty hires and programs such as “cluster hires.” Several faculty senate members spoke about departmental discussions but also raised a number of questions about how the various deans and administrators will make decisions affecting potential hires in each department.

The senate meeting was live broadcast on connect.unl.edu. To access such live meetings, UNL staff and faculty will need to login similar to logging into Blackboard.

—Linda Ratcliffe
UNOPA Faculty Senate representative, 2011-2012
Education: The Journey of a Lifetime

President’s Message

Where has the time gone! It seems like just yesterday that I was getting ready for our first Board meeting in August. And now we’re close to being ready for the holidays and a new year.

Thanks to all of you who chose at least one ornament from the Giving Tree. The youth who spend time at the Clyde Malone Center will be very thankful for your generosity. The holiday spirit will fill us all when we hear the Lincoln Southwest Chamber Choir at our December membership meeting. Can’t wait to see what they have prepared for us! I look forward to seeing you at Spaghetti Works on December 13 and don’t forget your Giving Tree gift.

As we draw toward the end of the first semester, I would ask that you continue to see what you can do to assist with the Chancellor’s goals from his State of the University Address. We are on the front line with students. Students see us when they are being recruited, and rely on us as they become part of the UNL family. We can profoundly impact retention and education of the student body. As we move toward 2012 and the goals set out for the campus, we will have an integral part in the success of the University’s goals. I challenge you to continue to provide the stellar work you do each day in touching and changing students’ lives. As the saying goes, ‘it takes a village to raise a child.’ WE are that village.

With the recent events at institutions across the country, Chancellor Perlman reminded us that we are each responsible for reporting any incidents we see on campus that are inappropriate—whether it be child abuse or other activities that are suspicious. We don’t need to worry that we are each responsible for reporting any incidents we see on campus that are inappropriate—whether it be child abuse or other activities that are suspicious. We don’t need to determine the appropriate office to contact. It’s as easy as this: Dial 2 for Blue (472-2222).

Your UNOPA Board is busy preparing for second semester—setting up speakers for the membership meetings, professional development workshops, and membership activities. Look for brown bags based on topics you asked for as a result of the membership survey and the appropriate—whether it be child abuse or other activities that are suspicious. We don’t need to determine the appropriate office to contact. It’s as easy as this: Dial 2 for Blue (472-2222).

Your UNOPA Board is busy preparing for second semester—setting up speakers for the membership meetings, professional development workshops, and membership activities. Look for brown bags based on topics you asked for as a result of the membership survey and the appropriate—whether it be child abuse or other activities that are suspicious. We don’t need to determine the appropriate office to contact. It’s as easy as this: Dial 2 for Blue (472-2222).

As we head toward the end of the month, I hope you will enjoy your extended vacation during the Holiday shutdown. For me, it will be a much needed break and time of rejuvenation after a busy fall of UNL soccer and Morningside football. Whether you spend time in Lincoln or on the road somewhere, my wish for you is a time filled with happiness and joy.

Happy Holidays!
Cathy

—Cathy Robertson, UNOPA President 2011–2012
http://unopa.unl.edu/membership/president.shtml
CALENDAR

December

6 Board meeting
13 General meeting at Spaghetti Works
14 PSP informational meeting
16 Deadline to submit articles for UNOPA Notes
23 Last day at work in 2011
26 to January 2 — Holiday Break

January 2012

3 Back to work
9 Spring Semester begins
10 UNOPA Board Meeting
13 MLK Freedom Breakfast
16 MLK Day, UNL closed
18 UNOPA/UAAD joint meeting at Regency Room, Nebraska Union

Holiday Giving Tree

Please accept my sincere Thank You to all of you who chose an ornament or two from the Giving Tree to support our community’s Clyde Malone Community Center! The gifts you donate during this wonderful Christmas season will touch so many lives and make the lives of the many children the Malone Community Center supports so much brighter. THANK YOU SO VERY MUCH! I can not tell you how proud I am of our membership! I am so pleased to be a part of such a wonderful organization as UNOPA most certainly is!

