

EXECUTIVE SUMMARY

Overview:

The Council was hosted by the North Atlantic Area at the USDA Human Nutrition Research Center on Aging in Boston, Massachusetts during the week of June 13 – 17, 2005.

The main focus of this meeting was to set an agenda for the 2006 conference. We worked on choosing break-out and general sessions. Debra Duckworth brought 8 motivational tapes for the Council to review and decide on our speakers for the 2006 conference. The tapes were viewed by the entire Council, with each member making notes and once all were viewed, the Council voted on the top 3 speakers.

Also discussed was a possible site for the 2006 conference. The site selection committee presented cost figures to the Council for 5 locations. Two working groups for the 2006 conference were established and committee chairs were chosen to lead each group.

In order to document the history of NACOP, we discussed keeping a timeline. Louise Dalton devised spreadsheets for all members to review and provide comments. It was also decided that on the Charter, we would begin printing the term expiration date under the council member's name.

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The Committee set goals for 2006. Committees were chosen for each goal, with a chair for each committee, who will be responsible for setting up conference calls with their committee and ensuring the goal is met. The goals for 2006 were: sending out quarterly newsletters, maintaining a scrapbook and timeline for historical purposes, keeping our webpage up-to-date, designing and printing our brochure and planning and presenting our 2006 conference.

Respectfully submitted,

Debra Duckworth, Co-chair
Veronica Cullum, Co-chair

**Members of the 2005
National Advisory Council were:**

**Debra Duckworth, SAA, Co-Chair
Veronica Cullum Laird, PWA, Co-Chair
Rhonda Horton, OCIO, Technical Advisor
Cathy Lonaberger, OA, Technical Advisor
Sherri Buxton, Ex-Officio
Stephanie Lively Sullivan, NAA
Olivia Pedraza, SPA
Rosetta Proctor, HQ
Louise Dalton, NPA
Pat Berry, OA
Madeline Hall, MSA
Terry Henrichs, NAL
Heather Lewandowski, MWA
Sheila Messineo, BA**

**Former members of the
NSAC/NACOSP/NACOP are:**

**KATHY ARAGON, NPA
MARIA ARCHER, NAL
BRENDA AYSENNE, 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**

EXECUTIVE SUMMARY

**ANNE STELLE, 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
SABRINA WHITLEY-FERRELL, SAA
CLARICE CARTER, TECHNICAL ADVISOR
SUE HURD, NPA
BARBIE BALLENGEE, PWA**

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ANNUAL MEETING

DATE: June 13 – 16, 2005
Location: Boston, Massachusetts
Host: North Atlantic Area

FY-05 ACCOMPLISHMENTS

- **Planning 2006 Conference**

The main objective of the Council this year was to plan and prepare for the 2006 Conference.

Objectives met in conference planning were:

 - *Conference name was decided – “Partnership for Success”
 - *Two working groups for '06 conference were established
 - Publicity/Hospitality Committee
 - Program/Agenda Committee
 - *Speakers for '06 conference were chosen by Council
 - *Conference Agendas were designed
 - *Break-out sessions and general session topics were decided
 - *Menus for meals/breaks were tentatively planned
 - *Site for conference was chosen
 - *Non-monetary awards were voted on and chosen
 - **Webpage**

The webpage committee continued to update NACOP's webpage to ensure the information shown was correct and the most current.
 - **Charter**

Council members reviewed and discussed the Charter section by section with minor changes.
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- **Newsletter**
Continued publishing our quarterly newsletter. Our newsletter is distributed to each NACOP Council member who distributed to their area.
- **Resource List**
The resource list was updated and put on our webpage.

FY-06 GOALS

2006 Conference

Our main goal was to finalize all plans and present the 2006 Conference “Partnership for Success”

- * Negotiate with speakers
- * Invite ARS speakers
- *Set up registration for hotel and conference on-line
- *Set number of break-out sessions needed, and assign attendees to their choices
- *Negotiate with hotel for rooms and meals
- *Obtain as much ITT equipment as possible from ARS sources to use at conference
- *Finalize agendas and print
- *Order all non-monetary awards
- *Design and print nametags for staff/speakers and participants
- *Design and compile evaluation forms for break-out sessions
- *Send participant certificates to Dr. Knipling for signature
- *Seating arrangements for meals

