

**NATIONAL ADVISORY COUNCIL
FOR OFFICE PROFESSIONALS**

AND

**ORGANIZATIONAL SECRETARIAL ADVISORY
COUNCILS**

ANNUAL REPORT – June 1, 2011- May 31, 2012

Prepared By

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



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Executive Summary

Overview:

The National Advisory Council for Office Professionals (NACOP) was hosted by the Beltsville Agricultural Research Center (BARC) in Beltsville, Maryland, the week of June 5-7, 2012. Council members were welcomed by Dr. Joe Spence, Director, Beltsville Area, and given a tour of BARC by Dr. Allison Yates, Associate Area Director, and Jennifer Woodward-Greene, Public Affairs Specialist (previously Director, ARS National Visitor Center).

NACOP Charter calls for team-building exercises when 3 or more members rotate onto the Council. This year we had 5 new members who attended the meeting. Jeffrey Schmitt, Cooperative Resolution Program, Office of Outreach, Diversity, and Equal Opportunity, facilitated the icebreaker and team-building activities for the Council. The team building consisted of four parts: Introduction, Coping with Change, Understanding Differences, and an Exercise.

The Council Charter was reviewed and updated. Goals were established for the coming 2012-2013 year.

The Council started brainstorming and planning for the 2013 NACOP Training Workshop.

The Council conducted monthly conference calls to work on goals and priorities. Information was shared with local councils and office professionals through NACOP Notes, Best Practices, and the Website. Office Professionals across the nation received mouse pads in recognition of Administrative Professionals Day, April 25, 2012. The mouse pads publicized our website, which provides access to information, and other helpful links and resources.

Respectfully submitted,

Jackie Kelly, Senior Co-Chair
Linda Fulton, Junior Co-Chair

2011-2012 NACOP Members

Jackie Kelly, HQ, Senior Co-Chair
Linda Fulton, MSA, Junior Co-Chair
Sandy Groneberg, MWA, Ex-Officio (Retired Dec 2011)
Brenda Holmes, NAA, News Notes Editor I/Webmaster
Sherry Dewald, SPA
Mary Dailey, BA, News Notes Editor II
Kathleen Parker, PWA – Historian
Linda Parnell, NPA - Recorder
LaTasha Beasley, NAL, Webmaster (Resigned Dec 2011)
Wanda Rohrer, SAA (Retired Dec 2011)
Brittany Jones, MWA (Resigned Apr 1012)
Missy Stiefel, MWA (Replaced Brittany Jones)
Cathy Lonaberger, OA, Technical Advisor
Pat Berry, HQ, Technical Advisor

Former Members of NSAC/NACOSP/NACOP

**KATHY ARAGON, NPA
MARIA ARCHER, NAL
DIONA AUSTILL, NPA
BRENDA AYSENNE, MSA
BARBIE BALLENGEE, PWA
SANDRA BALL, NAL
LATASHA BEASLEY, NAL
PAT BERRY, HQ
PRUNELLA BRANISH, NAA
SHERRI BUXTON, MWA
KAY CARR, SAA
CARMELA CARRICK, HQ
CLARICE CARTER, TECHNICAL ADVISOR
PATTY COYLE, NAA
JOYCE CRAIG, HQ
LOUISE DALTON, NPA
PHYLLIS DAVIS, NAA
DEBRA DUCKWORTH, SAA
TAMMY DURFEE BLAIR, PWA
BRENDA ELSTON, HQ
JANET FERST, HQ
LIBBY FOUSE, PWA
DRUSILLA FRATESI, MSA
RHEA FRYAR-CALVERT, SPA
SANDY GRONEBERG, MWA
MADELINE HALL, MSA
NADINE HEIRS, BA
TERRY HENRICHS, NAL
BARBARA HODGES, SPA
SUE HURD, NPA
BONNIE INGRAM, MWA
MARCIA JENKINS, MWA
CODY JENSEN, NPA
DIANE KOCH, NAA
VERONICA LAIRD, PWA
OLGA LEE, NPA**

