

# AC Notes

Volume 1, Issue 2

Winter, 2010

## National Association of Educational Office Professionals

### The Journey to Professional Excellence

“All Aboard!” Are you still with us on the NAEOP train? Have you started your Journey to Professional Excellence? If not, what’s holding you back? Fear of failure? To that I say this: failure, schmailure.

We have all held back on starting something new or doing something different because we were afraid of failing. Let’s be honest; nobody likes failing at anything. Failure makes us feel we’re weak or ineffective. Well, I have news for you! Failure doesn’t exist unless YOU say it does! Failure is simply a perception. If you believe you have failed, then you have. If you don’t think you can handle the pressure of achieving your dreams, then you can’t. If you feel you don’t have the ability to succeed then you won’t. See how it works?

We’ve all heard the saying, “Failure is not when you fall down, it’s when you refuse to get back up.” Have you fallen down lately? What’s keeping you from jumping back up and going at it again? Robert Shuller once said, “Failure doesn’t mean you are a failure ... it just means you haven’t succeeded yet.”

Believe me, I’ve fallen many times. I’ve had dreams unrealized and have made attempts at things that didn’t come to be, both personally and professionally. The trick is that I didn’t let it get me down. I didn’t quit. While I have not succeeded at everything I have attempted, I am not a failure. My dad used to tell me, “It’s not whether you fail/succeed, win/lose, it’s what you learned in the process.”

Here are some tips to help you stay strong:

1. Never settle or give yourself an out. Just because it gets tough while working on your goals, don’t let your motivation dwindle. Never quit, never lose your drive and determination and never make an excuse!
2. Don’t set a strict timeframe for completing a task or goal. While setting a general timeline is okay, sometimes things happen beyond your control to throw off your schedule. Get in your mind a general idea of when you would like your task or goal to be completed. Take it slowly, one day at a time, and relish in the steps completed along the way that are helping you to succeed.
3. Don’t consider setbacks as failures. Don’t let yourself think the little obstacles that may arise mean you’ve failed. Maybe it’s just not the right time for your goal to be reached. Keep moving forward and find a way around those obstacles, then continue on your journey!

One of my favorite quotes on this topic is from Sir Winston Churchill: “Success is the ability to go from failure to failure without losing your enthusiasm.” The best thing about enthusiasm? It’s contagious! Let others around you get excited about your goals and help you overcome the obstacles.

Remember, we are taking this journey to professional excellence together. Together we’ll make it!

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“Anyone can be an ACE: Attitude + Commitment = Excellence.”  
— Robert Inman

### 12 Things to Always Remember and One Thing to Never Forget

1. Your presence is a present to the world.
2. You're unique and one of a kind.
3. Your life can be what you want it to be.
4. Take the days just one at a time.
5. Count your blessings, not your troubles.
6. You'll make it through whatever comes along.
7. Within you are so many answers.
8. Understand, have courage, be strong.
9. Realize that it's never too late.
10. Do ordinary things in extraordinary ways.
11. Have health and hope and happiness.
12. Take the time to wish upon a star.

And don't ever forget ... for even a day ... how very special you are!

—Collin McCarty

## “Members Only”

Are you aware of the “Members Only” page on the NAEOP website? Do you know what all is available to you on that page? Have you checked it out lately?

From the NAEOP homepage, click on “Members Only” in the column on the left-hand side of the page. For security reasons, and to keep the page only for NAEOP members, you need to sign in. The “User Name” is *naeop* and *vault* is the password. Once you enter that information, you're in!

A few members asked me to find them information on what other districts do as a stipend or other reward for members obtaining their PSP certifications. From the “Members Only” page you can access the 2009 survey done on “The Recognition of Professional Standards Program Certificates in School Districts, Colleges and Universities.” The disclaimer on the front page of the survey states, “This survey represents information received as of June, 2009. Its contents reflect only the affiliated associations wishing to share the information. It does not identify all counties or districts in the United States presently recognizing educational office personnel with monetary increments. Changes should be reported to the NAEOP office.”

The survey includes the state/area where the school is located, the name/address of the school (or college/university), and the type of recognition given, whether it be a one-time bonus/stipend, a monthly increment, a step increase or an increase in the hourly rate of pay. If you are pursuing some sort of recognition for yourself and your colleagues in your educational facility, this survey is a great reference. Utilizing the internet, I'm confident you can find a phone number and/or contact name at any of the schools listed to get more information.

