

EXECUTIVE SUMMARY

Overview:

The Council met in July at College Station, Texas, as well as in November in St. Louis, MO. At our July meeting the Council decided that their goal was to reinvent our organization and make ourselves more visible to the public. The council identified numerous goals to facilitate this. The first priority was to get our website back up and running, assure that the links were working, and that all the material was updated and current. Our second priority was to reinstitute a quarterly newsletter that would provide the office professional with useful hints and helpful tools to do their job effectively. Our third priority was to develop a brochure that describes the history and achievements of the council for distribution. Our last priority was to develop a display booth to market ourselves.

Our St. Louis meeting became a working meeting in which the members of the council met and worked on the above priorities so that they could be launched.

The Website is now up and running and was launched in February. The Council developed the newsletter and distributed 3 this year. The brochure was developed and has been given out at the national RL meeting and the AO meeting as well as being distributed at the area levels for distribution to their office professionals. Our booth was purchased and designed and has been on display at both the national RL meeting and AO meeting. Our goal is to send this booth to all area and headquarter functions to continue the visibility of the council.

Respectfully submitted,

Barbie Ballengee, Co-chair
Sherri Buxton, Co-chair

Members of the 2003 National Advisory Council were:

Barbie Ballengee, PWA, Co-Chair
Sherri Buxton, MWA, Co-Chair
Sheila Messineo, BA, Recorder
Clarice Carter, HRD, Technical Advisor
Cathy Lonaberger, OA, Technical Advisor
Sabrina Whitley-Ferrell, SPA, Webmaster
Jan Cline, HQ
Louise Dalton, NPA
Debra Duckworth, SAA
Madeline Hall, MSA
Terry Henrichs, NAL
Stephanie Lively, NAA
Olivia Pedraza, SPA
Iris Rosa, HQ

Former members of the NSAC/NACOSP/NACOP are:

KATHY ARAGON, NPA
MARIA ARCHER, NAL
BRENDA AYSSENNE, MSA
PRUNELLA BRANISH, NAA
KAY CARR, SAA
CARMELA CARRICK, HQ
JOYCE CRAIG, HQ
PHYLLIS DAVIS, NAA
TAMMY DURFEE BLAIR, PWA
BRENDA ELSTON, HQ
JANET FERST, HQ
LIBBY FOUSE, PWA
RHEA FRYAR-CALVERT, SPA
NADINE HEIRS, BA
BONNIE INGRAM, MWA
MARCIA JENKINS, MWA
OLGA LEE, NPA
ANGIE MARCHETTI, HQ
ELAINE MCGUIRE, BA
LINDA NEUENHAHN, HQ
JANNETTE SHUFORD-REEVES, NAL
BETTY SIGLER, NPA
MARY SILVA, NAL
FRANKEE SIMPSON, SAA
JOYCE SMITH, NAA
MICHELLE SNOWDEN, HQ
KRISTEN SOTER, BA
QUEEN SPRIGGS, HQ
ANNE STEELE, SPA
CECELIA STORTZUM, TECHNICAL ADVISOR
GENEVIEVE SWARTZBERG, MSA
KATHY TOWNSON, BA
SUE THORNBURG, NPA
RUTH TREAT, SPA
LORI WILSON-VOSS, MWA
TONI WALLS, TECHNICAL ADVISOR
SANDRA WARREN, MSA

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NATIONAL ADVISORY COUNCIL FOR OFFICE SUPPORT PROFESSIONALS

ANNUAL MEETING

Date: July 21-25, 2003
Location: College Station, Texas
Host: Southern Plains Area

FY-03 ACCOMPLISHMENTS

- **2003 ARS Conference for Office Professionals**
Planned and held second conference April 2003, "Quest to be the Best: Striving for Professional Excellence," New Orleans, LA.
- **Secretarial Initiative**
Assisted the Human Resources Division (HRD) in establishing and finalizing a standard position description for a Program Support Assistant, GS-303-7.
- **Template for NACOP Annual Report**
Template was designed and implemented this year for standardization of the annual report.
- **Funding for NACOP**
A request for an operating budget of \$5,000 a year was submitted by the co-chairs to Mr. Bradley, NACOP Sponsor, which was approved October 2003. This is the first time NACOP has ever had an operating budget.
- **Face to Face Meeting**
A second meeting was proposed and approved which took place in St. Louis, MO, November 2003. The second meeting proved to be very successful in accomplishing our goals that were set in July 2003 at our annual meeting.
- **NACOP Code**
The Council created and adopted the following code of conduct/operation at their annual meeting in College Station, TX, July 2003, to govern their day to day

