

**NATIONAL ADVISORY COUNCIL FOR
OFFICE PROFESSIONALS**

AND

ORGANIZATIONAL SECRETARIAL ADVISORY COUNCILS

**ANNUAL REPORT
June 1, 2013 – May 31, 2014**

Prepared By

**NATIONAL ADVISORY COUNCIL FOR OFFICE PROFESSIONALS
AGRICULTURAL RESEARCH SERVICE
U.S. DEPARTMENT OF AGRICULTURE¹**



¹ The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer.

TABLE OF CONTENTS

NATIONAL ADVISORY COUNCIL FOR OFFICE PROFESSIONALS

EXECUTIVE SUMMARY	3
2013-2014 NACOP MEMBERS	5
ALUMNI OF NSAC/NACOSP/NACOP ²	6
ANNUAL MEETING, ACCOMPLISHMENTS & GOALS	7
OFFICE PROFESSIONAL OF THE YEAR RECOGNITION PROGRAM	8

ORGANIZATIONAL OFFICE PROFESSIONAL ADVISORY COUNCILS

BELTSVILLE AREA	
Members, Accomplishments & Goals	9
HEADQUARTERS	
Members, Accomplishments & Goals	10
MID SOUTH AREA	
Members, Accomplishments & Goals	14
MIDWEST AREA	
Members, Accomplishments & Goals	16
NORTH ATLANTIC AREA	
Members, Accomplishments & Goals	17
NORTHERN PLAINS AREA	
Members, Accomplishments & Goals	21
PACIFIC WEST AREA	
Members, Accomplishments & Goals	24
SOUTH ATLANTIC AREA	
Members, Accomplishments & Goals	26
SOUTHERN PLAINS AREA	
Members, Accomplishments & Goals	28

² NSAC..... National Secretarial Advisory Council1996-1999
NACOSP..... National Advisory Council for Office Support Professionals.....2000-2001
NACOP..... National Advisory Council for Office Professionals 2002-present

Executive Summary

Overview:

Training Workshop

NACOP hosted a successful training workshop for 115 office professionals (series 0303, 0318, and 0326 as nominated for attendance by their respective administrators) at the National Conference Center in Leesburg, Virginia, November 13-14, 2013. The chosen theme, “Improvise, Adapt, and Overcome,” seemed quite appropriate as the Council worked through the challenges of planning and scheduling this workshop, which was first planned for August 2013. Following survey suggestions from previous workshops, the 2013 Workshop was designed to have fewer general sessions to allow for more breakout sessions that were longer in duration. After addresses by Dr. Caird Rexroad, Jr., and Mr. Joon Park, the other general sessions covered Change (Ms. Sandy Miller-Hays), an Overview of Concur (Ms. Janelle McClintock), and an invitation to “Toot Your Own Horn” as valuable members of our Agency (Dr. Sharon Drumm). Breakout sessions that were made available covered AgLearn, Bullying – What It Is and How to Deal With It, Correspondence, Excel/SharePoint/PowerPoint, Foreign Nationals, Grants & Agreements, Portal Use, Purchasing for Non-Procurement Personnel, T&A/WebTA, Travel and Concur, and Work Life Programs.

Annual Meeting

The North Atlantic Area hosted the Annual Meeting of the National Advisory Council for Office Professionals (NACOP) in Orono, Maine, June 10-12, 2014. Dr. Bill Wolters, Center Director, graciously welcomed NACOP members to Maine and to the New England Plant, Soil and Water Laboratory in Orono. After a brief overview, he re-affirmed an invitation to host the second day of our meeting, July 11th, at the National Cold Water Marine Aquaculture Center (NCWMAC) in Franklin. While in Franklin, Dr. Wolters led a presentation about the NCWMAC research. Following the presentation, Gary Burr and Davin O’Connell assisted Dr. Wolters in patiently answering the varied questions during a tour of their facility, which houses research of salmon from egg to 5 years of age.

Per NACOP’s charter, team-building exercises are held periodically. At NACOP’s invitation, Ms. Marva Nesbit led a wonderful exercise on the first morning and assisted in welcoming two new members, Brooke Bowers (PWA, Boise, ID) and Janel Nierman (NPA, Clay Center, NE). At the request of the NAA, NACOP accepted the nomination of Brenda Holmes (Newark, DE) to serve a second, consecutive term.

When Dr. Caird Rexroad, Jr. retired, NACOP lost its sponsor and a champion of the office professionals in ARS. The Council prepared a congratulatory memo for Dr. Rexroad’s retirement book to reiterate appreciation of his support and wish him a joyous retirement. Dr. Sharon Drumm is NACOP’s new sponsor as of May 2014. We are looking forward to her input and the opportunity to work with her to meet our goals.