I've found that one of the benefits of being a NAEOP member is the networking I get to do with colleagues from across the United States, sharing ideas, methods, etc. Another great tool on the “Members Only” page is the 2009 Networking Survey. This survey data was submitted by NAEOP Affiliates who have offered to send, upon request, informa-

tion to members. This information may include their association's Constitution/By-Laws, newsletter or professional development opportunities. The survey also includes employer information like salary schedules, job descriptions, benefits, vacation/personal/sick leave days, longevity, professional conference reimbursement rates, etc. It's a great reference—check it out!

Will your local affiliate submit an application for the Louise Henderson Nelson Award, Website Award or Rachel Maynard Award for Excellence in Communication in 2011? The applications for these awards, as well as all student and member scholarship applications are also found on this “Members Only” page.

As a member of NAEOP, you are automatically a member of the NAEOP Foundation. The Foundation owns and maintains the NAEOP office, utilizing funds from donations and contributions. The By-Laws for both NAEOP and the NAEOP Foundation are available for you to review from the “Members Only” page.

Each year it's a highlight of the annual conference to award the National Educational Administrator of the Year and Olive T. Ritchie Educational Office Professional of the Year. Applications for both of these awards are located on this page. Avis and Hertz also have savings cards available to all NAEOP members, with links to their savings program from this special members page.

As NAEOP members you should be aware of all that is afforded to you. When was the last time you visited the NAEOP website? There's a lot of very useful and helpful information available to you—all at the click of a button! Take a few minutes sometime and look at all that's offered to you at [www.naeop.org](http://www.naeop.org).



## NAEOP Listserv

Have you ever wondered how educational office professionals from other states handle certain situations or where they turn for guidance on specific topics? I know there have been times when I wondered if our school/office was the only one that ever faced a certain situation, or wondered where I could get some answers. TADA...let the NAEOP listserv help!

A listserv is a small program that automatically sends messages to multiple email addresses on a specific mailing list. NAEOP has such a mailing list for any-

one interested in being part of the listserv. When you subscribe to this mailing list, available to all NAEOP members, the listserv will automatically add your email address and distribute future email messages to you, as well as other NAEOP listserv participants.

The NAEOP listserv is a way for all of us to exchange ideas and get answers to questions. In addition, you may find, as a member on the mailing list, that some very interesting questions are posed by Cathy Eberle, NAEOP Secretary/

Treasurer. With the questions she poses, it's always interesting to see responses from across the country.

You can subscribe to the NAEOP Mailing List by going to the NAEOP website and clicking on "Mailing List" on the left-hand column. Signing up is easy and free!

If you have any questions about the listserv, please contact Debbie at the NAEOP office.

### The Book Nook

### *The Dance Steps of Life* By Jane Hight McMurry

Review submitted by Janet McGrant, Charlotte-Mecklenburg Schools, Charlotte, NC

Bishop Sidney Sanders shares his insight on happiness. "If you close your eyes and think about your happiest moment, he can tell you two things about it. One, you were not thinking about yourself, and two, you were giving or sharing something with someone else."

Jane Hight McMurry states, "According to research, 93% of our communication is non-verbal and that words account for only 7% of a person's message. Physical appearance contributes to 50% of the first impression and occurs before an individual has spoken."

According to McMurry, there are personal habits that are to be avoided. We must realize that these habits vary from culture to culture. Listed are a few of the actions to be avoided: burping; cleaning your ears in public; picking your nose or teeth; talking about what you paid for items; telling secrets in front of others; scratching in public; smacking and popping gum in public; spitting unless it is necessary; swearing. Always cover your mouth when you sneeze or cough; use a handkerchief or Kleenex when your blow your nose, excuse yourself from the table when experiencing a coughing or sneezing attack, always flush the toilet. Phrases that are your keys to open-

ing doors include thank-you; please; excuse me; I'm sorry; great job; I need your help; great idea; good thinking; and congratulations.

