

**NATIONAL ADVISORY COUNCIL  
FOR OFFICE PROFESSIONALS**

**AND**

**ORGANIZATIONAL SECRETARIAL ADVISORY COUNCILS**

**ANNUAL REPORT – June 1, 2009- May 31, 2010**

**Prepared By**

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



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## Executive Summary

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### **Overview:**

The Council was hosted by the Mid South Area in Auburn, Alabama, the week of June 14-18, 2010. Council members were welcomed by Dr. Phil Klesius and given a tour of the Aquatic Animal Health Research Laboratory and the National Soil Dynamics Research Laboratory Research Stations.

The Council Charter was reviewed and updated. The Council established goals for the coming year.

The Council concentrated on planning for the 2010 NACOP Training Workshop to be held in Norman, Oklahoma, August 18-19, 2010.

The Council conducted monthly conference calls to work on goals and priorities. Information was shared with local councils and office professionals through NACOP Notes and the Website.

Respectfully submitted,

Diona Austill, Senior Co-Chair  
Sandy Groneberg, Junior Co-Chair

**Members of the 2009-2010 National Advisory Council for Office  
Professionals**

**Diona Austill, NPA, Senior Co-Chair  
Sandy Groneberg, MWA Junior Co-Chair  
Drusilla Fratesi, MSA, Ex-Officio  
Cathy Lonaberger, OA, Technical Advisor  
Rhonda Sampson, OCIO, Technical Advisor  
Jackie Kelly, HQ, Newsletter  
LaTasha Burl, NAL, Webmaster  
Diane Koch, NAA  
Sherry Dewald (filled in this spring by Barbara Hodges), SPA  
Mary Dailey, BA  
Wanda Rohrer, SAA  
Christa Meier, PWA  
Heather Lewandowski, MWA, Special Committee Member for Training  
Workshop Planning**

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

**KATHY ARAGON, NPA  
MARIA ARCHER, NAL  
BRENDA AYSENNE, MSA  
BARBIE BALLENGEE, PWA  
SANDRA BALL, 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  
RHEA FRYAR-CALVERT, SPA  
MADELINE HALL, MSA  
NADINE HEIRS, BA  
TERRY HENRICHS, NAL  
BARBARA HODGES, SPA  
SUE HURD, NPA  
BONNIE INGRAM, MWA  
MARCIA JENKINS, MWA  
CODY JENSEN, NPA  
VERONICA LAIRD, PWA  
OLGA LEE, NPA  
HEATHER LEWANDOWSKI, MWA**

**ANGIE MARCHETTI, HQ  
ELAINE, MCGUIRE, BA  
SHEILA MESSINEO, BA  
LINDA NEUENHAHN, HQ  
OLIVIA PEDRAZA, SPA  
ROSETTA PROCTOR, HQ  
JANNETTE SHUFORD-REEVES, NAL  
BETTY SIGLER, NPA  
MARY SILVA, NAL  
FRANKEE SIMPSON, SAA  
JOYCE SMITH, NAA  
MICHELLE SNOWDEN, HQ  
KRISTEN SOTER, BA  
QUEEN SPRIGGS, HQ  
ANNE 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 14-18, 2010  
**Location:** Auburn, Alabama  
**Host:** Mid South Area

### **FY-09/10 ACCOMPLISHMENTS**

- Useful and informative documents from Area councils were highlighted in NACOP Notes.
- NACOP exhibit was displayed at SPA leadership conference in Dallas, Texas. NACOP brochure was updated at the 2009 annual meeting in Miami, Florida, and distributed to local councils.
- NACOP annual meeting minutes were provided to Sponsor and Administrator.
- Updates have been made to NACOP web site and historical record.
- A committee was formed to review and update the Resource Assistance list including topics and subject matter experts.
- Cost comparison and proposal for training workshop was approved by Dr. Knipling, Dr. Jahn, and OSEC in 2010. Planning and preparations are underway.
- Shared information regarding local council operations. Topics included structure, terms of appointment, recruitment of members, and degree of council support from Area Directors.
- Prepared a letter to NACOP Sponsor on concerns of local council support and participation.
- Timely preparation of annual reports was discussed. Annual reports will now run from June 1 to May 31 in order to be finalized at annual meeting. The charter was revised to reflect this change.
- Recognized Anne Steele, original task force member, on the occasion of her retirement with a letter from NACOP.