During the course of the meeting, the Council reviewed and updated its charter, reviewed goals and identified accomplishments from the previous year, and established goals for 2013-2014. Election of the next junior co-chair was held and other duties assigned as needed. The Council’s documents (e.g., Resource Assistance List), products (e.g., brochure), and website were reviewed for accuracy and updates. Most of these products are living documents with

ongoing maintenance. Plans for the next *NACOP Notes* were discussed as was the schedule for articles and publication. The Workshop Training Guide was reviewed and “lessons learned” from the 2013 Workshop were incorporated into the document.

A great deal of time was spent discussing how NACOP can assist during the Agency’s consolidation of areas in October 2014. Efforts were made to identify potential obstacles and suggest actions for a smooth transition. Various ideas to assist in the process were explored and resulted in a draft of a memo to the Administrator, through our Sponsor, listing the recommendations identified by NACOP.

Throughout the Year

The Council conducted monthly conference calls to work on goals and priorities. Information was shared with local councils and office professionals. *NACOP Notes* highlighted the Training Workshop and provided links from breakout sessions to help office professionals in their day-to-day duties.

All office professionals were acknowledged on Administrative Professionals Day, April 23, 2014. A message was distributed to thank them for their daily leadership and service to ARS.

NACOP’s website was maintained. Our webmaster has worked diligently to update the site according to the Department’s new guidelines.

Respectfully submitted,

Linda Parnell, Senior Co-Chair
Melissa Stiefel, Junior Co-Chair

2013-2014 NACOP Members

LINDA PARNELL, NPA, Senior Co-Chair
MELISSA STIEFEL, MWA, Junior Co-Chair
LINDA FULTON, MSA, Ex-Officio
ROSE MCINTOSH, BA, Webmaster
DARLEEN NELSON, SAA, Recorder
KATHLEEN PARKER, PWA, Outreach Committee Chair
TRUDY PINKERTON, SPA, Historian
DAWN REED, MSA, NACOP Notes Editor
BRENDA HOLMES, NAA
TANGELE TERRY, HQ
CATHY LONABERGER, OA, Technical Advisor
PATRICIA BERRY, HQ, Technical Advisor

Alumni of NSAC/NACOSP/NACOP²

- Kathy Aragon — NPA
- Maria Archer — NAL
- Diona Austill — NPA
- Brenda Aysenne — MSA
- Sandra Ball — NAL
- Barbie Ballengee — PWA
- ‡ Patricia Berry — HQ/OA,
Technical Advisor
- Prunella Branish — NAA
- Terry Brooks — NAL
- Latasha Burl-Beasley — NAL
- Sherri Buxton — MWA
- Kay Carr — SAA
- Carmela Carrick — HQ/NPS
- Clarice Fleming-Carter — AFM/HRD,
Technical Advisor
- Jan Cline — HQ
- Patty Coyle — NAA
- Joyce Craig — AFM/HQ
- Veronica Cullum Laird — PWA
- Mary Dailey — BA
- Louise Dalton — NPA
- Phyllis Davis — NAA
- Sherry Dewald — SPA
- Debra Duckworth — SAA
- Tammy Durfee Blair — PWA
- Brenda Elston — HQ/NPS
- Janet Ferst — HQ/OA
- Libby Fouse — PWA
- Drusilla Fratesi — MSA
- Rhea Fryar-Calvert — SPA
- ‡ Linda Fulton — MSA
- Sandy Groneberg — MWA
- Madeline Hall — MSA
- Nadine Hiers — BA
- Barbara Hodges — SPA
- ‡ Brenda Holmes — NAA
- Sue Hurd — NPA
- Bonnie Ingram — MWA
- Elizabeth Jackson — NAL
- Shelia Jackson — SAA
- Tiffany Jackson — HQ
- Wendy Jacobs — BA
- Marcia Jenkins — MWA
- Cody Jensen — NPA
- Brittany Jones — MWA
- Jackie Kelly-Conroy — HQ
- Diane Koch — NAA
- Olga Lee — NPA
- Heather Lewandowski — MWA
- Stephanie Lively Sullivan — NAA
- ‡ Cathy Lonaberger — OA,
Technical Advisor
- Angie Marchetti — AFM/HQ
- Elaine McGuire — BA
- ‡ Rose McIntosh — BA
- Christa Meier — PWA
- Sheila Messineo — BA
- ‡ Darleen Nelson — SAA
- Linda Neuenhahn — HQ/NPS
- ‡ Kathleen Parker — PWA
- ‡ Linda Parnell — NPA
- Olivia Pedraza — SPA
- Debra Penick — PWA
- Sharon Peterson — NPA
- ‡ Trudy Pinkerton — SPA
- Rosetta Proctor — HQ
- ‡ Dawn Reed — MSA
- Wanda Rohrer — SAA
- Iris Rosa — AFM/HQ
- Rhonda Sampson — HRD/OCIO,
Technical Advisor
- Jannette Shuford-Reeves — NAL
- Betty Sigler — NPA
- Mary Silva — NAL
- Frankee Simpson — SAA
- Joyce Smith — NAA
- Michelle Snowden — HQ/OA
- Kristen Soter — BA
- Queen Spriggs — HQ/OA
- Anne Steele — SPA
- ‡ Melissa Stiefel — MWA
- Cecelia Stortzum — HRD,
Technical Advisor
- Genevieve Swartzberg — MSA
- ‡ Tangele Terry — HQ
- Sue Thornburg — NPA
- Kathy Townson — BA
- Ruth Treat — SPA
- Toni Walls — HRD,
Technical Advisor
- Sandra Warren — MSA
- Sabrina Whitley-Ferrell — SAA
- Lori Wilson-Voss — MWA