- interactions and to carry out their responsibility to represent ARS office professionals:
- ❑ Be honest.
 - ❑ Agree to disagree - respectfully.
 - ❑ Behave and respond professionally.
 - ❑ Every opinion counts.
 - ❑ What starts with the Council stays with the Council.
 - ❑ Involve yourself as an equal.
 - ❑ Be positive, not negative. Be constructive, not destructive.
 - ❑ Commit to the mission of NACOP.
 - ❑ Council operations are built on trust.
 - ❑ Encourage and praise others and pass it on!
- **NACOP Exhibit/Booth Display**
The Council purchased an exhibit board. A display was designed and created by the council. This booth will be displayed at different locations and conferences to market the council.
 - **Web Page**
The Council established a Web page committee and Webmaster this year to re-vamp and update the current outdated Web page. The new Web page was launched in November 2003.
 - **NACOP Brochure**
Brochure was reviewed, updated and distributed in November 2003.
 - **Newsletter**
Developed and published newsletter on a quarterly basis. Distributed electronically to all Council representatives to distribute in their Area.
 - **Orientation Package**
Council developed an orientation package for new members assigned to the Council. This was developed to give the incoming member information on what the Council has been working on prior to them coming on board.
 - **NACOP Time Line**
A time line of past and present representatives was developed to track the history of the Council.

- **Charter**
Council members reviewed and discussed the charter section by section with minor to substantial changes.

- **Managing E-Mail**
Researched and addressed questions on managing E-Mail. Council met with the Branch Chief from the Cyber Security Branch and the Records Officer from the Telecommunications & Management Services. Information was gathered and published in the NACOP Newsletter.

- **Quick Reference/Training & Planning Guides**
Both guides have been updated and converted to Web site guides and tools.

- **NACOP 10th Anniversary**
Put together proposal to have a one-day event to recognize the NACOP 10th Anniversary in coordination with our annual meeting to be held in Albany, CA, June 2004. Off-site meeting package and funding request was prepared and approved. NACOP 10th Anniversary pin was designed by the members to commemorate this event.

FY-04 GOALS

- 1) **Expand the Newsletter**
 - Format for newsletter
 - Word from Co-Chairs
 - Health tips
 - New Employees
 - Software tips
 - Training
 - New procedures/Updates/Did you know
 - Disclaimer
 - NACOP Announcements
 - Competition to name the newsletter (sent to all area support staff)
 - Highlight local Councils.
 - Diversity
 - Lots of graphics

 - 2) **Visibility**
 - Display brochure at local areas (every opportunity)
-

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- Circulate newsletter
 - Exhibit at area/management meetings
 - NACOP magnet and distribute to members of local councils/display booth
 - Report to Administrators Council
 - Technical Advisors need to attend all local council meetings and teleconferences and be proactive
 - Develop 3-minute history speech regarding NACOP
 - Keep website update
- 3) Renew Mentoring Efforts**
- BA - MWA will mentor
 - MSA - MWA will mentor
 - NAA - PWA will mentor
 - NAL - MWA will mentor
 - Mentor at Local Level
 - < Help set up guidelines to set up mentoring program or to help make it stronger
 - < Assist Employee Development in finding suitable positions to shadow and detail at
 - < Local Technical Advisors to motivate local councils to become proactive
- 4) Scholarship Training Program**
- Develop core scholarship criteria and send to Areas and encourage them to implement in their area
- 5) Records Management**
- Update File Management Handbook
 - Assist Records Management Officer, Steve Pollard, in obtaining funds to update the Handbook
- 6) Ask the Expert**
- Establish Categories
 - Get Volunteers/Experts
 - Set up on Webpage
 - Announce it in newsletter

SECRETARIAL RECOGNITION PROGRAM

Winners for 2003 are:

ARS Secretary of the Year 2003:

Name: Diane K. Koch

Area: North Atlantic Area

Beltsville (BA) Secretary of the Year:

Name: Theresa Yerby

Location: Systematic Botany and Mycology Lab/Plant Sciences Institute

Midsouth Area (MSA) Secretary of the Year:

Name: Brenda Aysenne

Location: Houma, Louisiana

Midwest Area (MWA) Secretary of the Year:

Name: Heather Lewandowski

Location: Plant Genetics Research Unit, Columbia, MO

North Atlantic Area (NAA) Secretary of the Year - Co-winners:

Name: Joanne Sullivan

Location: Eastern Regional Research Center

Name: Linda Hopp

Location: Area Administrative Office

Pacific West Area (PWA) Secretary of the Year:

Name: Diana Medley

Location: Tucson, Arizona

South Atlantic Area (SAA) Secretary of the Year:

Name: Valerie Malcolm

Location: Gainesville, Florida

Southern Plains Area (SPA) Secretary of the Year:

Name: Justine Flowers

Location: Lower Delta Human Nutrition Initiative, Little Rock, AR

ORGANIZATIONAL SECRETARIAL ADVISORY COUNCILS

BELTSVILLE AREA (BA)

Members of the 2003 Council included:

Mary Dailey - Senior Co-Chair
Jennifer Klemens - Junior Co-Chair
Donna Geiman - Recorder
Sheila Messineo - NACOP/Technical Advisor
Carol Appelbaum
Kate Baker
Annette Cook
Stephanie Lahocki
Kathleen McCue
Linda Nix
Zina Owens

Accomplishments

- Year 2003 was a new growth period for Beltsville Area Council. The council reestablished itself. Some old and new members committed themselves to an even stronger year for 2004. We started planning the first of two semi-year team building sessions it was accomplished.
- Twenty-two representatives from the Beltsville Area attended the conference in New Orleans, Louisiana. Everyone had a grand experience at the conference workshop in New Orleans, Louisiana, April 21-25, 2003. The workshop enhanced personal and professional growth. The sessions were informative and allowed opportunities to share ideas and personal experiences.
- Exhibits were presented at the conference and the Beltsville Area was awarded 3rd place. This was our first attempt at solid teamwork during the reorganization of our council.

Goals

- Updating of our Charter so that it better reflects the needs of our members and more closely resembles that of the National Council.
- The implementation of a new website is in progress.
- The council is also looking into some kind of universal guidelines on phone coverage for the area which was requested by Dr. Phyllis Johnson.

HEADQUARTERS ADVISORY COUNCIL FOR OFFICE PROFESSIONALS (AFM/NPS/OA)

Members of the 2003 Council included:

Lynn Booker - Co-Chair
Kathleen Townson - Co-Chair
Charlene Brown - Recorder
Jan Cline - NACOP/Technical Advisor-NPS
Iris Rosa - NACOP/Technical Advisor-AFM

Accomplishments

- Sponsored the selection process for attendees to attend The National Advisory Council for Office Support Professionals (NACOSP) National Conference entitled "Quest to be the Best Striving for Professional Excellence", held in New Orleans, Louisiana, April 21-25, 2003.
- Developed display board for the NACOP Conference.
- Displayed HACOSP accomplishments on the Administrative and Financial Management bulletin board in Building 003 of the George Washington Carver Center in Beltsville, Maryland.
- Developed tri-fold brochure for information on HACOSP.
- Held 7 "Brown Bag Luncheon" training sessions during 2003.

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- “Spring Fling/Hair Show – Hairstyles for the Professional,” presented by Charlene Brown
 - “Travel – You’ve had the Training, Now Bring on the Questions,” presented by Linda Mahoney and Michelle Williams
 - PCMS – “What Questions Do You Have?”, presented by Linda Wilson and Renay Weissman
 - “Motivation – Do You Need A Picker Upper?”, presented by Wendy Johnson
 - “Get SMARTer- We Dare You!”, presented by Anita Kopman
 - “Identity Theft! How to Protect Yourself”, (presented twice) presented by Michael D. Humes (Pre-Legal Services)
- In November 2003, HACOSP Presented/Sponsored the Seminar: What Would Your Nest Egg Look Like by: Dr. Darrell Cole, Associate Area Director, Mid-West Area.