Visibility for NACOP

- *Display the NACOP exhibit at all area functions (The NACOP Chair will ship to anyone upon request)
- *Keep publishing and distributing our Newsletter
- * Provide a bag/backpack to all participants at the 06 conference with the NACOP logo
- * Provide coasters with the NACOP logo to all speakers and instructors at the 06 Conference
- *Technical Advisors need to attend all local council meeting and teleconferences and be proactive in getting NACOP’s name out to everyone. Try to get local council members interested in becoming a NACOP member.
- *Keep our webpage updated with the most current information. Ensure all information is correct and all links work.
- *Keep the Resource List up-to-date and on the webpage for easy access from all areas

Scholarship Training Program

*Encourage all areas to implement a scholarship program so everyone has the opportunity to receive training

Scrapbook

*Keep a history of NACOP by using pictures with brief descriptions of all events/ meetings and conferences

Timeline

*Another means of keeping an accurate history of NACOP is by maintaining a timeline. The timeline will be updated at each annual meeting to ensure accuracy.

Quick Reference Guide will be updated

*A committee was formed to work on updating our Quick Reference Guide

Brochure

*A committee was formed to work on redesigning and updating our trifold brochure

SECRETARIAL RECOGNITION PROGRAM

ARS Secretary of the Year winners for 2005 were:

Marlene Coley (GS-06 and above)
Area: Midsouth Area

Lucienne B. Savell (GS-05 and below)
Area: Midsouth Area

Melissa (Missy) Stiefel
Midwest Area

Stefani Morgan
Pacific West Area

Lynn Henderson and
Deborah Osborne
South Atlantic Area

ORGANIZATIONAL SECRETARIAL ADVISORY COUNCILS

National Advisory Council for Office Professionals 2005 Annual Report

Headquarters Advisory Council for Office Support Professionals (HACOSP)

Members of the 2005 Council included:

Kathleen Townson -Chairperson
Charlene Brown – Co-Chairperson

Everyone in the GS- 318, GS-326, and GS-303 series are members of HACOSP from the following areas: Office of the Administrator; National Program Staff (NPS); Office of International Research Programs; Office of Technology Transfer; Budget and Program Management Staff; Homeland Security; Civil Rights; Information Staff; Office of the Chief Information Officer; Office of Scientific Quality Review; Recruitment Office; Legislative Office, and the Administrative and Financial Management (AFM).

All HACOSP members are invited and encouraged to attend all meeting and events sponsored by HACOSP.

HACOSP's 2005 Representatives to NACOSP: Pat Berry, AFM and Rosetta Proctor, NPS.

In accordance to HACOSP by laws HACOSP has two representatives on the National Advisory Council for Office Support Professionals (NACOP): one from AFM and the other from one of the above organizations previously listed.

Accomplishments

HACOSP held its annual meeting on Thursday, August 4, 2005, at the GWCC, Room 4-2223, with a Presentation by Melissa Goodloe from OCIO on the new Microsoft Outlook the new ARS email system.

HACOSP members continue to receive information via e-mail which is continually updated to include all eligible personnel, i.e. correspondence training, HACOSP meeting, NACOP Newsletter.

Goals

- Continue to provide training and information to all of HACOSP members.
- Update Charter to match the NACOP and be more defining of roles and responsibilities of board members.
- Continue updating Web Page
- Get more people involved in HACOSP
- Try to find out “How HACOSP members can help other HACOSP members.”
- Start a new orientation program for new Office Support personnel joining the HACOSP Areas i.e., NPS, AFM, etc.

HACOSP will continue its objectives to serve the Office of the Administrator in an advisory capacity on new initiatives that impact Headquarters office support personnel. Encourage ongoing communication among office support personnel, NACOP, HACOSP, and the administration, and to advise the Office of the Administrator on matters relating to development, advancement, and recognition of Headquarters office support personnel.

Secretary of the Year

HACOSP does not have a Secretary of the Year Program

Mid South Area (MSA)

Members of the 2005 Council included:

Telecia Burton, Senior Chair, Oxford, MS
Linda Fulton, Junior Chair, Mississippi State, MS
Janice Boyd, Recorder, New Orleans, LA
Janell Becker, Ex-Officio, New Orleans, LA
Kay Bolen, Bowling Green, KY
Marlene Coley, Stoneville, MS
Tammy Dorman, Auburn, AL
Drusilla Fratesi, Stoneville, MS
Alice Redditt, Stoneville, MS
Jennifer Roberson, Ex-Officio, Stoneville, MS
Lucienne Savell, Webmaster, Oxford, MS
Emily Willis, Lexington, KY
Deborah Brennan, Associate Area Director/MSACOP Sponsor, Stoneville, MS
Madeline Hall, Technical Advisor, Baton Rouge, LA

Accomplishments

The Mid South Area Council of Office Professionals (MSACOP) held their annual meeting May 3-4, 2005, at the National Soil Dynamics Laboratory, Auburn, AL.