HEATHER LEWANDOWSKI, MWA
ANGIE MARCHETTI, HQ
ELAINE, MCGUIRE, BA
CHRISTA MEIER, PWA
SHEILA MESSINEO, BA
LINDA NEUENHAHN, HQ
OLIVIA PEDRAZA, SPA
ROSETTA PROCTOR, HQ
WANDA ROHRER, SAA
RHONDA SAMPSON, OCIO, TECHNICAL ADVISOR
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 STELLE, SPA
CECELIA STORTZUM, TECHNICAL ADVISOR
STEPHANIE LIVELY SULLIVAN, NAA
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

National Advisory Council for Office Professionals

Annual Meeting

Date: June 5-7, 2012
Location: Beltsville, Maryland
Host: Beltsville Area

FY-2011/2012 Accomplishments

- Increased outreach activity to all office professionals through NACOP Notes, “Best Practices,” and the NACOP Website.
- Links were added to our website for promotion of Blogs and a Book Club.
- Our Resource Assistance List was updated and is included on our website.
- Continued to promote awareness by providing NACOP members with support and resources to take back to local councils.
- Established an Outreach Coordinator position and identified duties.

FY-2012/2013 Goals

- Establish Outreach Committee to explore webinars, blogs, book club, and best practices to promote visibility.
- Explore option of adding a representative for Business Service Centers (BSC) to NACOP.
- Modernize displays and update brochure.
- Update resource assistance list and historical scrapbook.
- Promote awareness by providing NACOP members with support and resources to take back to local councils.
- Plan and host a training workshop (target date, August 2013).

Office Professional of the Year Recognition Program

2011 ARS Office Professional of the Year

Lynne Pearson, Program Support Assistant
PWA, Crops Pathology and Genetics Research Unit
Davis, CA

Beltsville Area

Nadine Hiers, Secretary
U.S. National Arboretum
Washington, DC

Mid South Area

Cathy L. Warren, Program Support Assistant
Southern Insect Management Research Unit
Stoneville, MS

Beltsville Area (BA)

Current Members

Rose McIntosh, ANRI, EMFSL (NACOP Technical Advisor)

Mary Dailey, PSI, MPPL (NACOP Technical Advisor,
stepped down in June 2012)

Amy Hopkins, ANRI, Institute Office

Carole Miller, BHNRC, NDL

Catherine Parsons, PSI, FQL (Senior Co-Chair)

Linda, Reynolds, BHNRC, Institute Office

Emely Schuck, PSI, Institute Office

Melissa Seibert, BA Office

Kimberlee Watson, ANRI, HRSL (Junior Co-Chair)

Roslyn Williams, USNA, GU

In process of recruiting two more members.

2012 Accomplishments

April 25, 2012, participants enrolled in AgLearn; BAASAC workshop partnered with Administrative Financial Management (AFM) which included three trainings: 1) ARS Onboarding, presented by Angela Newcomb, Human Resources Specialist, Human Resources Division, 2) SharePoint, presented by Raj Pujara, ARS-OCIO-WB, 3) ARS Business Service Centers, presented by Lisa Baldus, Associate Director, AFM, 4) Zumba, presented by Rose McIntosh, NACOP advisor and assisted by BA students Kimberly Mills and Jessica Lahocki.

The objectives of the training:

- 1) Participants learned to understand the ARS Onboarding process and new requirements for new employees and supervisors.
- 2) Participants became skilled and gained knowledge on utilizing SharePoint for their working environment.
- 3) Participants learned that ARS Business Service Centers (BSC) can benefit the employees and who to contact.
- 4) Zumba exercise created awareness for the "President's Challenge to make fitness fun."

2012 Goals

- Keep current with BAASAC Website, SharePoint, the charter, and resources list.
- Meet regularly with BA Management to converse about BAASAC role and how to serve in a more advisory capacity on new initiatives which impact employees at BARC.
- Other future training: To be determined.

2011 Goals

- Created BAASAC SharePoint, uploaded and created files, such as BAASAC / NACOP charters, newsletters, trainings, travel information, correspondence, IAS, ARIS, AIMS, ARMPS, WebTA, so forth.
- Office professionals all have permission for the SharePoint site to read files or load to their PC.