Goals

- Update the ARS Correspondence Manual.
- Continue to update the HACOSP Web Page.
- Continue to Update e-mail list to ensure members are notified of information from HACOSP and NACOP.
- Continue Brown Bag Luncheon Training Sessions.
- To have more members become a part of HACOSP.
- HACOSP will continue its objectives as stated in our mission.

MIDSOUTH AREA (MSA)

Members of the 2003 Council included:

Jannel Becker - Chair
Telecia Burton - Co-Chair
Julie Cuevas - Recorder
Linda Fulton
Brenda Aysenne
Jennifer Roberson
Madeline Hall- NACOP/Technical Advisor

Accomplishments

- In the process of restructuring the Mid South Area Council for Office Support Professionals in order to achieve the Council's mission and to better serve all the support personnel in the Mid South Area. We had one member retire and another will rotate off the Council.
- Dr. Deborah L. Brennan, Associate Area Director, Mid South Area, has agreed to be the Council's Sponsor.
- Have been successful in recruiting five new members to the Council bringing the 2004 membership to ten.
- We welcomed eleven new OSPs to the Mid South Area and provided each of them with our "Welcome Kits".
- Our Mentoring Program for new employees has been successful and has provided support by assigning mentors who monitor and provide assistance.
- Council members served as confidential "sounding board" for Mid South Area OSPs.

Goals

- Plan and host a meeting for all MSA administrative support personnel in the spring of 2004.
- Update the MSACOSP Home Page.
- Continue with the Mentoring Program.
- Revise MSACOSP Charter.
- Restructure the Council format.
- Continue holding monthly teleconferences.
- Start publishing and distributing the MSACOSP Newsletter on a quarterly basis.
- Organize secretarial "share sessions" at multi-locations during the year.

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- The Welcome Packet” will be revised at the Spring meeting.
- Recommit ourselves to Goals.

MIDWEST AREA (MWA)

Members of the 2003 Council included:

Sherri Buxton - Co-Chair
Heather Lewandowski - Co-Chair
Melissa Stiefel - Recorder/Information Coordinator
Jaci Weese
Vicki Jones
Brittney Mernick
Ginger Walker
Debbie Bitner
Sandy Groneberg - Ex-Officio, Web Master
Lori Wilson-Voss - Ex-Officio, SOP Editor
Sherri Buxton - NACOP/Technical Advisor

Accomplishments

- The PASTG has taken a leadership role in creating a Standard Operating Procedures (SOP) manual, a compendium of approved Agency procedures with examples, to assist the Midwest Area secretarial and administrative support staff. The manual is an excellent training tool for recently hired and seasoned support staff, as well as an invaluable resource for new, revised and current procedures. Other ARS areas regularly use the MWA SOP as a reference tool and have also used it to assist them in developing their own manuals.
- The MWA Mentoring program: The PASTG composed a guide for mentors and appointed experienced mentors for new secretaries in the Area. All new MWA secretaries are assigned a mentor for a minimum of one year although the relationships usually continue beyond that time creating lasting support networks among MWA secretaries. All new support staff are brought into Peoria for training, organized and led by the PASTG. Key Area personnel also meet with the group to provide additional specialized training. Fourteen mentees were trained this year.

- Temporary Assistance Program: The PASTG temporary support program was organized to provide support to units with secretarial vacancies. This program ensures that management unit offices operate smoothly when a permanent support position is vacated. The PASTG recruits volunteers from the secretarial team in the Area to serve in administrative assistance roles in the interim. This service has been recognized within the Area as essential to maintaining administrative workflow and research progress. One MWA location was assisted in addition to a PASTG member assisting a Unit secretary from Corvallis, OR.
- We continue to disseminate quarterly newsletters to all the secretaries in MWA.
- The training scholarship program is continuing to be utilized to a great extent within the Midwest Area. This program provides funding for training from the Area Office allowing employees to benefit from training that may not be possible due to financial constraints within their units. Ten individuals benefited from this program this year with the Area Office contributing \$8600.00 in support of their training. The scholarship application and information is available on the PASTG homepage.

Goals

- Continue to update the Midwest Area PASTG Home Page. and SOP Manual.
- Continue quarterly newsletter.
- Continue training scholarship program.
- Continue Temporary Assistance Program.
- Plan and organize the 3rd PASTG Secretarial Meeting being held in October, 2004.

