

**NATIONAL ADVISORY COUNCIL
FOR OFFICE PROFESSIONALS**

AND

ORGANIZATIONAL SECRETARIAL ADVISORY COUNCILS

ANNUAL REPORT – June 1, 2010- May 31, 2011

Prepared By

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



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Executive Summary

Overview

The Mid South Area hosted the National Advisory Council for Office Professionals (NACOP) in Auburn, Alabama, the week of June 14-18, 2010. Dr. Phil Klesius welcomed Council members, who enjoyed a tour of the Aquatic Animal Health Research Laboratory and the National Soil Dynamics Research Laboratory. The Council reviewed and updated the Charter, and established goals for the coming year. Council members focused most of their time planning the 2010 NACOP Training Workshop.

The training workshop, Rising to the Challenge – Soaring to New Heights, was held in Norman, Oklahoma, August 18-19, 2010, with 123 participants. General Sessions were as follows ARS Making a Difference, How to Say "No," and look Good Doing It, The Future is Now, Self Development How to Help Yourself and ARS, and Collaborative Conversations. Participants had an opportunity to attend breakout sessions ranging from Correspondence, Grants, and Records Management, to Partnership Initiatives, Procurement, Travel, T&As, and Hosting Foreign Nationals in ARS Facilities.

NACOP conducted monthly conference calls to work on goals and priorities.

The NACOP webmaster created a new website using SitePublisher. Office Professionals across the nation received bookmarks in recognition of Administrative Professionals Day, April 27, 2011. The bookmark publicized our new website, which provides access to all the resources received at the training workshop, as well as a training guide, orientation plan and other helpful links and resources.

“NACOP Notes” highlighted presentations from the training workshop and provided other helpful information used by office professionals in their day-to-day work.

Plans are to meet in Oklahoma City, Oklahoma, the week of September 12-16, 2011, with the Southern Plains Area hosting this Council meeting.

Respectfully submitted,

Sandy Groneberg, Senior Co-Chair
Jackie Kelly, Junior Co-Chair

2010-2011 NACOP Members

Sandy Groneberg, MWA Senior Co-Chair

Jackie Kelly, HQ, Junior Co-Chair

Diona Austill, NPA, Ex-Officio

LaTasha Burl, NAL, Webmaster

Mary Dailey, BA, NACOP Notes Editor

Sherry Dewald, SPA, Historian

Linda Fulton, MSA

Diane Koch, NAA

Christa Meier, PWA

Wanda Rohrer, SAA, Recorder

Cathy Lonaberger, OA, Technical Advisor

Patricia Berry, HQ, Technical Advisor

Special Committee Members for Training Workshop

Drusilla Fratesi, MSA

Barbara Hodges, SPA

Heather Lewandowski, MWA

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
DRUSILLA FRATESI, MSA
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
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 **September 12-16, 2011**
Location **Oklahoma City, Oklahoma**
Host **Southern Plains Area**

FY-10/11 Accomplishments

- NACOP sponsored a successful training workshop, “Rising to the Challenge-Soaring to New Heights,” in Norman, Oklahoma, August 18-19, 2010, with 123 participants. Deliverables are
 - a. Prepared a Special Edition of NACOP Notes to indicate support from the Administrator and promote the training workshop.
 - b. Training workshop registration website was streamlined with AgLearn and allowed NACOP to capture significant registration data and attendees to receive proper AgLearn credit – this registration website can be utilized for future training opportunities.
 - c. Training materials made available to all office professionals via upload to website.
 - d. Facilitated and extended networking with office professionals from across the Agency.
 - e. Provided venue to interact with HQ’s and area specialists.
 - f. An SOP has been created for planning future training workshops.
- NACOP webmaster designed and created a new website using SitePublisher, allowing NACOP members to update the website in a timely manner.
- NACOP sent bookmarks to all employees in the 0303, 0318 and 0326 job series as a non-monetary recognition for their work on Administrative Professionals Day, April 27, 2011. The bookmark announced NACOP’s new website.