2012 Beltsville Area Office Support Professional of the Year

Nadine Hiers, Secretary
U.S. National Arboretum
Washington, D.C.

Headquarters (HQ)



Mission and Goal

The mission of the Headquarters Advisory Council for Administrative Professionals (HACAP) is to serve the Office of the Administrator (OA) and Deputy Administrator, Administrative and Financial Management (DAAF) in an advisory capacity on new initiatives that impact Headquarters administrative personnel; to act as a liaison to the National Advisory Council for Office Professionals (NACOP) on matters that impact administrative personnel Agency-wide; and to enhance the office administrative profession through training, mentoring, and recognition. The Council's goal is to ensure that ARS Headquarters has highly skilled office administrative professionals working in partnership with management to meet the needs of the Agency.

Objectives

The objectives of the Council include:

- Serve the OA and DAAF in an advisory capacity on new initiatives that impact Headquarters administrative professionals.
- Encourage ongoing communication among administrative professionals, HACAP, and the administration.
- Act as liaison and support for NACOP.
- Advise the OA and DAAF on matters relating to development, advancement, and recognition of Headquarters administrative professionals.
- Encourage networking among administrative personnel for effective communications and efficient working relationships.
- Assist in the development and presentation of required and appropriate training and mentoring for administrative professionals.

Scope

HACAP represents administrative personnel who support the Headquarters staff listed below. This includes employees in the Secretarial Series, GS-318; Office Automation Series, GS-326; and Miscellaneous Clerk, Assistance or Program Support Assistant Series, GS-303.

Current Members

HACAP represents over 70 employees in the GS-318, GS-326, and GS-303 series from the Office of the Administrator which includes: Office of National Programs (ONP); Office of International Research Programs; Office of Technology Transfer (OTT); Budget and Program Management Staff; Homeland Security; Civil Rights; Information Staff; Office of the Chief Information Officer; Office of Scientific Quality Review; Legislative Office; and Administrative and Financial Management (AFM). Administrative professionals in these series are invited and encouraged to attend all meetings and events sponsored by HACAP.

The roles and responsibilities of each council member are listed below.

Kim Melton – Chairperson
Tiffany Jackson – Vice Chairperson
Kisha Shelton – Recorder & Newsletter Editor
Diane Grady – Membership Chairperson
Paula McEvoy – Publicity Chairperson
Glendora Stevens – Web Master
Jackie Kelly - NACOP - Technical Advisor

Kim Melton, License Assistant, Office of Technology Transfer, Chairperson

- Organized meetings and issued agendas.
- Presided at all meetings and conference calls.
- Advised and worked with management on implementing policies and programs affecting the Headquarters Offices and AFM.
- Developed correspondence from the Council and obtained appropriate approvals prior to dissemination.
- Informed Council Members of future meeting arrangements.
- Prepared annual progress report for NACOP, OA, and DAAF.
- Perform other duties as customarily pertain to the office of chair including but not limited to serving in other vacant positions.
- Meet quarterly with HACAP Champion to discuss upcoming events.

Tiffany Jackson, Secretary, Office of National Programs, Vice Chairperson

- Serve as backup and support to the Chairperson.
- Preside as Chair in absence of the Chair.
- Keep Headquarters staff office personnel aware of information and activities of the Council and related programs.
- Coordinate with the Chairperson on all correspondence and the NACOP annual report.

Kisha Shelton, Executive Assistant, ODEO, Recorder and Newsletter Editor

- Recorded and distributed highlights and action items of meetings.
- Maintained current Council records.
- Disseminated all correspondence after approval was obtained from the Chairperson.
- Gathered information to be published in the HACAP News newsletter.
- Arranged quarterly newsletters for publication.
- Distributed copies of newsletter to the membership.

Glendora Stevens, Secretary, Office of National Programs, Web Master

- Maintained HACAP SharePoint site updating and functioning.
- Coordinated with the Membership Chairperson to ensure the e-mail address list for administrative professionals (Series 318, 326, and 303) was updated.