NORTH ATLANTIC AREA (NAA)

Members of the 2003 Council included:

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Diane Koch - Chair
Prunella Brashich
Phyllis Davis
Linda Hopp
Denise Madden
Joyce Smith
Stephanie Lively - NACOP/Technical Advisor

Accomplishments

- Orientation/shadowing/mentoring continues for new office support staff, including a visit to the Area office in Wyndmoor, PA. Correspondence, RPES case write-ups, ARIS training, etc., are all included in the week-long visit, as well as shadowing a secretary at the Eastern Regional Research Center, in which the NAA offices preside. Reference materials are provided for later perusal.
- Shared all minutes from NAA Secretarial Advisory Committee (SAC) meetings and conference calls.
- Created and developed a streamlined electronic performance appraisal process for the Group 1 cycle resulting in a more accurate and efficient evaluation method utilized by Area management staff. An NAA COP member participated in a task force to identify requirements for conversion of MS Word and Adobe Acrobat.
- NAA COP revised and updated criteria and eligibility for the Office Staff Recognition Award.

Goals

- Update Secretarial Handbook and create electronic checklist for administrative processes to better serve the needs of field locations' support staff.
- [Still] under consideration is a 2-day meeting for all NAA secretaries to be held at the GWCC.

NATIONAL AGRICULTURAL LIBRARY (NAL)

Members of the 2003 Council included:

Maria Archer - Chair
Cruz Angelo- Recorder
Helen Maroulakis
Jannette Shuford-Reeves,
Terry Henrichs - NACOP/Technical Advisor

Accomplishments

- Continue to update the NALSSAC Handbook, to include information on procedures, enhanced safety and improved security implementations.
- C Continue development of the NALSSAC website linked to the NAL and ARS websites to encourage better communication between councils.
- C Continue our tradition of convening quarterly 'working' luncheons to share information with the NAL support staff. The NAL Director, Peter Young, attended the November luncheon to convey his continued support of the Council's mission.
- Five office support professionals were selected to attend the National Advisory Council for Office Support Professionals Year 2003 Conference held in April in New Orleans, LA.

Goals

- Complete website design and implementation.
- Complete implementation of the electronic handbook on the NAL intranet.
- Re-activate the shadowing/mentoring program for new office support professionals at NAL to review in-depth activities at NAL, such as budget procedures, programs and services, etc.
- The National Agricultural Library (NAL) Support Staff Advisory Council (NALSSAC) continues to work toward its goal of ensuring that NAL has highly skilled professionals working in partnership with management to meet its secretarial and administrative needs.

NORTHERN PLAINS AREA (NPA)

Members of the 2003 Council included:

Linda Kelly - Chair
Polly McMichael
Diona Austill
Marsha Grunewald
Cheri Marshall - Recorder and Website Chair
Olga Lee - Ex-Officio Member

Accomplishments

- A representative from the Council served on the NPA Leadership Planning Committee and assisted with coordination of the secretarial session. One of the speakers during this session gave a presentation on files management and retention.
- The November 2002 version of the NPASAC Quick Reference Guide was distributed at the NPA Leadership Conference in January 2003.
- NPASAC participated in the National Conference, "2003 Quest to be the Best: Striving for Professional Excellence," in New Orleans, Louisiana, April 21-25, 2003. Louise Dalton served on the Hospitality Committee. For our table top display, Polly McMichael shipped 200 bags of sunflower seeds for the product sample bags; Diona Austill updated the NPASAC poster; Marsha Grunewald sent a New Secretary Packet; and a copy of our newly revised Quick Reference Guide was exhibited.
- The NPASAC met in December 2003. Two council members, Linda Kelly and Cheri Marshall, rotated off the Council. The two vacancies were filled with Sue Hurd, Manhattan, Kansas, and Cody Jensen, Grand Forks, North Dakota. Marsha Grunewald assumed duties as Chair and Sue Hurd was selected as recorder.
- The NPASAC charter was revised and signed by council members. Webmaster responsibilities were added to the December 2003 charter.