## **FY-10/11 GOALS**

- Keep all office professionals informed of new web site links.
- Increase awareness of NACOP through use of displays and brochures.
- Investigate relocating web site to Site Publisher for more efficient updating.
- Continue to review and update web site, resource assistance list, brochure, and historical record as necessary.
- Plan and implement a dynamic training workshop for office professionals.
- Prepare special edition of NACOP Notes to promote training workshop and indicate support from the Administrator.
- Evaluate training workshop and develop planning guide for future workshops.
- Provide NACOP members with support and resources to take back to local councils to encourage participation.
- Inform sponsor of local council issues.

## **SECRETARIAL RECOGNITION PROGRAM**

### **2009 ARS Secretary of the Year:**

Nina Ahmad, Office Automation Assistant at the National Agricultural Library (NAL) in Beltsville, MD

### **Mid South Area:**

GS-06 and above

Telecia Burton, Program Assistant

Water Quality & Ecology Research Unit, Oxford, MS

GS-05 and below

Peggy Tubertini, Office Automation Assistant

Natural Products Utilization Research Unit, Oxford, MS

### **Midwest Area:**

Kim Meyers, Program Support Assistant

Vegetable Crops Research Unit, Madison, Wisconsin

### **South Atlantic Area:**

Shelia Jackson, Program Support Assistant

Bacterial Epidemiology and Antimicrobial Resistance Research Unit, Athens, GA

## **Area: The Beltsville Area** **Administrative Support Advisory** **Council (BAASAC)**



### **Current Members:**

Catherine Senior Co-Chair (replaced Linda Nix), Mary Daily NACOP representative, Cynthia Reed, Dallas Rood, Amy Hopkins, Wanda Mallory, Linda Reynolds, Kathy Sciannella, and Melissa Seibert.  
Two Junior Co-Chairs stepped down (Kisha Shelton and Stephanie Lahocki).

### **Accomplishments:**

We have accomplished 2 newsletters (the BAASAC Basics Newsletter spearheaded by Kimberlee Watson and Amy Hopkins). We have had monthly meetings on training for present and future, identifying and coordinating training within the Beltsville Area, updating the charter, implementing and maintaining a new and useful Council website, mentoring newly-hired office support personnel, and organizing an annual workshop for administrative support personnel. We now have a BAASAC SharePoint site. BAASAC members have access to the BAASAC SharePoint site which will be used to enter PowerPoint presentations of BAASAC trainings, Newsletters, Resource Assistant List (working on a new list), Flyers, and et cetera.

**September 23, 2009 *New Performance and Standards Procedures:*** The Beltsville Area Administrative Support Advisory Council (BAASAC) partnered with the Human Resources Division, Performance & Award Staff, to host training on changes to the performance appraisal process and standards system. Presentation included employee recognition (monetary and non-monetary). It had been several years the office supports had training in performance and standards. The office supports suggested training before the evaluations and new standards took place.

### **April 21, 2010 *Integrated Acquisition System (IAS)***

In support of Administrative Professionals, the Beltsville Area Administrative Support Advisory Council (BAASAC) partnered with the Acquisition and Property Division (APD) to host training on IAS. Angelia G. Fleming Loggie, Acquisition Program Manager, ARS, AFM, REE IAS Agency Lead and Katrina Washington, Administrative Office, Beltsville Area presented the training. Some of topics included:

- Policies and Procedures
- How to Enter and Receive a Requisition
- The Correct Documentation
- How to Enter Accounts
- IAS Payments
- Error Messages/How to Fix the Error
- What to do if the Invoice is Missing Information
- FMMI
- Prompt Payment
- Submitting Invoices to NFC