- Members of the NACOP Council represented office professionals on “Your Two Cents” focus group and served on the “Office Professional of the Year” Award Panel.
- NACOP Notes highlighted information from the training workshop and continues to provide useful and informative documents from Area councils.
- The Council updated the NACOP brochure in June 2010 and distributed the brochure at the training workshop.
- Co-Chairs distributed NACOP annual meeting minutes to Sponsor and Administrator.
- NACOP updated the historical record with assistance from the participants visiting the NACOP display at the training workshop.
- Committee members reviewed and updated the Resource Assistance list including topics and subject matter experts and posted to our website as a resource for office professionals.

FY-11/12 Goals

- Increase outreach to all office professionals through
 - Webinars,
 - Blogs,
 - Book Club,
 - NACOP Notes,
 - NACOP Website,
 - Displays and Brochures, and
 - 2013 Training workshop.
- 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.
- Establish Outreach Coordinator position and identify duties.

Office Professional of the Year Recognition Program

2010 ARS Office Professional of the Year

Beth Holt, Program Support Assistant
Conservation and Production Research Laboratory (CPRL)
Bushland, Texas

Beltsville Area

Michele Shaw
Plant Sciences Institute Office
Beltsville, Maryland

Mid South Area

Drusilla Fratesi, Executive Assistant
Mid South Area Office
Stoneville, Mississippi

Midwest Area

Melissa Stiefel, Program Support Assistant, OA, East Lansing, Michigan
Melissa supports two research units in the Midwest Area, the Sugar Beet & Bean
Research Unit in East Lansing, Michigan, and the Global Change and Photosynthesis
Research Unit in Urbana, Illinois.

Northern Plains Area

Louise Dalton, Secretary
Northern Plains Area Office
Fort Collins, Colorado

Pacific West Area

Barbara D. Ballengee, Program Support Assistant
Western Integrated Cropping Systems Research Unit
Shafter, California

South Atlantic Area

Margaret Martin, Program Assistant
Chemistry Unit, Center for Medical, Agricultural & Veterinary Entomology
Gainesville, Florida

Beltsville Area Administrative Support Advisory Council (BAASAC)



Current Members

Mary Dailey, PSI, MPPL (NACOP Technical Advisor)
Travis Finkle, ANRI, ABBL
Amy Hopkins, ANRI, Institute Office
Rose McIntosh, ANRI, EMFSL
Carole Miller, BHNRC, NDL
Catherine Parsons, PSI, FQL (Senior Co-Chair)
Dallas Rausch, PSI, GIFVL
Linda Reynolds, BHNRC, Institute Office
Melissa Seibert, BA Office
Kimberlee Watson, ANRI, HRSL (Junior Co-Chair)
Roslyn Williams, USNA, GU

2011 Accomplishments

Partnered with Human Resources Division (HRD), to sponsor an AgLearn workshop entitled "Crucial Conversations for BAASAC," presented by Caroline Ingles (Head of Employee Leadership Development Staff) and Kim McGregor (HR Specialist, Employee Development). The objectives of the training were

- 1) The participants will be able to identify the three elements of a crucial conversation and recognize when they need to have one (or if they are in the middle of one).
- 2) Participants will learn two very specific skills to help them be successful in getting the results they want from their crucial conversations.

Those skills are

- a. Mastering My Stories Participants will learn how their emotions drive their reactions and that they can learn how to control their reactions, thus improving their chances for successful communications.
- b. Make It Safe Participants will learn to recognize when others feel unsafe and help restore safety to the conversation so that the other person stays in the dialogue, thus improving their chances for success.

Hosted an AgLearn, BAASCAC workshop entitled "Introduction to Stress Management," presented by Josh Rothschild, stress management consultant, from Baltimore, Maryland. The workshop included an overview of stress management, stress exercise- work and personal benefits, personal inventory-what causes stress/where does stress exist.

2012 Goals

- Keep the Website current, update BAASAC charter and resources list, and CD to hand to new employees.
- Meet with BA Management to discuss how BAASAC can serve in a more advisory capacity on new initiatives that impact employees at BARC.
- Other future training
- Microsoft Office 2007 Training, Adobe Training, 2012 Administrative Professionals Day Training
- AgLearn Training, IntraMalls Training, and other spontaneous training.