‡ 2013-2014 NACOP Member

² NSAC.....National Secretarial Advisory Council..... 1996-1999
 NACOSP.....National Advisory Council for Office Support Professionals 2000-2001
 NACOP.....National Advisory Council for Office Professionals.....2002-present

National Advisory Council for Office Professionals (NACOP)

Annual Meeting

Date: June 10-12, 2014
Location: Orono & Franklin (6/11), Maine
Host: North Atlantic Area

2013-2014 Accomplishments

- Identified all Office Professionals from the Business Service Centers (BSC) and defined how to support them (geographically or included as one group under AFM) in order for them to be included in our activities – including training.
- Encouraged participation in both the local and national councils through use of our display board at the 2013 Training Workshop.
- Created an SOP guide for NACOP’s annual meetings. Document was placed on the NACOP SharePoint site.
- Updated resource assistance list and historical scrapbook as ongoing projects; included updates from attendees of the 2013 Training Workshop.
- Continued to promote awareness by providing NACOP members with support and resources to take back to local councils. Also by distribution of *NACOP Notes* and individual participation in member’s local councils.
- Planned and hosted a successful training workshop (November 13-14, 2013) despite obstacles (including initial denial, a successful appeal, and a Government shutdown).
- Demonstrated local council support by making a request to Administration to include NACOP as a resource for beta testing new systems to be implemented in the Agency, which was submitted as a suggestion by the NPACOP. This was successful with the response from Paul Gibson, as well as a positive response from local councils to participate. Requests for Portal testing, CONCUR, and ARMPS were extended to the Council and accepted.
- Created a “Lessons Learned” document from the 2013 Training Workshop evaluations, as well as personal observations, to be an aid in planning future training workshops. Document is on the NACOP SharePoint site.

2014-2015 Goals

- Update resource assistance list and historical scrapbook (maintain as an ongoing project).
- Promote awareness by providing NACOP members with support and resources to take back to local councils (maintain as an ongoing project).
- Update the display board and the tri-fold brochure to reflect consolidation changes beginning October 2014.
- Update Training Workshop guide.
- Request that our Sponsor remind the leadership to be cognizant of the impact of the Area consolidation on the Office Professionals and have them included in leadership meetings.
- NACOP council members will discuss the consolidation and make suggestions on how the local councils should unite.
- NACOP will draft a communication recommending the Area Directors include the Technical Advisors (NACOP members) in discussions concerning the consolidation of the affected local Councils (cc to be sent to Sponsor and Administrator).

Office Professional of the Year Recognition Program

2013 ARS Office Professional of the Year

Biennial Award; not awarded during this reporting year.

Beltsville Area

Not awarded during this reporting year.

Headquarters

Not awarded during this reporting year.

Mid South Area

Lynda Taylor, Program Assistant (Office Automation)
Biological Control of Pests Research Unit
Stoneville, MS

Midwest Area

Not awarded during this reporting year.

North Atlantic Area

Not awarded during this reporting year.

Northern Plains Area

Not awarded during this reporting year.

Pacific West Area

Not awarded during this reporting year.

South Atlantic Area

Not awarded during this reporting year.

Southern Plains Area

Not awarded during this reporting year.

Beltsville Area (BA) — BAASAC

Current Members

Rose McIntosh, BARC, EMSFL (NACOP Technical Advisor)
Mary Dailey, BARC, MPPL
Catherine Parsons, BARC, FQL (Senior Co-Chair)
Linda Reynolds, BHNRC, Institute Office
Emely Shuck, BARC, Center Office
Gloria James, BA Office
Roslyn Williams, USNA, GU
Akia Samuda, BARC, IIBBL



2014 Accomplishments

- 2014 Office Professional Presentation held on February 28, 2014 – Overview on Orientation, ID Badge and Fingerprint processing, Security and WebT&A.
- Recruitment of Akia Samuda as a member of local council.
- Setup up a local resource list so that new and current PSA have a contacts that they use when they need help in processing the many assignments we have. Created with volunteers that were considered “subject matter experts” in areas.

2014 Goals

- SharePoint training for all employees, including RL’s and SY’s. Provide hands-on training and use computer room at GWCC in July, August or September.
- Keep current with BAASAC Website, SharePoint, the charter, and resources list.
- Meet with Travel Specialist of the Eastern Business Service Center to discuss some questions/issues with travel submissions.
- Other future Training: To be determined.