Diane Grady, Secretary, Financial Management, Membership Chairperson

- Maintained an accurate roster and e-mail list of all administrative professionals.
- Prepared sign in sheets for all general, board, and special meetings.
- Followed up with a phone call to any new, eligible administrative professionals and notified board members that contact was made.
- Requested volunteers for new council board members when a HACAP member resigned.

Paula McEvoy, Office Automation Assistant, HRD, Publicity Chairperson

- Advertised quarterly HACAP general membership meetings.
- Updated and maintained HACAP brochure.
- Advertised the annual Administrative Professionals Day event.

Jackie Kelly, Secretary, OA, Technical Advisor

- Ensured all Council meetings are conducted in accordance with the established charter and that appropriate issues were addressed.
- Ensured that all recommendations from the Council are consistent with rules and regulations.
- Represented HACAP on the NACOP.
- Provided information to HACAP members on NACOP relevant issues.

Accomplishments

On Thursday, April 25, 2012, HACAP observed Administrative Professional Day with a training seminar. "A Fresh New Start", Administrative Professionals Day (APD) was held at GWCC in the back of the cafeteria. Refreshments were provided by Staff Officer,

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Sharon Drumm. Two sign language interpreters were provided for our hearing impaired employees. The APD had exceptional dynamic speakers such as:

- Jan Lewis, Cooperative Resolution
- Nichole Anderson, Human Resources

The All Hands Meeting received outstanding commentaries regarding the success of the Administrative Professional Day.

On Wednesday, May 30, 2012, the HACAP Chairperson awarded the HACAP Council: Tiffany Jackson, Kisha Shelton, Glendora Stevens, Diane Grady, and Paula McEvoy, for their hard-work commitment and dedication to HACAP's vision.

Spring 2012, HACAP presented a quarterly issue of the HACAP Newsletter "HACAP News", Kisha Shelton, Newsletter Editor, covering topics such as New Beginnings: Message from the New Chair, Administrative Professionals Day, Comings and Goings, Microsoft Outlooks Tips, and What's to Come.

June 23, 2011, hosted two AgLearn Training seminars in the GWCC Computer Lab Room. The training was presented by Kim McGregor, Employee and Leadership Development, Employee Development Specialist.

In 2011, HACAP initiated the Champion Program. This program requested the endorsement and sponsorship of Headquarters senior management staff support in the mission and goals of HACAP. Senior Management became advocates for HACAP, provided financial support for sponsored events, and spoke at various HACAP events. The HACAP Champion serves for a minimum of one year. Sharon Drumm, Staff Officer, was HACAP's first Champion for fiscal year 2011. Mrs. Drumm's vast support and guidance to the HACAP Council contributed to the success of the Administrative Professionals Day All Hands Meeting.

Surveyed administrative professionals to determine how HACAP could help Administrative Professionals in reaching their goals one step at a time, i.e., training needs and to discover what would excite them to want to participate in additional events.

Updated active HACAP members listing to include extracting names of retirees, purging duplicates, and removing those employees no longer in a represented series.

Updated HACAP's SharePoint site to include pictures, current contact information of council members, and minutes from council meetings.

A special mailbox has been established for HACAP's use. The mailbox is HACAP@ars.usda.gov.

Goals

- To continue to provide training and information to all administrative professionals.
- To update the HACAP Website.
- To continue to try to get more people involved in HACAP (by updating the SharePoint site; welcome letters to new employees and personal visits to new and existing employees, and holding more All Hands Meetings). To "brand" our name "HACAP" by participating in future agency events like CFC and Feds Feed Families. To work toward establishing a mentoring program for all administrative professionals.
- To support NACOP as needed with their tentatively scheduled conference.
- To recruit new members.
- To continue to serve the Office of the Administrator and Deputy Administrator, AFM, in an advisory capacity on new initiatives that impact AFM and Headquarters administrative professionals.
- To encourage ongoing communication among administrative professionals, NACOP, and the administration.
- To advise the Office of the Administrator and Deputy Administrator, AFM, on matters relating to development, advancement, and recognition of Headquarters office support personnel.
- To create a mentorship program to build working relationships between experienced employees and those employees desiring the benefits of a one on one teaching relationship with a mentor.