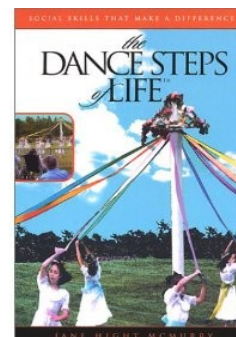
McMurry reviews the proper way to handshake when an introduction is made, how to stand, how to sit, and when to stand. Other types of etiquettes such as bus etiquette, kitchen etiquette, bathroom etiquette, coat etiquette how to tie a tie, hat etiquette, glove etiquette, gift-giving, thank-you notes, forms of address and correspondence, invitations and appropriate responses, telephone skills, dance etiquette, dining skills, and restaurant savvy skills were also introduced.

Per McMurry, "In order for a skill to become a habit, it must be consistently practiced for twenty-one days or it will be forgotten. Remember what you have learned for lack of these skills even on the smallest level can damage your image and hinder you as you try to achieve social and career goals. Practice *The Etiquette Advantage*® life lessons you've learned until they are a part of your everyday storehouse of skills. Good manners won't guarantee you a spot in the college or club of your choice, membership in your favorite

fraternity or sorority, or later a seat in the executive boardroom, but without good manners the door to those rooms will be closed to you forever. Practice."

As I read the book I thought that these were social skills that should have been taught to children and young adults by parents, grandparents, other family members, and perhaps church settings. However, if we look at society today, we find that today's parents are very young and may not have all of the social skills that have been mentioned in this book. Because of that fact, I feel this is a must read for today's youth.

And, that's the way I read it... Janet McGrant





Do you know someone I could “spotlight” and feature in an upcoming edition of the NAEOP Administrative Council newsletter? Please send me the following information via email: wheslink@fcsd.wnyric.org.

Name of Nominee: \_\_\_\_\_

City/State: \_\_\_\_\_

Job Title: \_\_\_\_\_

School District/Name: \_\_\_\_\_

County: \_\_\_\_\_

Local Affiliation: \_\_\_\_\_

NAEOP Region: \_\_\_\_\_

Your name/title: \_\_\_\_\_

“Fear less, hope more,  
Eat less, chew more,  
Whine less, breathe more,  
Talk less, say more,  
Hate less, love more,  
And good things will be yours.”  
- Swedish Proverb

Please tell me a few things about the nominee (i.e., how long they have worked in an educational office, community/committees and activities they may be involved with, family, interests, etc.) and why you feel they deserve the recognition. If you have a picture of the nominee, please send that, as well!

**Make your arrangements NOW!**  
NAEOP Annual Conference  
July 18-22, 2011  
Charleston, SC  
“The Jewel of the South”  
Watch the NAEOP website and *NES Connector* for more information coming soon!

**HELP!!**

Colleagues, I still need your help! I need your ideas, thoughts, suggestions, recommendations, stories, book reviews, travel tips, technological tricks, professional development ideas and requests! I cannot create this newsletter for you if I don't know what you want or need or expect! Please let me know. Email me at wheslink@fcsd.wnyric.org.

Do you have a friend or colleague in NAEOP that deserves special recognition? Is there a particular Board member you'd like to know more about? Have you read a great book lately that you would be willing to write a review about for me? Have you found a new exercise program that's ideal? The sky's the limit! Send me your ideas!

**Tech Tips**

I often find it fun, when I have a few spare minutes, to just surf the web, looking for newsletter articles, gifts or weekend activity ideas, searching multiple websites. The difficult part for me was sharing a long list of web links with my friends/family. However, I recently learned of free web services, such as “Fuse URL (www.fuseurl.com) or URList (www.urli.st). These links make it easy to group multiple URLs into a single URL. By making one single URL, you can easily put that one URL in an email, text message, or post on Facebook. This is great for social networking sites with character limits, such as Twitter, or making it your homepage with easy access to multiple sites.

Creating a single list of URLs is easy for even the most beginner-level computer user. I went

to the www.fuseurl.com site and created one, as an example for you: <http://fuseurl.com/5x9>. Hopefully you'll see just a few of my favorite sites along the top. Click on each of them and see what happens! I easily set up another sample at <http://urli.st>. Try this: <http://urli.st/xiD>. I personally like the looks and ease of the fuseurl.com site better than the urli.st one, but use what works best for you!

You can also choose to finalize the URL list or allow others to add to it. This is a fun, easy, productive option for groups who want to share ideas from multiple links, such as families planning get-togethers or students working on projects as part of a team.

Try it for yourself and let me know how it works for you.