We do still have some items available for those of you that were not able to make it to our membership meeting on Nov. 8 and wish to participate in our Giving Tree tradition. These items include:

- **Games**: Operation, MouseTrap, Monopoly — Star Wars Edition, Connect4 Launchers Game, Operation — Star Wars R2 Tune Up, Connect4, Zingo Number Bingo 1-2-3, Zingo Bingo, ISPY Eagle Eye Game, Richard Scarry’s Busytown Eye Found It Game, Cars 2 Game
- **Activity**: Various Kites, Soccer Ball, Soccer Goal Set, Jump Ropes, 2 Footballs, 2 Basketballs, Multi-Colored Parachute w-Handles, Remote Control Car, Angelina Ballerina Dance with Me Game, Nerf Balls – All Kinds
- **Miscellaneous Items**: 3 School Back Packs, Lego Build Set – Age 5-8, Lego Star Wars Set, Crayola Jewelry Boutique, Crayola Dry Erase Activity Center

The Clyde Malone Community Center accepts donations as well. The following items can be gently used items. If you choose to donate money towards an item, please let me know. They are accepting Walmart gift cards as well! Please contact me if you choose to donate money or gift cards so that I can put this together in one donation to Clyde Malone.

These items include: Bouncy House, WII Gaming System, WII games: anything Sports & Just Dance Game, X Box 360, Play Station III.

Please remember to bring your gifts to the Dec. 13 meeting. Please do not wrap the gifts. If you are unable to attend the meeting, please contact me for alternate arrangements. I can be reached at 472-1675 or e-mail me at lbomberger2@unl.edu.

Again, THANK YOU for your kindness and generosity! Together we CAN make a difference in the life of a child!

— Lainey Bomberger,
Corresponding Secretary
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Congratulations to our 2011 Floyd S. Oldt Award Recipients!!

UNOPA honored four University of Nebraska employees at their 31st annual Awards Luncheon on Nov. 8. The Floyd S. Oldt Silver Pen was awarded to Janice Harris and Murd Holland, the Floyd S. Oldt Outstanding Staff Award was presented to Julie Lanxon and the 2011 Floyd S. Oldt Boss of the Year was awarded to Dr. Candice Batton.

The Silver Pen Award honors two office/service employees who have demonstrated superior performance while employed at UNL and who have made significant contributions to the University community. The award was established in UNOPA’s Silver Anniversary year and, as a pen is common to UNL staff, it was named the Silver Pen Award. It is funded by the Floyd S. Oldt endowment. Each recipient receives a $600 cash award, an engraved A.T. Cross Silver Pen, a framed certificate, and a one-year UNOPA membership.

Jan Harris, Office Associate in Child, Youth and Family Studies was nominated by Sheree Moser. Some comments from her nomination materials were: “Jan continues to update and upgrade any skills needed to accommodate the department and the job that needs to be done. She always gives thoughtful and professional advice that is right on target. The character of this person is shown in the genuine willingness to help others, most especially students. The personal attributes that are most outstanding are cheerfulness and commitment to do the job right.”

Murd Holland, Administrative Support Associate in the Office of Vice President/Vice Chancellor of the Institute of Agriculture and Natural Resources was nominated by Alan Moeller. Comments from her nomination materials include: “She sets a high standard for carrying out tasks that is an inspiration to everyone. Murd is extremely dedicated and does not leave a stone unturned. Attention to detail, perseverance and a “can do” positive, up-beat attitude are among the strong attributes of this person. Whenever I call her, there is a smile in her tone of voice and she is always pleasant to work with. Murd has a vast working knowledge of the University system and has developed a strong network of relationships that facilitates getting the job done in an efficient and effective manner.”

The other nominee for the Silver Pen award was Doreen Wagenaar, Administrative Technician II in Art and Art History.

The Floyd S. Oldt Outstanding Staff Award was created to recognize an outstanding University of Nebraska office/service employee who demonstrates distinguished service and contributions to the University community. This award is made possible by an endowment left to the University Foundation by Floyd S. Oldt in 1991. The recipient receives a $1,000 cash award, an engraved plaque, and a one-year UNOPA membership.

Julie Lanxon, Office Supervisor in Child, Youth and Family Studies was nominated by Dr. Richard Bishoff. Some comments from her nomination materials were: “Julie is more than just competent and helpful, she is a model staff member! That she can be considered a model is exemplified in the fact that two department chairs told me they were envious that I had her as the office supervisor. They have since attempted to model their staff operations after what Julie has instituted in our department. Her people skills and personnel management style enables Julie to be knowledgeable about each of the responsibility areas of an academic department and to effectively train and mentor staff who have those area responsibilities.”