2014-2015 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

2014 Beltsville Area Office Support Professional of the Year

Information has not been shared as of yet.

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 those 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.

Michelle Swann – Chairperson
Yvonne Alestock – Co-Chairperson
Kisha Shelton – Recorder & Newsletter Editor
Membership – Vacant
Paula McEvoy – Publicity Chairperson
Glendora Stevens – Web Master
Tangele (Tee) Terry – NACOP Technical Advisor

Michelle Swann - Administrative Management Assistant, AFM/DAAF

- 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 obtain 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.

Yvonne Alestock - Office Automation Assistant, NCRBSC, HR

- Serve as backup and support to the Chairperson
- Presided 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
- Reserve conference room for meetings

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 has been 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 updated and functioning.
- Coordinated with the Membership Chairperson to ensure the e-mail address list for administrative professionals (Series 318, 326, and 303) is updated.

Membership Chairperson/Open

- 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 professional and notified board members that contact was made.
- Requested volunteers for new council board members when a HACAP member resigns.

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.

Tangele Terry {Tee}, Administrative Management Assistant HQS - Advisor

- Ensured all Council meetings are conducted in accordance with the established charter and that appropriate issues are 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 Wednesday, April 23, 2014, HACAP observed Administrative Professionals Day (APD) the theme titled “**Navigating Through Change**”. APD was held at GWCC in the back of the cafeteria. Refreshments were provided by Chief of Staff of the Office of the Administrator, Sharon Drumm, who also introduced our new Administrator Dr. Chavonda Jacobs-Young who spoke on *Adapting to Change*.

Our other guest speakers included:

- Sabrina Brown, Contract Specialist who spoke on guidelines for credit card holders
- Paul Gibson, Chief Information Officer who spoke on updates in the OCIO Division

In addition, we had several department heads come by and offer congratulations to us on a job well done, such as: Joon Park, Deputy Administrator AFM; Lisa Baldus, Associate Deputy Administrator AFM; Bob Magill, Chief Financial Officer; and Wendy Jones, Deputy Director of NCRBSC.

This day was received with outstanding commentaries regarding the success of the Administrative Professional Day.

On Wednesday, March 6, 2014, HACAP Board set up a table in lobby. We asked the office professionals to place their name in the bowl for a drawing later in the day. We also gave out information regarding HACAP.

The HACAP Board meets the 3rd Thursday in the month. Michelle Swann, Administrative Management Assistant, AFM/DAAFAM has agreed to become chair.

Goals

- To continue to provide training and information to all administrative professionals such as our new travel system Concur, Portal, refresher training on IDP, and correspondence training.
- To update the HACAP Website.
- To continue to try to get more people involved in HACAP (by updating the Share Point 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) — MSACOP

Current Members

Brenda Aysenne, Senior Chair, Houma, LA
Wendy Smith, Junior Chair, Stoneville, MS
Tammy Dorman, Ex-Officio Member, Auburn, AL
Valerie Reed, Recorder, New Orleans, LA
Donna Signa, Stoneville, MS
Trinia Bax, New Orleans, LA
Cathy Warren, Stoneville, MS
Dawn Reed, Technical Advisor, SRRC – New Orleans, LA
Ann McGee, Western Business Service Center Representative, Stoneville, MS
Drusilla Fratesi, Area Office Representative, Stoneville, MS
Archie Tucker, MSACOP Sponsor, Assistant Area Director, Stoneville, MS



Accomplishments for June 2012 to May 2013

The Mid South Area Council for Office Professionals (MSACOP) held its annual meeting at the National Biological Control Laboratory (NBCL), Stoneville, Mississippi on May 13-14, 2014. The charter was revised and approved by all council members. New goals were established for the upcoming 2014 – 2015 year.

Specific goals and related accomplishments for the year included:

- Two vacancies (Trinia Bax and Cathy Warren) were filled for the term beginning June 1, 2013.
- Conference calls were conducted throughout the year to work on goals and priorities.
- An updated MSACOP informational brochure was distributed to each location for display.
- News Notes were distributed to OPs twice during the year.
- Continued recognition of office professionals. Each month a different office professional was “tagged” by the previous month’s highlighted office professional and introduced through an email that highlighted information such as training, family, and/or hobbies. This provided an opportunity for OPs in the Mid South Area to get to know and recognize one another.
- A Western Business Service Center contact list and a Mid South Area reference list were created and distributed.
- An ARS 115 guide was prepared and shared on the MSACOP website.
- OPs were introduced to Microsoft Lync and encouraged to use it as a tool for improving communication and for sharing information.
- The training committee provided DVDs to OPs at its annual meeting to introduce the “Step Up” training program.