2011 Office Support Professional of the Year

Michele Shaw
Plant Sciences Institute Office

Headquarters Advisory Council for Administrative Professionals (HACAP)



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.

Cozette Talib – Chairperson
Vacant – Vice - Chairperson
Diane Grady – Membership Chairperson
Tiffany Jackson – Publicity Chairperson
Jackie Kelly - NACOP - Technical Advisor
Salma Malik - Webmaster
Kim Melton – Publicity Chairperson
Paula Reed
Kisha Shelton – Newsletter Chairperson (Editor)
Glendora Stevens - Webmaster
Stephanie Young - Recorder

Cozette Talib, Program Support Assistant, Cybersecurity, 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 obtain appropriate approvals prior to dissemination.
- Informed Council Members of future meeting arrangements.
- Prepared annual progress report for NACOP, OA, and DAAFM.
- 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.

Vacant, 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.

Stephanie Young, Secretary, ONP, Recorder

- Recorded and distributed highlights and action items of meetings.
- Maintained current Council records.
- Disseminated all correspondence after approval has been obtained from the Chairperson.

Jackie Kelly, Secretary, OA, Technical 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.

**Salim Malik, Program Support Assistant, Web Design Branch,
Webmaster**

Glendora Stevens, Secretary, Office of National Programs, Webmaster

- 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.

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

**Tiffany Jackson, Secretary, Office of National Programs, Publicity
Chairperson**

**Kim Melton, License Assistant, Office of Technical Transfer, Publicity
Chairperson**

**Kisha Shelton, Executive Assistant, ODEO, Publicity and Newsletter
Editor/Chairperson**

- Advertised quarterly HACAP general membership meetings.
- Updated and maintained HACAP brochure.
- Gathered information to be published in the HACAP News newsletter.
- Arranged quarterly newsletters for publication.
- Distributed copies of newsletter to the membership.
- Advertised the annual Administrative Professionals Day event.
- Advertised the Combined Federal Campaign Bake Sale Fundraiser.
- Advertised the SharePoint Training.

Accomplishments

On Thursday, April 21, 2011, HACAP observed Administrative Professional Day with an All Hands Meeting. “Reaching Each Goal-One Step at a Time” Administrative Professionals Day (APD) was held at GWCC in Conference Room 4-2223. Refreshments were provided by Associate Administrator, Dr. Judy St. John. Two sign language interpreters were provided for our hearing-impaired employees. The APD had exceptional dynamic speakers such as

- Angie French-Bell, Toastmasters
- Kit Hoyle, Human Resources
- Diane Leslie, Retirement
- Janis Lewis, Cooperative Resolution
- Kim McGregor, Career Development

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

On Wednesday, April 20, 2011, the HACAP Council honored Mr. James Bradley, Deputy Administrator, with the HACAP Lifetime Champion Award for his commitment, dedication, and service to HACAP’s vision.

On Wednesday, December 1, 2010, HACAP sponsored a bake sale in support of the Combined Federal Campaign raising over \$175 for the non-profit organization to help those less fortunate.

HACAP contributed to the success of USDA’s donation of over 44,000 lbs of food to the 2010 Feds, Farmers, and Friends Feed Families Food Drive. USDA donated the

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most of all the Federal Departments with over 430,000 lbs. Internal records, illustrate ARS donation in excess of 2,300 lbs due to the 2010 campaign success.

August 18-19, 2010, four HACAP Council members attended the NACOP training “Rising to the Challenge – Soaring to New Heights” in Norman, Oklahoma. A number of office professionals attended. Some of the topics discussed included

- Correspondence
- Records Management
- GovTrip
- And other topics

Fall 2010, HACAP presented the first quarterly issue of the HACAP Newsletter “HACAP News” by Editor, Kisha Shelton-Publicity Chairwoman, covering topics such as Microsoft Tips, What’s to Come, Inspiration, 2010 NACOP Conference, Upcoming Training, the new HACAP Council, and a host of other topics.