The following individuals were chosen for leadership positions for the Council: Telecia Burton, Senior Chair; Linda Fulton, Junior Chair; and Janice Boyd, Reporter.

The Charter was revised and approved by all Council members. The major revision for the charter was the composition of the Council which states there will be nine (9) rotating members, two (2) permanent voting members (Webmaster and Area Director's Assistant), four (4) non-voting members (past Senior Chair, National Technical Advisor, Sponsor, and Sponsor's Assistant). As members rotate off after a 3-year term, an advertisement for a vacancy on the Council will be utilized to replace the individual. The vacancy notice has been developed and approved.

Council teleconferences were held bi-monthly.

MSACOP information posters were designed and distributed to each Location for display. A CD presentation stating the Council's goals, accomplishments, and function

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was developed and distributed to Locations for sharing with local office professionals. Additionally information packets including the (1) Council brochure, (2) Council roster, (3) Website information, (4) Council Charter, (5) Mentoring information, (6) 2005-2006 goals; and (7) Minutes of the most recent Council meeting were put together for distribution to all office professionals by the respective Location Representative.

An Operating Budget was requested from the Mid South Area Director's office and was approved in the amount of \$3,000 annually.

The MSACOP website has been improved and updated (<http://msa.ars.usda.gov/osp>).

A MSACOP newsletter has been distributed semi-annually with required input from all Council members.

Congratulatory retirement and promotion letters have been sent to appropriate individuals.

A successful mentoring program for new office professionals is continuing in the Area.

Goals

The MSACOP annual meeting will be held at the 2006 National Conference for ARS Office Professionals meeting in San Antonio, TX, May 8-11, 2006. A date and time will be determined once the National agenda is set.

Upon approval the Council will plan/organize an Office Professionals conference for the Mid South Area in early 2007.

The Website (<http://msa.ars.usda.gov/osp>) will continue to be updated as needed.

The Newsletter will be published semi-annually.

Bi-monthly conference calls will continue.

Provide a resource for the Area Director's Office and all levels of management for matters relating to office professionals such as orientation and training.

Continue the Mentoring Program for new hire office professionals as well as local information meetings at respective Locations that will keep the Council activities in the forefront.

Office Professionals of the Year

Marlene Coley (GS-06 and above)
Program Assistant
Application and Production Technology Research Unit
Stoneville, MS

Lucienne B. Savell (GS-05 and below)
Office Automation Assistant
National Sedimentation Laboratory
Oxford, MS

Midwest Area (MWA)

Members of the 2005 Council included:

Sherri Buxton, Co-Chair and National Council Representative
Melissa Stiefel, Co-Chair
Jaci Weese, Recorder/Information Coordinator
Ginger Walker
Brittney Mernick
Karen Burianek
Stephanie Brennan, Web Master
Heather Lewandowski, Ex-Officio, National Council Representative

Accomplishments

- The PASTG has taken a leadership role in creating and maintaining an on-line 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.

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- 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 which is organized and led by the PASTG. This training was conducted in August of 2005. Key Area personnel also meet with the group to provide additional specialized training. Three 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. This program was not utilized in 2005.
- We continue to disseminate quarterly newsletters to all the secretaries in MWA.
- 2004 marked the ninth year of the MWA Secretary of the Year program. Melissa Stiefel of the Sugarbeet and Bean Research Unit, East Lansing, Michigan was selected as the 2004 MWA Secretary of the Year and was recognized at the MWA Leadership Conference held in November 2005 in St. Louis, Missouri.
- 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. The scholarship application and information is available on the PASTG homepage.
- Provided insight as to the revision of the ARMP manual for the Agency. Prepared a rough draft of the manual for editing by Headquarters.

Goals

- Continue to update the Midwest Area PASTG Home Page and SOP Manual.
 - Continue quarterly newsletter.
 - Continue Training Scholarship Program.
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- Continue Temporary Assistance Program.
- Continue to offer training to new MWA office support personnel.
- Address initiatives as directed by the MWA Senior Management Team.

Secretary of the Year

Melissa (Missy) Stiefel –
Midwest Area Secretary of the Year

North Atlantic Area (NAA)

Members of the 2005 Council included:

Denise Madden
Diane Koch
Joyce Smith
Linda Hopp
Phyllis Davis
Stephanie Lively Sullivan (NACOP Representative)

Accomplishments

Utilizing a new Position Description available from Human Resources Division, and reviewed by the local NAACOP, several NAA secretaries were upgraded in their position as secretaries to Program Support Assistants (PSA).