Goals set for June 2014 to May 2015

1. Continue to offer training to meet OP needs.
2. Continue recognition of OPs and promote visibility of the council.
3. Develop an agreements guide.
4. If reorganization of the Area Offices is approved, work to combine the councils from the two Areas.
5. Explore options to hold a training workshop for all office professionals in 2015.

2014 MSACOP Office Professional of the Year

Lynda Taylor, Program Assistant (Office Automation)
Biological Control of Pests Research Unit
Stoneville, MS

Midwest Area (MWA) — MWACOP

Current Members

Marci Bushman, Senior Co-Chair

Lori Burma, Junior Co-Chair

Janeen Polen

Deborah Schaefer

Robin Brewster

Vicki Jones

Beth Burmeister

Melissa Stiefel, Technical Advisor and NACOP Representative

Sherri Buxton, Technical Advisor

Heather Lewandowski, Ex-Officio



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. Training is provided to the new clerical employees by utilizing the Web Conference tool. The training covers all aspects of what the new Secretary/Program Support Assistant may deal with in their positions.

Goals

- Although new goals will be established by the new council, some previous goals will be maintained:
 - Continue to update the MWACOP website.
 - Provide resources to mentors to better serve mentees.
 - Distribute News Notes throughout the year.
 - Organize a MWA PSA/Secretary Meeting for July 2014

North Atlantic Area (NAA) — NAACOP

Current Members

Dr. Dariusz Swietlik, Area Director North Atlantic Area, Wyndmoor, Pennsylvania - **Sponsor**

Brenda Holmes, Program Support Assistant, Beneficial Insect Introduction Research Unit, Newark, Delaware – **Acting Technical Advisor**

Joanne Murphy, Program Support Assistant, Eastern Regional Research Center, Wyndmoor, Pennsylvania - **Senior Co-Chair**

Melody Scheffler, Program Support Assistant, Robert W. Holly Center, Ithaca, New York – **News Editor**

Rebecca Crawford, Secretary, OA, National Center for Cool, Cold Water Aquaculture, Kearneysville, West Virginia - **Historian**

Tiffany Fisk, Program Support Assistant, Plant Genetic Resources and Grape Genetic Research, Geneva, New York & National Cold Water Marine Aquaculture Center, Franklin, Maine – **Recorder**

Newest Council Member: Allison Kay Mowery, Program Support Assistant, Pasture System and Watershed Management Research Unit, University Park, Pennsylvania – **Webmaster**

The NAA Advisory Council strives to improve the working conditions while enhancing the professional image of office professionals at NAA ARS. Each location within NAA nominated and selected a Representative to be a member of this Council. In addition, to assure the concerns of office professionals in NAA are addressed at the highest level, ARS NAA Area Director Dr. Dariusz M. Swietlik was brought onboard as a non-voting member, and his support within the NAA Advisory Council has been invaluable.

NAACOP has a representative on the National Advisory Council for Office Professionals (NACOP), Mrs. Brenda R. Holmes.

Mission and Goal

The mission of the North Atlantic Area Council of Office Professionals (NAACOP) is to work with the Area Director/Sponsor and Location management in an advisory capacity on new initiatives that impact office support professionals. The council will strive to enhance the profession through improved communication, training, and mentoring and providing avenues of recognition for these efforts. NAACOP also provides input and serves as liaison to the NAA representative to the National Advisory Council for Office Professionals (NACOP) on these matters.

Our goal is to ensure that the North Atlantic Area (NAACOP) is working to meet the future program and administrative needs of the Area Offices and the Agency as a whole by providing a platform of guidance for skilled office professionals through mentoring, accurate resources, training and creating an open atmosphere of trust and respect.

Vision

Our vision is that Office Support Professionals function as an integral part of the team through shared knowledge and experience, thus providing a valuable resource in support of Area locations and Agency missions. We also envision that job satisfaction is heightened through improved job performance, training, positive communication and networking.