- The NPASAC website was maintained and updated and several links were added by Cheri Marshall. Diona Austill will assume this responsibility.
- NPASAC goals and action items were reviewed and revised.
- Marsha Grunewald continued to update/revise the New Secretary Packet and distributed it to new NPA secretaries. Cody Jensen will assume this responsibility. On behalf of our Council, Cody will telephone new secretaries to welcome them prior to sending them a New Secretary Packet.
- The Resource Assistant List was updated. This listing of secretaries, who voluntarily serve as mentors to other secretaries in specialized areas, is included in the New Secretary Packet and is available to everyone on our Webpage.
- Microsoft Word Version 2002 XP Step by Step Handbook was obtained by the Council and distributed to secretaries in December 2003.

Goals

- Design a logo for NPASAC and incorporate it into our correspondence. Logo contest with a spot award will be open to all NPA secretaries.
 - Increase awareness of NPASAC activities by making personal contact with all new NPA secretaries.
 - Assist with follow up of Adobe/Word Training for NPA secretaries.
 - Maintain/update secretarial resources (i.e., the Quick Reference Guide and webpage) provided by the NPASAC and send a New Secretary Packet to each new NPA secretary.
 - Address requirements and requests from NACOP.
 - Provide NACOP with information for their quarterly newsletter.
-

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- Diona Austill will periodically submit items on NPASAC activities and helpful tips related to Word/Adobe to the Area Office for inclusion in Northern Highlights (NPA weekly briefing).
- New secretary orientation will be conducted in April 2004.
- Provide Council input into the Secretarial Session of the 2005 NPA Leadership Conference.

PACIFIC WEST AREA (PWA)

Members of the 2003 Council included:

Jeannette Seward, Pullman, WA - Senior Co-chair
Judy Overstreet, Parlier, CA - Junior Co-chair
Mary Edwards, Dubois, ID - Information Coordinator
Patricia Frank, Pendleton, OR - Recorder
Marla Lawrence, Phoenix, AZ - Handbook Coordinator
Veronica Cullum, Albany, CA - Area Office Representative
Barbie Ballengee, Shafter, CA - NACOP/Technical Advisor
Dr. Michael Shannon, PWA Associate Director
Area Office Advisor/Coordinator

The PWA Office Support Advisory Council continues to work toward their goal of ensuring that PWA has highly skilled professional office support staff working as part of the location leadership team to meet the program/administrative goals of the Agency. The PWA Council conducted its annual meeting in Parlier, California in March 2003. PWA annual council meetings are held at ARS locations to network and gather important information from the office support personnel at the locations.

Accomplishments

- Received approval for Office Support Scholarship program sponsored by the Area Office. Scholarship recipients will receive up to \$1,000 each to off-set the cost of training to assist in professional development.
- Created and staffed a display booth highlighting the accomplishments of the PWA Office Support Advisory Council and research being conducted in the PWA for the National Conference in New Orleans,

Louisiana. Our booth received 2nd place for it's design and presentation of our research.

- Updated and distributed PWA Office Support Advisory Council info packets to Research Leaders and other new hires.
- Distributed the PWA Office Support Advisory Council newsletter October 2003. Accomplishments of individual PWA office support personnel were highlighted in addition to the 2002 PWA Secretary of the Year.
- Requested assistance from the Pacific West Area's IT staff to redevelop PWA-OSAC website. Continuing to update the website and add the PWA Office Support Handbook.
- Continuing to update and distribute Pacific West Area Directory.

Goals

- Sponsor a training session via net conferencing.
- Host NACOP annual meeting at Area office in Albany, CA.
- Post PWA OSAC display in Area office lobby during ARMPS to increase visibility and continue to market ourselves.
- Implement scholarship program.
- Update & distribute PWA OSAC information packets to Research Leaders during ARMPS and to new hires.
- Distribute PWA OSAC newsletter biannually.
- Update and distribute PWA directory.
- Redesign and maintain PWA OSAC website.