Mid South Area (MSA)



Current Members

Virginia Harmon, Senior Chair, Stoneville, MS
Tammy Dorman, Junior Chair, Auburn, AL
Kelli Adkins, Ex-Officio Member, Lexington, KY
Brenda Aysenne, Recorder, Houma, LA
Wendy Smith, Stoneville, MS
Linda Fulton, Technical Advisor, Mississippi State, MS
Ann McGee, Western Business Service Center Representative, Stoneville, MS
Drusilla Fratesi, Area Director's Administrative Assistant, Stoneville, MS
Archie Tucker, MSACOP Sponsor, Assistant Area Director, Stoneville, MS

Accomplishments for June 2011 to May 2012

The Mid South Area Council for Office Professionals (MSACOP) held its annual meeting at Mississippi State, Mississippi May 23-24, 2012. The Charter was revised and approved by all Council members. During the year MSACOP information posters and brochures were updated and distributed to each location for display. In addition, News Notes were distributed twice during the year. Specific goals and related accomplishments for the year included:

1. Two vacancies were filled for the term beginning June 2012.
2. The Council identified, coordinated, and scheduled training courses on Interpersonal Skills and Communication in coordination with Rita Keeling, Human Resources and Outreach Coordinator, MSA. Since June 2011 the MSACOP coordinated and hosted two Webinar presentations to meet this goal. Presentations included: October 27, 2011, Effective Communication (presented by Jill Whittle, Employee Assistance Program) and April 19, 2012, Cross-Generational Communication (presented by Jan Lewis, Office of Outreach, Diversity and Equal Opportunity (ODEO), REE Cooperative Resolution Program (CRP)).

3. Continued recognition of Office Professionals. Each month a different Office Professional was “TAGGED” by the previous month’s Highlighted Office Professional and introduced to MSA Office Professionals through an email that highlighted information such as training, family, and/or hobbies. This was MSACOP’s way of facilitating OP’s in the Mid South Area in getting to know and recognizing each other.
4. Created and distributed an OP Photo Directory.
5. A Planning Committee and a Logistics Committee were established at the Annual Meeting for pre-planning a FY 2013 MSAOP Training Workshop.
6. The Council has continued to schedule and conduct Webcast training to OPs, RLs, SYs, and AOs. In addition to the Interpersonal Skills and Communication trainings offered, the following has been held this past year: CATS Refresher (presented by Phil Morris, Financial Technician, Location Support, Stoneville, MS.).

Goals set for June 2012 to May 2013

1. FY 2013 Training Workshop
2. Western Business Service Center (WBSC) list and MSA Reference List
3. Council presentation for new SY training and/or leadership meeting
4. Continue to offer training to meet OP needs
5. Continue recognition of OP’s in the MSA

2011 MSACOP Office Professional of the Year

Cathy L. Warren, Program Support Assistant
Southern Insect Management Research Unit
Stoneville, MS

Midwest Area (MWA)

Current Members

Kim Meyers, Senior Co-Chair
Heather Lewandowski, Junior Co-Chair
Marci Bushman
Janeen Polen
Deborah Schaefer
Melissa Stiefel
Sherri Buxton, Technical Advisor
Sandy Groneberg, Ex-Officio Technical Advisor

Accomplishments

- The Midwest Area Council for Office Professionals 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 of new, revised, and current procedures. Other ARS areas regularly use the MWA SOP as a reference tool, and also have used it to assist them in developing their own manuals.
- The MWA Mentoring Program: 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. In previous years, all new support staff were brought into Peoria for training. Key Area personnel also meet with the group to provide additional specialized training. Due to budget issues and reduction of travel costs, nine secretaries/PSAs were trained on ARIS in August by webinar. Travel training webinars were also conducted for secretaries/PSAs as travel arrangers.
- Temporary Assistance Program: The MWACOP temporary support program has continued 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 MWACOP 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.

Goals

- Although new goals will be established by the new council, some previous goals will be maintained:
 - Continue to update the MWACOP website, including the creation of new logo.
 - Updating the SOP Manual, including moving away from A-Z listing.
 - Provide resources to mentors to better serve mentees.
 - Creation of MWACOP Sharepoint site.
 - Distribute News Notes twice a year.