Accomplishments

- **February 2013 - Present:** The NAA Council began and continues to hold monthly teleconference calls where all Program Support Assistants, Secretaries and Office Automation Assistants are invited to attend. This is a forum where they discuss current issues and share ideas of best practices and experiences for administrative processes.
- **December 9 through 11, 2013:** The NAA Council held their second Annual Meeting at the USDA-ARS-NAA R.W. Holley Center, 538 Tower Road Ithaca, New York. Continuing to make strides in reestablishing our Local NAACOP Advisory Council, members worked together as a strong group in meeting the future administrative needs of the North Atlantic Area and providing a support network for all Office Professionals in NAA. The progress made thus far has been enthusiastically received. During our meeting the Council reviewed and updated the Charter while also establishing future goals for the coming year. In addition, council members focused on our new website by adding Site Publisher as another helpful link resource. Other accomplishments include:
- **December 2013:** Recruitment of new Council member. **Allison Kay Mowery**, Program Support Assistant from University Park, Pennsylvania. Allison has a 21 year tenure with the federal government. She started her career as a temporary Office Automation Clerk with USDA-SCS now (NRCS) in Bloomsburg, PA. Allison and her family moved to the State College, PA, area in 1997 and she continued working with NRCS. In 2001 she transferred to the ARS University Park office. Allison's commitment to serve on the council, coupled with her expertise and talents are welcomed assets for the NAACOP team.
- **December 2013:** The North Atlantic Area Council of Office Professionals approved and signed a new Charter dated December 11, 2013. In addition, **Dr. Dariusz Swietlik, Area Director / Sponsor** signed, and approved it on January 27, 2014.
- **December 2013:** The NAACOP Web site was established 2012 by the current Council Members. In December 2013 **Allison Mowery**, took the role and responsibility as the new Webmaster which continues as an up-to-date informative site to assist the NAA Office Professionals by enhancing skills and abilities with the Agency's processes and programs. <http://www.ars.usda.gov/Services/docs.htm?docid=22807>
- **January 2014:** The local NAA Council members appointed a New Sponsor to the NAA Local Representative Advisory Council of Office Professionals. Dr. Dariusz Swietlik, Area Director NAA - Sponsor. Nomination was accepted as the Sponsor to the North Atlantic Area Council of Office Professionals "**I am honored to accept your nomination signed by Dr. Dariusz Swietlik, Area Directory**".
- **February 2014:** "The NAACOP Reporter" distributed its Second Annual issue to all NAA Office Professionals. Council was very pleased to have this as another venue to

communicate within the Office Professional circle. The “Reporter” highlighted some of the accomplishments of our first year and we are proud to have been afforded opportunities to intercede on behalf of all Office Professionals in the North Atlantic Area. Council included correspondence addressed to all Office Professionals, that their inputs and comments are sought for future editions of the “Reporter.” In addition, the Council reiterated that we are committed to the enhancement of the Office Professional position through open communication

- **April 2014:** the NAACOP Council recognized all NAA ARS Office Professionals with a Thank you and Happy Administrative Professionals Week memorandum from our Area Director, Dr. Swietlik. NAACOP included this memorandum in distribution of a book called “The Elements of Style.” The memorandum directly sighted the hard work and dedication and his personal Thank You to all of the NAA Office Professionals. In it, he said: “The last, three years have been exceptionally challenging but despite all the difficulties you performed admirably! I wish you all many more successes in the professionals endeavors, and good health and prosperity to you and your family. I also would like to thank the NAA Council of Office Professionals for taking the initiative to purchase the reference book called "The Elements of Style" and distribute its copies to all the NAA Office Professionals. I hope that all the recipients will find the book useful in their work.” Positive feedback from Office Professionals was received.
- **April 2014:** NAACOP Representatives and Sponsor solidify their commitment to recognition program goals in the FY 2014 Awards Program. The Council along with our sponsor worked closely together to identify and nominate Office Professionals for the newly founded “Location and Administrative Staff Award.” This award recognizes the outstanding achievements and creative efforts of ARS location and administrative support personnel. The names of the Area winners will then be submitted to the Performance and Award Staff to participate in the ARS wide competition. The winners of the Agency programs will be formally recognized at the Agency’s annual awards ceremony in September 2014.

Note: Permanent Technical Advisor: Diane Koch, Executive Assistant USDA ARS North Atlantic Area, retired from ARS after 42 years of federal service on October 3, 2013.

Goals

Although new goals for 2013 - 2014 were established by the current council, some previous goals will be maintained and are ongoing.

- NAA Council members continue to hold conference calls on the third week of every month.
- Office Professional conference calls are held with all NAA Office professionals (Secretaries, Program Support Assistants and Office Automated Assistants) in the North Atlantic Area on the fourth Thursday of every month.
- Welcome packet and guide for new hires (on going).
- Updating NAACOP SharePoint site.
- Created a Logo “Making an Impact Together” pending official approval.

- Planning Webinar(s) (ongoing research).
- Create Survey: What do you want/need from your Council? (First Survey sent out on 5/27/2014 to all NAA Office Professionals).
- Youtube video, is to offer training to meet the Office Professionals needs (ongoing research).
- Created NAACOP Brochure (draft in place).
- NAACOP Display – in the process of developing.
- USDA ARS Pathways Program, Adopt and create mentorship program to build working relationships between Office Professionals and experienced employees.