The NACOP attendance was limited to 115 participants. Each of the eight Areas, Headquarters (including OA, AFM, and NPS), and National Agricultural Library (hereinafter referred to as organizational units) were invited to send a select number of participants. The number, listed below, is based on the percentage of office professionals (GS-303, 318, and 326) within each of the organizational units. The NACOP members and planning committee were not counted in the total for each Area.

| | | | |
|--------|--------|--------|--------|
| HQS-1 | NAA-7 | SAA-14 | BA-12 |
| PWA-16 | SPA-13 | NAL-2 | MSA-12 |
| NPA-13 | MWA-13 | | |

In October 2010, HACAP supported the ARS Correspondence Fair held in the GWCC, Sundry Room. Presenters were Renee Miller and Claudette Shields from the Office of National Programs, Correspondence Management Unit. Two HACAP members were winners of the CMU Letter Proofing and Acronym Word Search contest.

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 become advocates for HACAP, provide financial support for sponsored events, and speak at various HACAP events. The HACAP Champion serves for a minimum of one year. Sharon Drumm, Staff Officer, is HACAP’s first Champion for fiscal year 2011. Dr. Drumm’s vast support and guidance to the HACAP Council contributed to the success of the Administrative Professionals Day All Hands Meeting.

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

In September 2010, the NACOP Notes newsletter featured an article in relation to HACAP's goals, mission and vision.

May 20, 2010, HACAP sponsored the Resume/KSA Training and Accomplishment Training.

Converted and updated HACAP's website to a SharePoint link.

HACAP is proud to announce that several of our council members have rose to the challenge and soared to new heights

- An Administrative and Financial Management employee promoted to Human Resources Specialist,
- The preceding HACAP Chair was promoted to a Management Assistant position in the Office of National Programs, and
- An Office of International Research Programs employee has accepted a new position with Food and Drug Administration.

November 4, 2010, Sponsored SharePoint 101 hands-on training "Order your steps to success. Looking Toward the Future" theme.

Chairperson and Membership Chairperson collaborated personal visits to new and existing Administrative Professionals in the series, invited to attend a HACAP board meeting, and encouraged the invitees to provide input. The participation resulted in new and previous members rejoining us.

Goals

- To continue to provide training and information to all administrative professionals.
- To update the Share Point HACAP site.
- 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 elect new officers and recruit new members.

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- 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, and
- To advise the Office of the Administrator and Deputy Administrator, AFM on matters relating to development, advancement, and recognition of Headquarters office support personnel.

Mid South Area (MSA)

Current Members

Kelli Adkins, Senior Chair, Lexington, KY
Virginia Kelley, Junior Chair, Stoneville, MS
Dawn Reed, Recorder, New Orleans, LA
Althea Hunt, New Orleans, LA
Tammy Dorman, Auburn, AL
Ginger Carden, Mississippi State, MS (retired from Government service January 2011)
Linda Fulton, Technical Advisor, Mississippi State, MS
Lynda Taylor, Ex-Officio Member, Stoneville, MS
Marlene Coley, Assistant to the Associate Area Director, Stoneville, MS
Drusilla Fratesi, Area Director's Administrative Assistant, Stoneville, MS
Archie Tucker, MSACOP Sponsor, Deputy Area Director, Stoneville, MS



Accomplishments for June 2010 to May 2011

The Mid South Area Council for Office Professionals (MSACOP) held its annual meeting (via conference calls) May 10-12, 2011. 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. Specific goals and related accomplishments for the year included

1. Two vacancies were filled for the term beginning June 2011.
2. A Roundtable Discussion was held in Stoneville, Mississippi, on November 2, 2011. Participants in the discussion included 5 Research Leaders (RLs), 3 Administrative Officers (AOs), and 11 Council members.
3. A report was distributed to all Mid South Area (MSA) RLs, AOs, and Office Professionals (OPs) on December 2, 2010, as a result of the Roundtable Discussion. The report listed Lessons Learned and Recommendations.
4. A Planning Committee and a Logistics Committee were established for pre-planning a 2011 MSAOP Training Workshop. Due to the budget constraints placed on the Area this has been moved to FY 2013.
5. A form was created and added to the MSACOP Website for OPs to complete and send in. Once received an OP was selected from the forms received (this will be done monthly). An email was sent out to all MSA OPs announcing that the OP was selected for recognition and the OP received a non-monetary award. There will be an article in the News Notes listing all of the OPs who have been recognized.