## **Area: Headquarters Advisory Council for Administrative Professionals (HACAP)**



### **Current Members**

Claudette Shields – Chairperson  
Cozette Talib – Co-Chairperson/Membership Chairperson  
Salma Malik – Webmaster  
Heather Lee  
Crystal Lewis  
Tiffany Jackson  
Stephanie Young  
Paula Reed  
Glendora Stevens  
Aileen O’Hara  
Kim Melton  
Jackie Kelly – NACOP Technical Advisor

HACAP represents everyone in the GS-318, GS-326, and GS-303 series from the following areas: Office of the Administrator which includes: 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; Legislative Office; and Administrative and Financial Management (AFM).

All administrative professionals in those series are invited and encourage to attend all meetings and events sponsored by HACAP.

HACAP has a representative on the National Advisory Council for Office Professionals (NACOP).

### **Accomplishments**

HACAP was reestablished in 2006. We revised the charter, changed the name, and increased the membership.

Accomplishments include:

- Surveyed administrative professionals to determine how HACAP could be of help, i.e., training needs, and to discover what would make them want to participate.
- Sponsored two Resume/KSA Trainings and added Accomplishment Training to the second Seminar.

- Participated in a meeting with individuals that wanted to start an “Administrative Council” at Animal and Plant Health Inspection Service (APHIS). This meeting resulted in sponsoring an All Hands “Internal Interview Seminar.”
- Updated our website and place a SharePoint link.
- Participated in a CFC Food day, earning \$92 in a bake sale. (See Attached Letter)
- Brought to the attention of management the need for specific training.

Since our last report, we have been working with the Membership Chairperson, making personal visits to new and existing employees, inviting them to sit in on our board meetings, and encouraging them to give input. This has resulted in some new and previous members rejoining us. As a product of this collaboration, we have had Three-All Hands Workshops/Seminars with all administrative professionals in AFM and Headquarters starting with the “Everything you wanted to know about an internal interview, but were afraid to ask,” training seminar. This involved the interview process in eight segments. We invited several supervisors and directors to participate as a mock interview panel, and then ended the seminar with a question and answer session. Even the electronic version of the seminar was made available to those who were unable to attend. The second seminar, was entitled “KSA’s, Resumes, Accomplishments...Oh MY!!” Interestingly, this title was the suggestion of a young person who attended our meeting during “Bring Your Children to Work Day.” With the accomplishment piece of the training and hands-on training using your resume on USAjobs.gov, we are assisting our members to reach out for future opportunities.

### **Goals**

- Continue to provide training and information to all administrative professionals.
- Update the SharePoint HACAP site.
- Continue to try to get more people involved in HACAP (By updating the SharePoint; 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 CGC and Feds Feed Families. To work toward establishing a mentoring program for all administrative professionals.
- Support NACOP as needed with their tentatively scheduled conference.
- Elect new officers and recruit new members.

HACAP will continue its objective 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. We will encourage on-going communication among administrative professionals, NACOP, and the administration, and advise the Office of the Administrator and Deputy Administrator, AFM, on matters relating to development, advancement, and recognition of Headquarters office support personnel.

## **Area: Mid South Area (MSA)**

### **Current Members:**

Lynda Taylor, Senior Chair, Stoneville, MS  
Kelli Greene, Junior Chair, Lexington, KY  
Virginia Kelley, Recorder, Stoneville, MS  
Sydney Beaumont, New Orleans, LA  
Althea Hunt, New Orleans, LA  
Peggy Tubertini, Oxford, MS  
Dawn Reed, New Orleans, LA  
Marlene Coley, Sponsor's Assistant, Stoneville, MS  
Ann McGee, Ex-Officio Member, Stoneville, MS  
Drusilla Fratesi, Technical Advisor, Stoneville, MS  
Ginger Carden, Mississippi State, MS  
Deborah Brennan, MSACOP Sponsor, Associate Area Director, Stoneville, MS until  
January  
Archie Tucker, MSACOP Sponsor, Deputy Area Director, Stoneville, MS replacing Dr.  
Brennan