New office support staff continues to be included in an orientation, shadowing and mentoring program which includes a visit to the Area Office in Wyndmoor, PA. Many topics are covered in the 1-week visit with reference material and contact points to be perused/used after the visit.

Outside of formal COP meetings, members are in frequent contact regarding changes in many areas of work, supporting those in field sites, as well as locally.

After developing a new streamlined electronic performance appraisal process, this has been successfully refined to result in a very efficient evaluation method.

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The revised criteria for the Office Staff Recognition Award is in place.

Goals

Please a Secretarial handbook and checklist on the web.

Prepare an agenda for office support staff at the forthcoming NAA Leadership meeting.

Restructure the NAA COP because of loss of membership (retirement), and to better address the current needs for a fresh perspective.

Secretary of the Year

Northern Plains Area

Members of the 2005 Council included:

Jackie Byrkit, Clay Center, Nebraska
Louise Dalton, Fort Collins, Colorado
Lori Dimmer, Fargo, North Dakota
Cody Jensen, Grand Forks, North Dakota
Olga Lee, Fort Collins, Colorado
Jill Miller, Sidney, Montana
Audrey Myers, Mandan, North Dakota

Accomplishments

- The NPASAC developed an informational brochure about the Council.
 - Resource book, Action Grammar, Microsoft Word Version XP Step by Step Handbook, and a NPASAC mouse pad were distributed to all NPA secretaries.
 - A contest was held to design a logo for the NPASAC.
 - A representative from the Council served on the NPA Leadership Planning Committee and assisted with coordination of the secretarial session.
-

- The NPASAC website was restructured and moved to the ARSNET website.
- The November 2004 version of the updated NPASAC Quick Reference Guide was distributed at the 2005 NPA Leadership Conference and posted on the NPASAC's website.
- In September 2005, a new secretary orientation was held in conjunction with the new scientist orientation.
- The NPASAC met in November 2005. One council member, Diona Austill, rotated off the Council and Sue Hurd resigned due to separation from ARS. The two vacancies were filled with Lori Dimmer, Fargo, North Dakota, and Jackie Byrkit, Clay Center, Nebraska. Audrey Myers replaced Cody Jensen as Chair and Lori Dimmer will serve as recorder. Cody Jensen will replace Sue Hurd as NACOP representative.
- The NPASAC charter was revised and signed by council members.
- The NPASAC website was updated to the new ARS format by Diona Austill and Jill Miller will assume this responsibility.
- NPASAC goals and action items were reviewed and revised.
- Audrey Myers continued to update/revise the New Secretary Packet and distributed it to new NPA secretaries. Jackie Byrkit will assume this responsibility. On behalf of our Council, Jackie will telephone new secretaries to welcome them prior to sending them a New Secretary Packet and Audrey Myers, Chair, will follow-up with a welcome from the Council.
- Cody Jensen will take on the Media Public Relations responsibilities.

Goals

- The Resource Assistant List will be 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.
 - Increase awareness of NPASAC activities by making personal contact with all new NPA secretaries.
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- Maintain/update secretarial resources (i.e., the Quick Reference Guide, brochure, 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.
- Provide Council input into the Secretarial Session of the 2007 NPA Leadership Conference.
- New secretary orientation will be conducted in spring 2007.
- Cody Jensen will periodically submit items on NPASAC activities for inclusion in the Northern Highlights (NPA weekly briefing).
- Identify and provide Adobe Acrobat resources to secretaries.
- Host NACOP's annual meeting at Fort Collins, Colorado.
- Participate in pilot testing of Share Point software.
- Develop a display for the NACOP National Conference promoting the NPA.

Secretary of the Year

- This award is presented biannually. The next Secretary of the Year will be selected in 2006.

Pacific West Area (PWA)

Members of the 2005 Council included:

Patsy Wood – Sr. Chair
Deborah Penick – Jr. Chair

Melanie Wilson – Website Coordinator
Patricia Frank – Handbook Coordinator
Mary Edwards – Newsletter
Kathy Wudyka - Recorder
Veronica Cullum – NACOP Technical Advisor

Accomplishments

- 1) Information packet – was revised and disseminated to new employees
- 2) Newsletter – issued quarterly
- 3) Website – was redesigned and made active
- 4) PWA OSAC Office Support Handbook – was updated and posted on website
- 5) Revised PWA OSAC information booklet for dissemination to RLs and LAOs
- 6) New employee welcome was established - Co-Chairs personally call new employees to welcome them to ARS and advise them that they will be receiving an information packet and handbook