North Atlantic Area (NAA)

Current Members

Area Director is seeking recruitment of six new NAA Area Council members for the Office Professionals. Due to the establishment of new Business Centers, NAA did not meet the anticipated structure of March 2012. We are currently working with the Area Director to put this requirement back on track through proposed restructuring of membership for North Atlantic Area Council of Office Professionals.

Accomplishments

New charter, mission statement, and FY 2013 training workshops were prepared, reviewed, and approved.

Contacted each office professional in the NAA; developed dialect with each location within the NAA in order to notify office professionals of resources available, encourage networking, and extend NACOP's appreciation for their service.

Goals

Updated the NAA NACOP with selected members and posted newest resources site. Continued to provide training and information to all office professionals in the NAA.

Secretary of the Year

The North Atlantic Area Office Staff Recognition Program did not recognize a winner for 2012. This award continues to go overlooked and should be addressed more vigorously as it is a key part to recognizing the contributions office professionals make in the furtherance of USDA's mission goals.

Northern Plains Area (NPA)

Current Members

Nikki Dahl, Sidney, Montana - Chair

Carol Durlinger, Fort Collins, Colorado – Ex-Officio
Member

Olga Lee, Fort Collins, Colorado - Ex-Officio Member

Jaime Mitchell, Manhattan, Kansas - Webmaster

Janel Nierman, Clay Center, Nebraska – Welcome Packet
Coordinator

Linda Parnell, Clay Center, Nebraska - Media/PR, Technical Advisor

Amber Whittaker, Logan, Utah- Recorder



Accomplishments

- The Resource Assistant List was updated. This listing of secretaries, who voluntarily serve as resources to other secretaries in specialized areas, is included in the Welcome Packet and is available to everyone on our Website.
- Provided NACOP with information for their quarterly newsletter.
- The NPACOP revised the informational brochure about the Council.
- The NPACOP Website was maintained on the ARS website using SitePublisher.
- The NPACOP Quick Reference Guide was reviewed and updated for NPACOP's Website.
- As a result of our recommendation, Correspondence training was presented to all NPA locations during ARMPS reviews.
- Continued the Office Professional Mentoring Program. We have eight mentors and eight protégés.
- A poster about NPACOP was updated and mousepads purchased to give out at the NPA Leadership Meeting in April 2011. This meeting was cancelled and the mousepads were sent to the Locations for Office Professional Day.
- In April 2012, a New Secretary/AO Orientation was held in conjunction with the New Scientist Orientation.
- The NPACOP met in October 2011. Two council members, Diona Austill and Kim Swanson, finished their term on the council and were replaced by Linda Parnell, Clay Center, Nebraska, and Amber Whittaker, Logan, Utah. Linda Parnell assumed the NACOP Technical Advisor and PR duties, Jaime Mitchell assumed the webmaster duties, Janel Nierman assumed the Welcome Packet duties, and Amber Whittaker assumed the Recorder duties.

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- Janel Nierman maintains and distributes the Welcome Packet to new NPA secretaries. On behalf of the Council, Janel calls new secretaries to welcome them after sending the Welcome Packet and Nikki Dahl, Chair, follows up with a welcome call.
- The NPACOP charter was revised and signed by council members.
- NPACOP goals and action items were reviewed and revised.

Goals

- The Resource Assistant List will be maintained. This listing of secretaries, who voluntarily serve as resources to other secretaries in specialized areas, is included in the Welcome Packet and is available to everyone on our Webpage.
- Increase awareness of NPACOP activities by making personal contact with all new NPA office professionals.
- Maintain/update office professional resources (i.e., the Quick Reference Guide (QRG), Brochure, and Website) provided by the NPACOP and send a Welcome Packet to each new NPA office professional.
- Assume the responsibility to maintain and update the NPA Files Management and Retention/Disposition Guide.
- Address requirements and requests from NACOP.
- Provide NACOP with information for their semi-annual newsletter.
- The PR member will periodically submit helpful “Tidbits from your NPACOP” hints to all office professionals through e-mail.
- Promote the use of the ARS Correspondence Manual for proper format both formal and informal through training, Leadership Conference, New SY/Office Professional/AO Orientation, and “Tidbits from your NPACOP.”
- Promote NPA Training Scholarship Program for Office Professionals.
- Assist the area office in developing the guidance for the locations on the maintenance and management of the REE directory.
- Become proficient in Integrated Acquisition System (IAS) to be an additional resource to the NPA Office Professionals.
- Update the Quick Reference Guide in April 2012, one year early due to Agency restructuring.
- Assist the area office in the updating of the organizational code traveler lists in GovTrip.