Northern Plains Area (NPA) — NPACOP

Current Members

Amber Whittaker, Logan, UT – Chair/Acting Media PR
Barbara McGraw, Fort Collins, CO – Acting Ex-Officio
Member

Olga Lee, Fort Collins, CO – Ex-Officio Member
Diona Austill, Miles City, MT – Welcome Packet
Coordinator

Nikki Herrera, Lincoln, NE – Recorder
Linda Parnell, Clay Center, NE - Technical Advisor
Nikki Herrera, Lincoln, NE – Recorder
Tawanna Ross, Manhattan, KS - Webmaster



Accomplishments

- The Resource Assistance List was updated with new categories and points of contact. This listing of Office Professionals, who voluntarily serve as resources to other Office Professionals in specialized areas, is included in the Welcome Packet and is available to everyone on our Webpage.
- Provided NACOP with information for their quarterly newsletter.
- Revised the informational NPACOP brochure.
- Maintained the NPACOP website on the ARS website using Site Publisher.
- Assigned NPACOP Quick Reference Guide Chapters 1-30 for review/updates.
- Continued the Office Professional Mentoring Program; two new Office Professionals were assigned mentors.
- The NPACOP met in November 2013. Two council members, Jaime Gerdes and Janel Nierman finished their terms on the council and were replaced by Nikki Herrera and Diona Austill. Carol Durlinger received a new position within ARS and departed the committee.
 - Linda Parnell continued her role as the NACOP Technical Advisor, Tawanna Ross assumed the webmaster duties. Amber Whittaker assumed the Media/PR duties and Barbara McGraw is acting in the Ex-Officio position until a new hire is determined. Diona Austill assumed the Welcome Packet Coordinator duties, Nikki Herrera assumed the Recorder duties, and Amber Whittaker resumed her role as the Chairperson. Olga Lee continued as Ex-Officio.
- Distributed Welcome Packets and made follow-up welcome calls to two new NPA Office Professionals.
- Revised and signed the NPACOP charter.
- Reviewed and revised NPACOP goals and action items.

- Distributed two “Tidbits from your NPACOP” to Office Professionals Area-wide via email distribution.
- Completed survey of Area-wide Office Professionals to determine the needs of those we serve.
- Promoted NPA Training Scholarship Program for Office Professionals. One scholarship was awarded totaling \$1,530.00.
- Emailed a thank you to all NPA Office Professionals to celebrate Administrative Professionals’ Day, included a history of the event.
- Attended the NACOP Training Workshop prior to our annual meeting in an effort to continue as experts in the field and serve as points of contact for NPA Office Professionals. Discussed lessons learned from workshop with NACOP advisor.
- Posted meeting summaries on NPACOP website and provided a contact link for ideas or areas they would like to see addressed in our meetings.
- Received approval from the Agency for Area Office Councils to beta test new software systems that Office Professionals will use prior to implementation. Sent (2) NPACOP members to CGE FATA Training (Concur) to ensure we have experts in the field to help with implementation at the Unit/Center levels.
- Worked with ADO to mitigate communication issues at the MU/CD levels.

Goals

- Continue to 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.
- Complete follow-up survey of NPA Office Professionals regarding specific needs for training and/or resources.
- Develop proposal for and implement the NPA Vacancy Assistance Program to provide temporary assistance with Office Professional vacancies area-wide. Market plan to CDs, LCs, RLs and AOs during quarterly conference call. Send out volunteer form applications to all Office Professionals.
- Promote and continue NPA Vacancy Assistance Program, revise as needed to meet mission requirements.
- Continue mentorship program and revise as necessary.
- Address requirements and requests from NACOP.
- Provide NACOP with information for their semi-annual newsletter.
- The PR member will submit quarterly “Tidbits from your NPACOP” to all Office Professionals through e-mail.

- Promote the use of the upcoming 2014 ARS Correspondence Manual through training, Leadership Conference, New SY/Office Professional/AO Orientation, and “Tidbits from your NPACOP.”
- Promote NPA Training Scholarship Program for Office Professionals.
- Post meeting summaries on website and provide a contact link for any ideas or areas they would like to see addressed in these meetings.
- Continue revamping and simplifying our website under the new USDA guidelines.
- Tailor our Quick Reference Guide in conjunction with current Agency Policy and Procedures
- Develop “Best Practices” for the following administrative processes Area-wide: Travel, Procurement, 115 processing.
- Plan and implement Office Professional periodic trainings and Q/A sessions via teleconference and/or webinars including: CONCUR, Vacancy Assistant Program, Web TA, Procurement, and 115 processing to encourage regional communication among locations.
- Add communication discussion to all NPACOP meetings to bring communication gaps to the ADO’s attention.

Secretary of the Year

- This award is presented biannually; nomination packets have been submitted and the awardee will be announced soon.

Pacific West Area (PWA)



This Report has been prepared to annotate to the Goals and Accomplishments of the PWA Office Support Advisory Council (OSAC) meetings.

Council Members

Cheryl Borg	Senior Co-chair
Robert Powell	Junior Co-chair
Kathleen Parker	NACOP Technical Advisor
Brooke Bowers	NACOP Technical Advisor (<i>effective June 1, 2014</i>)
Anita Robles	Information/Reference Guide Coordinator
Rebecca Sloop	Information/Reference Guide Coordinator
Christopher Carter	Webpage Coordinator
Shawna Vogl	Webpage Coordinator
Vickie Lutes	Recorder

Mission Statement

The mission of the Council is to provide tools to ensure that the Pacific West Area has highly skilled office support staff to meet the research goals of the agency.