6. The MSA Council's website (<http://www.ars.usda.gov/msa/msacop>) has a new look. An announcement that the new website was complete was in the January/February News Notes.
7. The Council has continued to schedule and conduct Webcast training to OPs, RLs, SYs, and AOs. The following have been held this past year Excelling in Excel, Adobe Acrobat 9 - A Second Look at the Tip of the Iceberg, Overview of the ARMPS Package, and Travel.

Goals set for June 2011 to May 2012

1. Continue recognition of Office Professionals.
2. Identify, coordinate, and schedule training courses on Interpersonal Skills and Communication in coordination with Rita Keeling, MSA Human Resources and Outreach Coordinator.
3. Plan FY 2013 MSA Office Professional Training Workshop.
4. Create and distribute an OP Photo Directory.

Office Professional of the Year

Drusilla Fratesi, Executive Assistant
Mid South Area Office
Stoneville, MS

Midwest Area (MWA)

Current Members

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

Accomplishments

- During the last year, the Midwest Area re-established the Council of Office Professionals, MWA COP (Previously known as the Program Administrative Support Task Group – PASTG), with new members, a revised charter, and rotational schedule.
- 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 have used it to assist them in developing their own manuals.
- The MWA Mentoring Program All new MWA secretaries receive 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 traveled to Peoria for training. Key Area personnel also met with the group to provide additional specialized training. Due to budget issues and reduction of travel costs, the MWA COP is evaluating other options for training. Four mentees received training this year.
- This marked the fourteenth year of the MWA Office Professional of the Year award. The MWA recognized Melissa Stiefel, East Lansing, Michigan, for her outstanding program support of two research units in the Midwest Area, the Sugar Beet & Bean Research Unit in East Lansing, Michigan and the Global Change and Photosynthesis Research Unit in Urbana, Illinois.

Goals

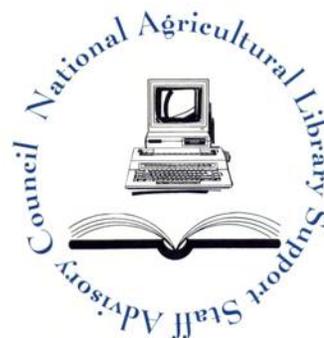
- Although new goals will be established by the new council, some previous goals will be maintained
 - Continue to update the Midwest Area MWA COP web site.
 - Update the SOP Manual.
 - Continue Temporary Assistance Program, as needed.
 - Continue to offer training to new MWA office support personnel.
 - Address initiatives as directed by the MWA Senior Management Team.

Office Professional of the Year

Melissa Stiefel

Sugar Beet & Bean Research Unit in East Lansing, Michigan, and
Global Change and Photosynthesis Research Unit in Urbana, Illinois

National Agricultural Library Support Staff Advisory Council (NALSSAC)



Current Members

Iris Rosa, 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
Frederick Smith, Public Services Division
Rita Todaro, 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.
- Sent three NAL administrative professionals to the NACOP Training Workshop in Norman, Oklahoma.
- Gave each NAL administrative professional a bouquet of flowers as a thank you for their work during Administrative Professional Week.
- Completed the NALSSAC website. Awaiting NAL server conversion in order to have website go live.
- Held a meeting 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.
- Held Microsoft Office 2007 training within NAL during the office-wide conversion.

Goals

- Make NALSSAC website live, continue its development, and link to the NAL and ARS websites to encourage better communication between the councils.
- Create a presence on the NAL intranet so NAL administrative professionals within NAL are better aware of NALSSAC.
- 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 who have just come on board to encourage participation in NALSSAC.
- 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.