The other nominee for the Outstanding Staff award was Leah Huber, Administrative Assistant, Hewit Academic Center and Abbott Life Skills Center.

The Floyd S. Oldt Boss of the Year Award was established in 1982. In 1991, the name of the award was changed and a stipend was added after a donation from the Floyd S. Oldt Trust Fund. This award recognizes a University of Nebraska employee who has demonstrated excellence in personnel management with their outstanding skills in employee supervision and interpersonal relations. The recipient receives a $500 stipend, an engraved plaque, and a one-year UNOPA membership.

AWARDS. Continued on page 4.
Report on the NEOPA Fall Conference

The NEOPA fall conference, “Staying Connected in a Changing World” was held in Columbus, Nebraska. The conference committee planned a Thursday, Oct. 20, 5:30 p.m. social/networking activity at Dusters Restaurant that included light hors d’oeuvres, refreshments and a live and silent auction of jewelry pieces. Attendees were also invited to shop at downtown businesses that were open in the evening.

On Friday, Oct. 21, the conference started at 7:30 a.m. with registration and a continental breakfast at Columbus’s Central Community College Physical Education Center. We were welcomed by Dr. Matt Gotschall and had the pleasure of listening to the Scotus Central Catholic Drumline before we headed to the West Education Center to listen to the keynote speaker, Dr. JoAnne Nauslar.

The rest of the morning was divided into two sessions that you pre-selected when you registered for the conference. President Kathy Bennetch conducted our business meeting over the lunch hour, where the NEOPA Educational Administrator of the Year award recipient, Roger Breed, was announced, and the NEOPA Educational Office Professional of the Year award was presented to Mary Guest. Roger Breed will be presented his award on Nov. 9 in Lincoln.

The afternoon had one session that attendees pre-selected, then we finished the afternoon by listening to Caree Cielocha talk about balancing home and work, then Mary Maxwell, “the funniest woman in Omaha,” made us relax and laugh with her observations on life.

President Kathy Bennetch wrapped up the conference, and the results from the 50/50 drawing, raffle, and silent auction items were announced.

The NEOPA spring conference, “Getting Your Professional Ducks in a Row” will be held in Wayne, Nebraska, on April 13, 2012.

—Mari Greer, Immediate Past President

Guest receives higher ed support staff award

Mary Guest received the annual support staff recognition award from the NASPA Student Affairs in Higher Education group. Guest, who has worked at UNL since 1998, is administrative assistant to the vice chancellor for student affairs.

The NASPA award recognizes a member of the support staff at a NASPA IV-West member institution campus.

Guest has chaired numerous committees for the University of Nebraska Office Professionals Association and served as the organization’s president.

Guest continually looks for opportunities to enhance her professional knowledge. In 2010, Guest logged more than 30 hours of training in workshops such as “positive attitude process,” “five actions for great work, great life,” “campus violence prevention,” and “bridging opportunities.” Additionally she is becoming a certified parliamentarian.

According to nominators, Guest consistently performs in various positions with intelligent actions and a quiet assuming strength. She exemplifies the high qualities employees strive for and managers look for. A positive demeanor and a genuine ability to put people at ease are two of her top characteristics. Colleagues and administrators know Guest will assist students and staff in a pleasant manner while maintaining the confidentiality and seriousness the situation may demand. She applies those characteristics to work relationships, volunteer positions, and to friends and family, while demonstrating a truly excellent sense of humor that is never at the expense of others.

[Reprinted from UNL Today, Nov. 30, 2011]
Thank you to UNOPA and Nebraska Home Sales for the opportunity to attend the 2011 NEOPA Fall Workshop. Receiving the Nebraska Home Sales scholarship at the October UNOPA meeting allowed me to attend, learn, and connect with colleagues from across the state.

—Tonda Humphress, Project Coordinator, UNL Student Affairs

On Oct. 21, I attended the NEOPA Fall Workshop entitled “Staying Connected in a Changing World” in Columbus, NE. In addition to the all conference sessions (“If Your Horse is Dead . . . Dismount” by Dr. JoAnne Nauslar and “The Balancing Act” by Caree Cielocha, Organizational Development Training Coordinator), I had signed up for three additional sessions that I believe would help me in my job.