2013-2014 Goals

- Develop and expand the base of human capital available to the OSAC council, and attract new and enthusiastic members through enhanced strategies.
- Review and update the PWA OSAC Charter referencing the NACOP Charter as appropriate.
- Increase awareness of PWA OSAC activities and resources by developing marketing materials.
- Identify the best communication channels (newsletter, website, etc) and initiate periodic distribution on news and information to assist office support personnel in the workplace.
- Continue development of the PWA OSAC website to enhance the skills and abilities of office support personnel by providing up-to-date information on current agency processes and programs.
- Continue progress on revising and updating the reference guide.
- Recognize PWA office professionals on Administrative Professionals Day.
- Identify existing courses and create new web-based training opportunities for ARS office support professionals.

Accomplishments

- Updated recruiting materials and conducted successful outreach for new members.
- Recruited three new members who were subsequently appointed by the Area Director.
- Reviewed, updated and signed Charter for the year 2013/14.

- Increased awareness of PWA OSAC activities and resources by developing marketing materials in the form of an updated OSAC Mentor List and quarterly OSAC Team letters.
- Continued development on the PWA OSAC website, completed updated mentor list, current member bios, and 2nd Quarter OSAC Team Letter.
- Continued progress on revising and updating the reference guide located on the PWA OSAC website.
- Recognized PWA Office Professionals on Administrative Professionals Day with email and inspirational calendar.
- Council members met via telephone conference call on a regular basis.
- Provided superior mentoring and advice to Pacific West Area office support professionals, utilizing the collective experience and skills of OSAC members.
- The council continues to pride itself in welcoming new office support professionals to the PWA and providing guidance via multiple channels and networks.

2014-2015 Goals

- Review/update the charter for 2014-2015 and get signatures.
- Create new OSAC logo for internal use.
- Continue development of the PWA OSAC website to enhance the skills and abilities of office support personnel by providing up-to-date information on current agency processes and programs.
- Continue progress on revising and updating the reference guide.
- Work on 3rd quarter Team letter.
- Recognize PWA office professionals on Administrative Professionals Day.

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.



Council Members for 2014/2015

Beverly Hill – Chair

Tyson McCoy – Co-Chair

Vacant – Webmaster

Cassandra Mitchell – Recorder

Sheila Jackson – Newsletter Editor

Vacant – Historian

Darleen Nelson – NACOP Technical Advisor

Joyce Paist – Ex-officio

Dr. Deborah Brennan – Executive Advisor (Sponsor)

2013 Accomplishments

- Held Election of Officers via annual meeting conference call
- Updated, reviewed and signed 2014 Charter
- Updated and distributed a new Task Calendar (Publisher Program)
- 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
- Created and distributed Area Contact List
- Lunch totes were given to all Office Professionals for Office Professional Day
- Office Professionals were able to attend the NACOP Workshop held in VA
- Council sent 15 lunch totes as gifts for the NACOP Workshop
- Assisted the Area Office for the South Atlantic Leadership Workshop held in Charleston, SC
- Conducted spot mentoring/coaching to employees during the year
- Revised Brochure to include new member positions

- Created and maintained SAA ACOP Sharepoint site for SAA Office Professionals
- Revised Partnership in Excellence document
- Began preparation of training offering
- Filled open positions on Council

2014 Goals

- Revise & distribute Welcome Packages to new hires
- Revise and distribute Resource Assistant List
- Fill current and upcoming vacancies to Council
- Revise Charter
- Conduct Monthly Conference Calls
- Hold Annual Meeting
- Prepare and distribute Semi-Annual Newsletter
- Update and distribute Task Calendar for upcoming year
- Increase visibility of Council
- Work on emphasizing Mentor program to SAA Office Professionals
- Distribute item for Office Professional's Day
- Fill IT vacancy
- Fill open vacancies on Council
- Have Sharepoint available for FAQs and templates

Southern Plains Area (SPA)

Current Members

The SPA Council has essentially not functioned since the end of FY12. The core group of SPA OPs established in 2013 continued to meet and discuss needs of the OPs throughout the area. Once the OPs have a strong network, it will be possible to identify issues that need to be addressed, as well as recurring activities that are best facilitated by a formal Area Council.

Accomplishments

- An OP Workshop was held concurrently with the New SY Workshop.
- Developed a SharePoint site where the latest information can be posted for use among SPA OPs.
- Disseminated information from NACOP to all SPA OPs.

Goals

- 1) Continue to improve our communication with the office professionals and strengthen a networking system available to SPA OPs.
- 2) Develop relationships and interact with the other Area Councils.
- 3) Continue to improve awareness of and encourage participation in future National ACOP Conferences.
- 4) Provide advice and recommendations on Agency and SPA policies and programs related to the employment, development, and advancement of office professionals.
- 5) Will advise the Area Director on issues as the need arises.