Secretary of the Year

- This award is presented biannually; therefore, no award was presented in 2011.

Pacific West Area (PWA)

Current Members

Christa Meier, Senior Co-Chair
Beth Blass, Junior Co-Chair
Brooke Bowers, Recorder
Marlene Jensen, Information Coordinator
Kathleen Parker, NACOP Technical Advisor
Yvonne Pedersen, Web Page Coordinator
Robert Powell, Reference Guide Coordinator
Janet Steele, Member-at-Large
Jean Wise, Member-at-Large



Accomplishments

- Updated recruiting materials and conducted successful outreach for new members by promoting the OSAC during the monthly Office Support Professionals calls.
- Recruited 3 new members to the council who were subsequently appointed by the Area Director.
- Reviewed, updated and signed Charter for the year 2011/12.
- Council members met via telephone conference call on a regular basis.
- Conducted a productive high impact Annual Meeting where several goals and milestones were accomplished.
- In cooperation with the Office Support Professionals calls we provided OSAC information to OSP in the PWA which strengthened and improved the knowledge and skills of all PWA office support staff through networking.
- We established a standard to create our Reference Guide in cooperation with the newly formed Western Business Service Center.
- Completed transformation from the PWA Net Intranet website to the new PWA Director's Internet website increasing OSAC's visibility and allowing easy access to information for other Office Support Professionals.
- Recognized PWA Office Professionals on Administrative Professionals Day through the use of marketing material expertly crafted by the council including a commemorative 2012/13 calendar.
- Explored options available for further training for PWA Office Support Professionals through AgLearn, SharePoint, and commercial vendors.
- Populated SharePoint with major tasks and increased accessibility to OSAC members for execution.
- Established a rotation schedule to avoid the majority of the members rotating off the same year.
- Increased awareness of PWA OSAC activities and resources by developing marketing materials in the form of a welcome package to new employees

including OSAC Brochure, Mentor List, Resource Assistant List, and OSAC Welcome Letter. This package is sent via email as a follow up to an initial Welcome Phone Call each new Office Professional receives from our Senior Co-Chair.

Goals

- Actively recruit high impact potential members to ensure a robust and active council for the foreseeable future.
- Explore alternative strategies for recruitment of new members using social media such as USDA Connect, etc.
- Refresh and renew the quarterly newsletter to create future outreach potential and function as a medium for distribution of information from OSAC.
- Establish standards on a task basis for inclusion in the Reference Guide in cooperation with the Western Business Service Center.
- Finalize website design and expand scope of USDA PWAs OSAC site integrating information and services to create a unique portal for Office Support Professionals in the PWA.
- Recognize PWA Office Support Professionals on Administrative Professionals Day in a creative and inspirational way.
- Contribute at least twice per year items for the NACOP news and notes.

South Atlantic Area (SAA)

The mission of the South Atlantic Area Advisory Council for Office Professionals (SAA-ACOP) is to serve as a foundation of knowledge to all Office Professionals in an advisory capacity with input from Area Office Leadership. Our goals are to strengthen the professional bond between Office Professionals and management through increasing the awareness of career development programs, improve communication through the semi-annual newsletter, and enhance training through mentoring, webcasts, Aspiring Leadership and New Leadership Programs.



Current Members

Misty Stephens – Chair
Jacqueline McDonald – Co-Chair
Rhonda Gantt – Webmaster
Joyce Paist – Recorder
Deborah Osborne – Newsletter Editor/Historian
Wanda Rohrer – NACOP Technical Advisor
Member – Vacant

With the departure of the SAA Deputy Area Director, and a Temporary DAD appointed, the Council was virtually left without a Sponsor for most of 2011 and when required, relied upon advice and guidance from the SAA Area Director, Dr. Deborah Brennan.