• “InDesign/Desktop Publishing” by Wendy Wells
• “Sharpening Your Photographic Skills” by Brett Hampton
• “Get Your Tweet On” by Andrew Fausett

Communication is so important in today’s business environment. So much information is out there and must be out there in order to share your message with the public. Layout and form is important – information must be attractive to catch the attention and easy to read or you will lose attention. The “InDesign/Desktop Publishing” session not only showed us some tips to use with the InDesign software, it provided some creative ideas on how to present our ideas to the public in a way that was both attention getting and easy to read, using pictures and graphics as well as text layout.

From there, I attended the “Sharpening Your Photographic Skills” session. Here I planned to learn how to get those pictures that I could use in my attractive and well-laid out documents. Brett Hampton did not disappoint. I have a very nice camera for work, but it is very intimidating, and I try not to change any of the settings or my pictures may be worse. At this session, I learned what some of those different settings were and when we should or should not use some of them. During this session, rather than being intimidated by the options on our cameras, we were excited to learn what we could accomplish by actually using some of them. I may have to have someone help me reset my camera settings when I am done, but I plan to get out there and start trying the different options so I can get some really good pictures to promote our really good programs.

In the “Get Your Tweet On” session by Andrew Fausett, we learned that Twitter is growing in use incredibly fast and will be a part of the future of communication. I found the following statistics very interesting:

- February 2009 44.5 Million Accounts existed
- August 2009 100.5 Million Accounts existed
- October 2011 200.0 Million Accounts existed

We learned that you send tweets (up to 140 characters) in Twitter and can use hashtags to group topics (i.e., #ShowYourRed) so that people can search for that topic. We learned that you can reply to messages and you can even send a direct message to someone—but there are rules to doing this.

In addition, we touched on the subject of Facebook and its increasing popularity. Like Twitter, Facebook is a social networking tool. You can connect your Facebook and Twitter accounts to share tweets on your Facebook site.

Students today rarely read printed materials and often don’t read much of their email (especially if the subject line doesn’t look interesting to them). You can usually reach them via Twitter and Facebook. You need to use the media option that your customers are using. Schools can help increase student retention by using Facebook, Twitter and Youtube Channel. It gives students and faculty a chance to interact and can improve classroom communication.

The rest of the conference workshop sessions were also helpful and energetic, reminding us that we need to be physically active and aware of our health. Mentally we need to prioritize and have a personal life as well as a work life. And humor is an asset in improving life all around. We cannot function effectively if we are missing out on any of these components. Today’s society is busy, full of stress and pressure, over-commitment and goes too fast already. Making time to exercise, having personal time, and organizing and prioritizing, and learning to laugh is going to help us all in the long run and will help us perform more effectively in all aspects of our lives. It is easy to get bogged down and to forget these important factors—and it is good to be reminded to keep them high on our extensive “To Do” lists.

Thank you! Tonda.
UNOPA New Member Spotlight

Meet Alycia Libolt, payroll/budget associate in the College of Arts & Sciences. Alycia has worked at UNL since May 2010, starting first as a student worker and then progressing to temporary worker before being hired in her present position. She is very athletic and enjoys playing sports. Originally from Chambers, Nebraska, Alycia is the oldest of four children.

Alycia enjoys catching up on her sleep on weekends and spending time with her friends. She also enjoys reading, especially any book by James Patterson, and her favorite TV show is “Wheel of Fortune.”

Alycia joined UNOPA to meet other individuals at the university who have similar interests and work in positions much like her own. Welcome, Alycia!

UNOPA “Secret Friends”

Membership Director Gretchen Walker started a new program for UNOPA members — “UNOPA Secret Friends” — as a way for members to connect across the university. “Friends” have been busy sending notes and small gifts to their curious new friends.

New Member Luncheon

Jane Schneider and Gretchen Walker hosted a “New Member Luncheon” in Seaton Hall on Nov. 9. Twelve new members showed up to learn about UNOPA, its structure, programs, and committees. This was a fun and instructive meeting, one that we hope will be repeated in future years. Look for more “New Member” activities and spotlights in the months ahead.

Don’t forget the UNL Holiday break runs from December 26, 2011, to January 2, 2012. Have a safe and happy holiday!