### **Accomplishments for June 2009 to May 2010:**

The Mid South Area Council for Office Professionals held their annual meeting April 22, 2009, at the National Biological Control Laboratory in Stoneville, MS. 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. The MSA Council's website (<http://msa.ars.usda.gov/osp>) and the MSAOP SharePoint site are being revamped. This major undertaking should be completed soon. Specific goals and related accomplishments for the year included:

1. Through the Advocacy Committee, the Council continued to work on comparison of GS-303 and other series to identifying the differences and duties that are shared in the other series. They looked at how this position may/will evolve in the near future, especially with an upcoming focus on writing and handling grants.
2. Permission was requested for New Council members to attend and participate in the New SY Training. Permission was granted and the two newest members attended. At the Council's annual meeting in May 2010, the two members who participated in the training, along with two Council members who work in the Area Office, distributed a copy of the manual to each Council member and gave a brief overview of the training that is provided to new scientists.
3. For training offered by the Council, the Mid South Area SYs were encouraged to attend as well as Office Professionals. An invitation was sent to all Scientists and all Office Professionals to participate. At larger locations rooms were committed

where groups could gather to participate in the Webinar. According to the sign-in sheets both SYs and OPs attended.

4. Mid South Area Office Professional 2009 Training Workshop was held November 4-5, 2009, Gulfport, MS at Courtyard by Marriott. Attendance was at 90%+ of the eligible Office Professionals. Information was presented from the OP's perspective by both Office Professionals and individuals from the Area Office Staff. The training was successful, with at least 75% of the evaluations completed indicating favorable comments.
5. Two vacancies were filled for the term beginning June 2011 with plans to re-evaluate Council numbers at the Annual Meeting.

**Goals set for June 2010 to May 2011:**

1. Fill vacancies for 2011-2012.
2. Plan and execute a Round Table discussion with Research Leader and Administrative Officer representatives (November 2010 at Stoneville, MS)
3. Evaluate and determine future action from Round Table Discussion
4. Establish committee for pre-planning of the 2011 Office Professional Training Workshop
5. Promote recognition of Office Professionals

**Office Professionals of the Year:**

GS-06 and above  
Telecia Burton, Program Assistant  
Water Quality & Ecology Research Unit  
Oxford, MS

GS-05 and below  
Peggy Tubertini, Office Automation Assistant  
Natural Products Utilization Research Unit  
Oxford, MS

## **Area: Midwest Area (MWA)**

### **Current Members:**

Sherri Buxton, Co-Chair  
Kim Meyers, Co-Chair  
Stacey Carlson  
Sandy Groneberg, Ex-Officio, NACOP Representative  
Ann Houser, Web Master  
Heather Lewandowski, SOP Co-Editor  
Danielle Sapp (June 2009 – February 2010), Recorder/Information Coordinator  
Nancy Sanders, News Notes Editor  
Diane Strub, PASTG Sponsor



### **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 of new, revised, and current procedures. Other ARS areas regularly use the MWA SOP as a reference tool and have also used it to assist them in developing their own manuals.
- The MWA Mentoring Program: 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. Key Area personnel also meet with the group to provide additional specialized training. Three mentees were trained this year.
- Desk Reference Guide: The creation of an Office Professional's desk reference guide has begun. The main objective of the desk reference guide is to explain the roles and responsibilities of Office Professionals, not a "how to" guide.
- Temporary Assistance Program: The PASTG 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 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.
- We continue to disseminate noteworthy news items in the PASTG News Notes to all office support personnel in the Midwest Area.

- 2009 marked the fourteenth year of the MWA Secretary of the Year program. Kim Meyers of the Vegetable Crops Research Unit in Madison, Wisconsin was selected as the 2008 MWA Secretary of the Year and was recognized for her exemplary leadership at the Madison location.

### **Goals**

- Continue to update the Midwest Area PASTG web site and make it more user-friendly.
- Update the SOP Manual.
- Continue quarterly newsletter.
- Work on a Foreign Visitors Brochure.
- Continue Temporary Assistance Program, as needed.
- Continue to offer training to new MWA office support personnel.
- Address initiatives as directed by the MWA Senior Management Team.