Accomplishments

- Held Election of Officers via annual meeting conference call
- Updated, reviewed, and signed 2011 Charter
- Created, distributed, and posted to website a new Task Calendar
- Revised website to include uploading various useful information
- Held monthly conference calls to continue council business throughout the year
- Provided Welcome Packages to new hires
- Created and distributed semi-annual Newsletter
- Published and posted to website monthly conference call minutes
- Revised Resource Assistant List
- Featured 2011 Office Professional of the Year, Connie Bryant, in Fall Newsletter
- Conducted spot mentoring/coaching to employees during the year
- Revised Brochure to include new member positions

Goals

- Revise & distribute Welcome Packages to new hires
- Revise and distribute Resource Assistant List
- Create a Sharepoint Site for SAA Office Professionals
- Fill current and upcoming vacancies to Council
- Participate in planning any Leadership Conference (Display Board)
- Plan new training offerings
- Participate in Quarterly PSA Conference Calls, take minutes, and distribute/post on Sharepoint
- Designate new Sponsor/Executive Advisor
- Revise Charter
- Revise and Distribute Partnership in Excellence Guide
- Conduct Monthly Conference Calls
- Hold Annual Meeting
- Prepare and distribute Semi-Annual Newsletter
- Create, distribute, and post new Task Calendar for upcoming year
- Create, distribute, and post GovTrip Screen Shots Guide
- Increase visibility of Council
- Create and distribute Area Contact List with designated area of expertise
- Work on emphasizing Mentor program to SAA Office Professionals

Southern Plains Area (SPA)

Current Members

Trudy Pinkerton	Chair
Rayma Cox	Co-chair
Sherrri Brown	Recorder
Sharon Sheffield	Training Coordinator
Olivia Pedraza	Information Coordinator
Jaycee McKinzie	Permanent Member
Ruth Treat	Permanent Member
Sherry Dewald	NACOP Representative
Michael Davis	Ex-Officio

Accomplishments

- Continued the monthly office professional teleconferences to improve our communication with office professionals which has resulted in higher visibility and an increase in participation.
- Minutes of the teleconferences were e-mailed to all SPA office professionals and uploaded to the SPA ACOP SharePoint site.
- Continued to have guest speakers from the Area Office to deliver timely information during monthly office professional teleconferences as needed.
- Implemented the SPA ACOP Helpdesk; email address office professionals can send comments and questions to and it be distributed to all SPA ACOP members.
- Started the Grammar Tip during the monthly office professional teleconferences.
- Developed a Spotlight section during each monthly office professional teleconference to highlight an employee or location in SPA.
- SPA ACOP New Employee Packet sent to new office professional at location.
- SPA ACOP continued the quarterly teleconferences.
- Maintained the SPA ACOP Charter and obtained signatures.
- Revised the Plan of Action.
- Updating SPA Office Professionals handbook.
- Updated SPA ACOP SharePoint site.
- SPA office professionals were recognized on Administrative Professional's Day.
- The SPA ACOP Brochure was added to the SPA ACOP SharePoint site.

Goals

- 1) Continue to improve our communication with the office professionals and supervisors as well as our visibility via the monthly teleconferences, group e-mails, and new employee packets.
- 2) Develop a break-out session for the next SPA Leadership Conference.

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- 3) Continue writing and distributing the ACOP “Chirp”.
- 4) Continue to improve awareness of and encourage participation in future National ACOP Conferences.
- 5) Continue to display the NACOP and SPA ACOP boards at meetings, conferences, trainings held at Area Office or locations.
- 6) Continue to recognize office professionals on Administrative Professional’s Day.
- 7) Provide advice and recommendations on Agency and SPA policies and program related to the employment, development, and advancement of office professionals.
- 8) Improve the recognition of the office profession and promote professionalism within the occupation.
- 9) Develop and present required and appropriate training for office professionals.
- 10) Maintain a network available to SPA office professionals.
- 11) Serve as Advisory Committee to the Area Director.
- 12) Develop relationships and interact with the other Area Councils.