North Atlantic Area

Current Members

Proposed restructuring and membership for the North Atlantic Area Council of Office Professionals is in process.

It is anticipated that the new structure will be in place by March 1, 2012.

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 2011.

Northern Plains Area (NPA)

Current Members

Diona Austill, Miles City, Montana - PR, Webmaster,
Technical Advisor
Marianne Cruikshank, Fort Collins, Colorado – Welcome
Packet Coordinator
Nikki Dahl, Sidney, Montana - Recorder
Louise Dalton, Fort Collins, Colorado - Ex-Officio Member
Olga Lee, Fort Collins, Colorado - Ex-Officio Member
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 resources 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.
- 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 Website. The guide was streamlined by adding more links to keep the content current and making use of specialist's SharePoint sites.
- An NPA Files Management and Retention Guide was developed and presented to all NPA locations during ARMPS reviews. It was also shared with participants at the NACOP training workshop.
- Implemented an Office Professional Mentoring Program. We have five mentors and three protégés.
- In January 2011, a New Secretary Orientation was held in conjunction with the New Scientist Orientation.
- The NPACOP met in October 2010. Two council members, Marianne Cruikshank and Linda Parnell, finished their term on the council and were replaced by Jaime Mitchell, Manhattan, Kansas, and Janel Nierman, Clay Center, Nebraska. Nikki Dahl assumed the duties as Chair, Kim Swanson continued the

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PR duties, Jaime Mitchell assumed the Welcome Packet coordinator duties, and Janel Nierman assumed the Recorder duties. Louise Dalton, ex-officio member, retired in December 2010 and was replaced by Carol Durlinger.

- Jaime Mitchell maintains and distributes the Welcome Packet to new NPA secretaries. On behalf of the Council, Jaime 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 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 2011.
- The PR member will monthly submit helpful “Tidbits from your NPACOP” hints to all office professionals through e-mail.
- A committee will work with the Area Program Analyst to develop a template for the ARIS Annual Report to streamline the process for other office professionals. Once completed, this template will be placed on the NPA website and will have an active link in the QRG.
- Assist the NPA office professionals with the use of the Grants.gov website.
- Promote the use of the ARS Correspondence Manual for proper format both formal and informal through training, Leadership Conference, New SY/Office Professional Orientation, and “Tidbits from your NPACOP.”

- Promote NPA Training Scholarship Program for Office Professionals.
- A poster about NPACOP was updated and Mousepads purchased to give out at the NPA Leadership Meeting in April. This meeting has been postponed. The Mousepads will be sent out to the Locations for Office Professional Day.

Office Professional of the Year

- Louise Dalton was the recipient of the Office Professional of the Year Award for 2010 as she retired from the NPA Director's Office with 28 years of service.

Pacific West Area (PWA)



Current Members

Kathleen Parker, Senior Co-Chair (January 2011 – present)
Megan Harrison, Senior Co-Chair (January 2009 – October 2010)
Trish Roman, Junior Co-Chair
Beth Blass, Recorder
Janet Steele, Reference Guide Coordinator
Marlene Jensen, Information Coordinator
Yvonne Pedersen, Web Page Coordinator
Christa Meier, NACOP Technical Advisor

Accomplishments

- Recruited 6 new members to the council who were subsequently nominated by the Area Director. PWA Office Support Advisory Council (OSAC) was successfully re-established in July of 2010.
- Held initial meeting to appoint the new officers/roles and developed understanding of duties and roles.
- Reviewed, updated and signed Charter for the year 2010/11.
- Council members met via telephone conference call on a regular basis.
- Strengthened and improved the knowledge and skills of all PWA office support staff through networking.
- Began process of reassessing Reference Guide.
- OSAC website Progress made transiting website from PWA net location to ARS PWA homepage presence due to agency decision to phase out the PWA net site.
- OSAC Sharepoint site Updated OSAC Sharepoint site with new minutes, new member profiles, and other reference material.
- Established PWA Mentor list.
- Developed new Welcome Package 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.
- Disseminated training information (PowerPoint presentations) from the 2010 Norman, OK, NACOP Workshop to PWA Office Professionals.
- Established News Corner and contributed to monthly Office Support Professionals (OSP) conference call with information and guidance on new and recurring processes – networking.
- Recognized PWA Office Professionals on Administrative Professionals Day with email and ‘Inspirational Quotes’ flyer.