### **Secretary of the Year**

- Kim Meyers (Vegetable Crops Research Unit, Madison, Wisconsin)  
Midwest Area Secretary of the Year

## **Area: National Agricultural Library Support Staff Advisory Council (NALSSAC)**



### **Current Members:**

Iris Rosa-Office of the Director  
Nancy Day- Office of the Director  
Sharon Middleton, Public Services Division  
LaTasha Burl, Technical Services Division, NACOP representative  
Vacant- Information Systems Division  
Terry Brooks, Public Services Division  
Nina Ahmad, Public Services Division  
Carmel Owens- Technical Services Division  
Frederick Smith- Public Services Division  
Rita Todaro- Office of the Director  
Sierra Ferguson- Office of the Director  
Michelle Rankin, Office of the Director

### **Accomplishments:**

- Continued to update the NAL Administrative Procedures Handbook on NAL's Intranet. This handbook serves as a resource to not only the support staff but other employees at the Library as a Standard Operating Procedure for electronic resources, emergency procedures, correspondence, forms, procurement, personnel, awards, time and attendance, travel, and mail and is continually updated as needed.
- Held welcome luncheon for new council members in order to get them involved and understand the functions of NALSSAC and discuss any training needs.
- Obtained space for the future NALSSAC website and created web layout and content drafts.
- Increased NALSSAC membership through recruitment of newly hired administrative personnel within the OS-318, OS-326 and OS-303 series.
- Member of NALSSAC awarded Office Professional of the Year for 2009 (Nina Ahmad, Public Services Division,[PSD])
- Contributed story on Nina Ahmad for NACOP quarterly newsletter.

### **Goals:**

- Continue development of the NALSSAC website that will link to the NAL and ARS websites to encourage better communication between the councils.
- Continue to update the NAL Administrative Procedures Handbook and transfer content from intranet to new NALSSAC website.
- Continue the quarterly working luncheons
- Continue to work with the NAL Management Team to help initiate some of the recommendations from the Support Staff Workforce Study, i.e., Training and Mentoring and Succession Planning. Mentor and create more training workshops

for new support staff which have just come on board to encourage participation in NALSAAC.

- Send three (3) representatives to the upcoming NACOP training conference in Norman, OK.
- Hold training among NALSSAC members for Office 2007 so members are better prepared for the library-wide conversion.
- Elect new officers for NALSSAC and assign responsibilities to new members.
- Create NALSSAC newsletter to create a presence within NAL and keep the library aware of noteworthy activities.

## **Area: North Atlantic Area**

### **Current Members:**

Proposed restructuring and membership for the North Atlantic Area Council of Office Professionals is in process due to the resignation of the two lead people from ARS.

It is anticipated that the new structure will be in place by August 1, 2010.

### **Accomplishments:**

A new charter, mission statements, projects, etc., has been prepared, reviewed, and approved.

### **Goals:**

Once the membership of the new Council is decided, a meeting will take place to revisit the mission, goals, projects, etc. and work will start on a SharePoint site devoted to the Office Professionals.

### **Secretary of the Year:**

The North Atlantic Area Office Staff Recognition Program did not recognize a winner for 2009.