Goals

- 1) Information packet: revise/disseminate to new employees
- 2) Newsletter – issue quarterly, Dec/Mar/Jun/Sept
- 3) Website – redesign and update
- 4) PWA OSAC handbook – revise and post on website
- 5) PWA OSAC information booklet – revise and disseminate to RLs and LAOs

Secretary of the Year

Stefani Morgan, Corvallis, Oregon

SOUTH ATLANTIC AREA (SAA)

Members of the 2005 Council included:

Debra Duckworth - Athens, GA - National Technical Advisor (07/03)
Shelia Jackson - Athens, GA - Chair (02/05) 2 Year
Penny Wilms, - Ft Pierce, FL - Co- Chair (01/06) 2 Year

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Debbie Roland – Dawson, GA – Recorder (01/06) 2 Year

Wanda Rohrer – Miami, FL – Historian (01/06) 2 Year

Connie Bryant – Raleigh, NC - Information/Training/Webpage Coordinator (01/06)2 Year

George Lee - Brooksville, FL - Member (01/06) 3 Year

Vacant –2 Year Member (06) 2 Year

Vacant – Alternate Member (06) 2 Year

Accomplishments

- Reimplemented the Mentoring/Orientation Program:
 - Presented the “2005 Office Professional of the Year Award” – Lynn Henderson and Deborah Osborne, Tifton, GA
 - Revised “Welcome letter” for all new office support professionals
 - Revised and updated the SAA Advisory Council for Office Professionals webpage
 - Reviewed and signed 2006 Charter
 - Implemented the Office Professional Scholarship Program
 - Participated in planning of the 2005 SAA Leadership Program
 - Revised welcome letter and added contract to submit to new members of SAA ACOP Members.
 - Revised existing agenda for training & informational meeting for all office professionals this fiscal year.
 - Redesigned and renamed the “It’s Your Turn” newsletter
 - Redesigned and printed the SAA-ACOP pamphlet for distribution to the South Atlantic area employees
 - Designed a logo for the Council
 - Submitted nominations to Dr. Cole to fill SAA-ACOP vacancies
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Goals

- Receive approval from the SAA Director to hold training for all office professionals in the Area in 2006. The format for the training and agenda has been developed by the Council for approval with the Area.
- Request for purchase and distribution of SAA ACOP pins to be prepared to all SAA Office Professionals
- Recommend approval of a two day SAA agreements training
- Using SAA ACOP to create a poster board to be used at future meetings and conferences.
- Develop Presentation Board for Council
- Strengthen bond with all SAA Office Professionals by implementing training and distributing ACOP logo on Lapel Pin.
- Participate in planning of the 2007 SAA Leadership Program

Southern Plains Area (SPA)

Members of the 2005 Council included:

Barbara Hodges – Chair
Beverly Tucker – Co-Chair
Justine Flowers--Recorder
Dave Crowell – Training Coordinator
Noelia Martinez – Information Coordinator
Karen Wilcox – Webmaster
Wanda Paradowski – Permanent Member
Olivia Pedraza – NACOP Representative

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Accomplishments

- SPA ACOP Scholarship Program was promoted and made available.
- SPA ACOP Shadowing Program was promoted.
- Networking with other office professionals throughout the Area was promoted.
- Teleconferences for all Council members were held quarterly.
- Annual meeting held in San Antonio, TX, in July 2005. Two new members were welcomed – Justine Flowers and Dave Crowell.
- New display board was utilized at the 2005 SPA Leadership conference in College Station. It was recognized by Dr. Dan R. Upchurch and Wanda Paradowski was given the opportunity to explain the mission and purpose of the SPA Council to the attendees.
- A newsletter has been published with good reviews from all. An “Employee Spotlight” column was added and received a very positive response.
- Updated handbook and new copies were made.
- Grammar book entitled: “Action Grammar; fast, no-hassle answers on everyday usage and punctuation” was given to all Office Professionals for Office Professional Day.

Goals

- Continue to promote SPA ACOP!
- Update website.
- Continue distribution of Newsletter
- Provide all SPA office professionals with a CD containing useful travel information and forms.

Secretary of the Year

**NATIONAL ADVISORY COUNCIL
FOR OFFICE
PROFESSIONALS**

AND

**ORGANIZATIONAL SECRETARIAL
ADVISORY COUNCILS**

ANNUAL REPORT – 2005

Prepared by

**NATIONAL ADVISORY COUNCIL FOR
OFFICE PROFESSIONALS
AGRICULTURAL RESEARCH SERVICE
U.S. DEPARTMENT OF AGRICULTURE**