SOUTH ATLANTIC AREA (SAA)

Members of the 2003 Council included:

Valerie Malcolm, Gainesville, FL – Chair
Shelia Jackson, Athens, GA – Co-Chair
Bonnie Ebel, Gainesville, FL – Historian
Sue Keusch, Ft. Lauderdale, FL – Information/Training
Coordinator/Webpage
Penny Wilms, Ft. Pierce, FL - Recorder
Vacant – Member
Vacant – Alternate
Donna Young, Canal Point, FL - 3 year member
Debra Duckworth, Athens, GA – NACOP/Technical Advisor

The South Atlantic Area Advisory Council for Office Support Professionals (SAA-ACOSP) strives to maintain an urgent Agency goal – to ensure that highly skilled, office support professionals are provided for the Area. An Orientation/Training Program is in place to provide professionals working in partnership with management to meet office support professionals and administrative needs.

Accomplishments

- Reimplemented the Mentoring/Orientation Program and added to Webpage:
 - Feedback Sheet
 - Checklist
- Composed and distributed semi-annually “It’s Your Turn” letter to the SAA Office Professionals and Administrative Officers and Technicians.
- Filled vacancies with three new members: Donna Young , Penny Wilms and Cindy Davies. The SAA-ACOSP council consists of eight members and the Technical Advisor. We have two vacancies at present.
- Presented the “2002 Office Professional of the Year Award” - Debra Duckworth, Athens, Georgia
- Updated the SAA-ACOSP pamphlet for distribution to the South Atlantic area employees.
- Drafted “Welcome letter” for all new office support professionals.

- Participated in the National Conference for ARS Office Support Professionals, "Striving to be the Best." The council assembled a booth of research information and products from the South Atlantic Area. Our booth won first prize for presentation of our research and product results.
- The conference provided invaluable training for all office support professionals, and afforded office professionals the chance to network and develop contacts for future use.

Goals

- Redesign "It's Your Turn" - Sue
- Update Webpage - Shelia
- Distribute list of names, phone numbers and addresses of SAA ACOSP members to all locations in the South Atlantic Area.
- Ask for volunteers in "It's Your Turn" to assist new office support professionals with training and information from the field level, pertinent to their jobs.
- Fill the vacant "Alternate Member" and "Member" positions. Ask for volunteers and nominations for new members on the council in "It's Your Turn."
- Propose to Area Director to institute a training & informational meeting for all office support professionals in the next fiscal year.
- Update the Standard Operating Procedures (SOP).

SOUTHERN PLAINS AREA (SPA)

Members of the 2003 Council included:

Jacque Stone – Chair
Karen Wilcox – Co-Chair
Sandy Sims-Recorder
Davee Crowell-Training Coordinator
Noelia Martinez-Information Coordinator
Carole Perryman – Member/Webmaster

Wanda Paradowski –Permanent Member
Olivia Pedraza-NACOP Technical Advisor

Accomplishments

- SPA ACOP Scholarship Program was promoted and made available.
- SPA ACOP Shadowing Program was promoted.
- Entire Council made effort in networking with other office support professionals throughout SPA.
- Corrections were made to the SPA ACOP Handbook.
- Council Members held teleconferences quarterly and as needed.
- All SPA Council information was updated to coincide with the new Council name "ACOP".
- Revised SPA ACOP Charter and obtained signatures.
- Set up display booth at the SPA Leadership Conference in Las Cruces, NM.
- Annual meeting held in Oklahoma City in June 2003. Two new members were welcomed, Noelia Martinez and Karen Wilcox.
- Council set up display booth at the National Conference for Office Support Professionals.

Goals

- Promote SPA ACOP!
- Create new ways to promote SPA ACOP.
- Place handbook back online for availability.
- Make handbook changes as needed.

- Publish SPA ACOP Newsletter quarterly. Have a wider dissemination of the Newsletter – post it on the bulletin boards at the research units, give copies to RL, CD, LAO, and co-workers. Search for and gather new, informative and useful information for each newsletter that will interest all readers.
- Promote Scholarship Program.
- Promote Shadowing Program.
- Network monthly with office professionals throughout SPA.
- Update/modify webpage as needed. Complete links.
- Council will hold teleconferences monthly or as needed.

**NATIONAL ADVISORY COUNCIL
FOR OFFICE
PROFESSIONALS**

AND

**ORGANIZATIONAL SECRETARIAL
ADVISORY COUNCILS**

ANNUAL REPORT — 2003

Prepared By

**NATIONAL ADVISORY COUNCIL FOR
OFFICE PROFESSIONALS
AGRICULTURAL RESEARCH SERVICE
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