## **Area: Northern Plains Area (NPA)**

### **Current Members:**

Diona Austill, Miles City, Montana - Webmaster, Technical Advisor

Louise Dalton, Fort Collins, Colorado - Ex-Officio Member

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

Elaine Liddell, Manhattan, Kansas - Secretary Welcome Packet Coordinator

Marianne McCaulay, Fort Collins, Colorado - Recorder

Linda Parnell, Clay Center, Nebraska - Chair

Kim Swanson, Fargo, North Dakota - Media/PR



### **Accomplishments**

- The Resource Assistant List was updated. This listing of secretaries, who voluntarily serve as mentors to other secretaries in specialized areas, is included in the Welcome Packet and is available to everyone on our Web site.
- Provided NACOP with information for their quarterly newsletter.
- Kim Swanson assumed the Media Public Relations responsibilities.
- The NPACOP revised the informational brochure about the Council.
- The NPACOP Web site was maintained on the ARS web site using SitePublisher.
- The NPACOP Quick Reference Guide was reviewed and updated for NPACOP's Web site.
- The ARS Files Management Guidebook needed updating so the Area Director formed a taskforce including three council members to create an NPA Files Management and Retention plan. The plan was finalized and approved by the Area Director. It will be distributed to all NPA employees at ARMPS reviews.
- Two council members wrote a formal mentoring guide to assist in mentoring efforts. NPACOP members or past members have been asked to volunteer to serve as mentors to new NPA office professionals. The Area Director's Executive Assistant will oversee the program.
- In January 2010, a New Secretary Orientation was held in conjunction with the New Scientist Orientation.
- The NPACOP met in October 2009. One council person, Elaine Liddell, finished her term on the council and was replaced by Nikki Mullin, Sidney, Montana.

Linda Parnell continued duties as Chair, Kim Swanson continued the PR duties, Marianne McCaulay assumed the Welcome Packet coordinator duties, and Nikki Mullin assumed the Recorder duties.

- Marianne McCaulay maintains and distributes the Welcome Packet to new NPA secretaries. On behalf of the Council, Marianne calls new secretaries to welcome them after sending the Welcome Packet and Linda Parnell, 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**

- Maintain the Resource Assistant List. This listing of secretaries, who voluntarily serve as mentors 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, Brochure, and Web site) provided by the NPACOP and send a Welcome Packet to each new NPA office professional.
- Address requirements and requests from NACOP.
- Provide NACOP with information for their semi-annual newsletter.
- New office professional orientation will be conducted in January 2010.
- The PR member will periodically submit helpful “did you know” hints to all office professionals through e-mail.
- A committee will develop a reference guide for the ARIS Annual Report to streamline the process for other office professionals. Once completed, this guide will be placed on the NPA ARIS website.
- Assist the NPA with transitioning the use of the Grants.gov website to the secretaries.
- Promote the use of the ARS Correspondence Manual for proper format both formal and informal.

- Develop and promote training scholarships for office professionals.

### **Secretary of the Year**

- This award is presented biannually; therefore, no award was presented in 2009.

## **AREA: Pacific West Area (PWA)**



### **Current Members:**

Melanie Wilson, Senior Co-Chair  
Lorraine Sonoda, Junior Co-Chair  
Deborah Penick, NACOP Technical Advisor; Information Coordinator  
Megan Harrison, Recorder  
Stefani Morgan, Reference Guide Coordinator  
Veronica Laird, Area Office Representative  
Shelby Beckner, Website Coordinator

**NOTE:** During the last year, the majority of the PWA Council of Office Professionals members retired, resigned, changed positions, etc., leaving only one member on the original Council. The council was, therefore, unable to carry out the mission of the Council as it was structured. The Pacific West Area is currently in the process of re-establishing the Council of Office Professionals with new members.

### **Accomplishments:**

- Established monthly PWA support staff conference calls; strengthened and improved the knowledge and skills of all PWA office support staff through networking.
- Reassessed Reference Guide, i.e. FAQs; additional information for foreign nationals
- We are in the process of selecting members for the Council so that we can get the Council up and running again.

### **Goals:**

- Re-establish the Council of Office Professionals with new members.
- Once the membership of the new Council is decided, hold a meeting to establish the mission, goals, projects, etc.
- Website Maintenance: Provide up-to-date, informative website to assist area office support personnel to enhance skills and abilities with current Agency processes and programs.
- Design a Welcome Packet, which is sent to PWA new hires to introduce the Council and to provide initial resource assistance.
- Recognize PWA office professionals on Administrative Professionals Day.

## **Area: South Atlantic Area (SAA)**

Our vision is to serve as a foundation to the South Atlantic Area office professionals to enhance self awareness, strengthen skills and provide leadership.



### **Council Members for 2009 are:**

Wanda Rohrer – Chair/NACOP Technical Advisor  
Misty Stephens – Co-chair  
Rhonda Gantt – Webmaster (permanently assigned)  
Jacquie McDonald – Recorder  
Deborah Osborne – Historian  
Joyce Paist – Newsletter Editor  
Debbie Roland – Ex Officio

### **2009 ACCOMPLISHMENTS**

- Designed and ordered lapel pins for SAA Office Professionals
- Non-monetary awards for outgoing council members
- Featured 2008 Office Professional of the Year recipient, Debbie Roland, Dawson, GA for inclusion in Spring Newsletter
- Distributed welcome packets to three new SAA office professional employees
- Developed and distributed a Training Needs Assessment form
- Updated Website to include the signed charter and conference call minutes
- List of nominees presented to Area Office for consideration to fill one council vacancy
- Presented the “2009 Office Professional of the Year Award” – Shelia Jackson, Athens, GA
- Implemented first year of Strategic Plan
- Submitted a proposed annual budget to sponsor for the first time
- Strengthened Mentoring Program by updating list of office professionals who have agreed to be Mentors; conducted spot mentoring/coaching to 30 employees during the year; reviewed 1996 Partnership in Excellence for needed updates; distributed a survey, “How Did We Do?”
- Updated, reviewed, and signed 2009 Charter
- Updated SAA-ACOP brochure for South Atlantic Area locations
- Held monthly conference calls and updated minutes to our website

### **GOALS: March 2010 – February 2011**

- Implement second year of SAA ACOP Strategic Plan
- Update Partnership in Excellence document to include in welcome packets
- Continue with website (under construction) updates
- Publish a list of current and former council members to serve as mentors

- Make personal contact by council members with office professionals in SAA locations to improve visibility
- Participate in planning 2011 Leadership Conference
- Create a Presentation Board for 2011 Leadership Conference
- Request for purchase and distribution of SAA ACOP lapel pins to be presented on 2010 Office Professional's Day
- Print brochure and distribute to all SAA office professionals
- Hold monthly conference call schedule last Thursday of every month beginning in May, 2009 at 10:00
- Distribute Newsletter semi-annually

## **Area: Southern Plains Area (SPA)**

### **Current Members**

Whitney Adams	Chair
Michael Davis	Co-chair
Olivia Pedraza	Recorder
Trudy Pinkerton	Training Coordinator
Beverly Keller	Information Coordinator
Jaycee McKinzie	Permanent Member
Ruth Treat	Permanent Member
Sherry Dewald	NACOP Representative*
Susan Daughtry	Ex-Officio



\*Due to a family emergency, Barbara Hodges, Lubbock, TX, sat in for Sherry Dewald on the NACOP Planning Committee.

### **Accomplishments**

- Started a monthly OP Teleconference to improve our communication with office professionals and our visibility and have gained participation.
- Displayed SPA ACOP poster/board at SPA Leadership Conference in November 2009 as well as coordinated a game night for OPs.
- SPA ACOP New Employee Packets were sent out to all new office professionals and they included business cards of current members; started back following up with them two weeks later.
- Continued sending the newsletter to all of SPA.
- Held our quarterly teleconferences.
- Revised the SPA ACOP Charter and obtained signatures.
- Updating SPA Office Professionals handbook.
- Send out teleconference minutes
- Updated SPA ACOP website

### **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, new employee packets and
- 2) Develop a break-out session for the next SPA Leadership Conference
- 3) Continue writing and distributing the ACOP newsletter.
- 4) Distribute, at the NACOP Conference, the newly developed SPA ARS-115 brochure.

- 5) Continue to improve awareness of and encourage participation in the National ACOP Conference to be held in this year.
- 6) Continue to display the NACOP and SPA ACOP boards at various meetings which began with the New SY Orientation Workshop that was held at the Area Office in October 2008.
- 7) Continue to update SPA Office Professional Handbook and eventually link it to website.
- 8) Provide link on website for 115 brochure.