Goals

- Recruit new members to the Council, which involves updating recruiting materials (flyer, etc.) and developing new recruiting strategies.
- Establish a rotation schedule to avoid the majority of the members rotating off the same year.
- Increase awareness of PWA OSAC activities and resources by developing marketing materials. This includes working on developing a quarterly newsletter.
- Revise and update Reference Guide.
- Continue on 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.
- Recognize PWA office professionals on Administrative Professionals Day.
- Work on creating web-based training opportunities for Office Professionals.

Office Professional of the Year

Barbara D. Ballengee, Program Support Assistant
Western Integrated Cropping Systems Research Unit
Shafter, California

South Atlantic Area (SAA)



Current Members

Misty Stephens, Sr. Co-Chair (Clemson, SC)
Jacquie McDonald, Jr. Co-Chair (Griffin, GA)
Joyce Paist, Recorder (Charleston, SC)
Deborah Osborne, Newsletter Editor (Tifton, GA)
Vacant, Historian
Rhonda Gantt, Webmaster (Athens, GA)
Wanda Rohrer, NACOP Technical Advisor (Miami, FL)
Gerald Brunson, SAA ACOP Sponsor, Deputy Area Director, Athens, GA

Accomplishments for March 2010 to March 2011

The South Atlantic Area Council for Office Professionals (SAA-ACOP) held their annual meeting March 4, 2010, at the U.S. Vegetable Laboratory in Charleston, SC. Council members revised and approved the charter. During the year, our brochure was updated and our website (<http://afrsweb.usda.gov/Main/docs.htm?docid=21098>) was updated.

Specific accomplishments for the year included

- All of our work to arrange the first webinar sponsored by the council was fulfilled on February 24, 2011. The training entitled, Introduction to Agreements, was presented.
- We created a 2011 Task Calendar, a Travel Do's & Don'ts Brochure, uploaded these and the screenshots from the Agreements webinar, e-Green document screenshots, as well as the presentations at the NACOP workshop to our website.
- With respect to implementation of Year 2 of our Strategic Plan, we encouraged SAA office professionals [and Research Leaders (their supervisors)] to participate in Aspiring Leader Program/New Leader Program; complete AgLearn training opportunities to improve their skill sets, and keep their IDPs current.
- We distributed newsworthy items through our semi-annual News Notes and distributed Welcome Packets to new SAA secretaries. We held monthly conference calls and documented the proceedings through our minutes, which were posted on our website.

Goals

- Our top priority is to fill the vacancies on the council. A second vacancy will occur when the Jr. Co-Chair assumes the Sr. Co-Chair position when elections are held. To this end, we will distribute an application for membership with the next

News Notes. Prior to this, we will make personal contacts to SAA office professionals to explain how they can contribute and learn leadership skills.

- Strengthen our mentoring program by re-distributing Partnership in Excellence Guide to newer SAA office professionals who may be unfamiliar with this training tool. Update and distribute our Resource Assistant List. Continue publication of our semi-annual Newsletter and provide NACOP with articles for their News Notes. Increase awareness of SAA-ACOP activities by making personal contact with all new SAA office professionals.
- Offer new secretaries a buddy to coach them for the first year. “Buddy” partners will be SAA-ACOP members or past members who volunteer to serve as mentors.
- Create and distribute GovTrip screenshots to incorporate changes as a guide for users.
- Continue to hold monthly conference calls the last Thursday of every month.

Secretary of the Year

Margaret Martin, Program Assistant
Chemistry Unit
Center for Medical, Agricultural & Veterinary Entomology
Gainesville, Florida

Southern Plains Area (SPA)

Current Members

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



Accomplishments

- Continued the monthly office professional teleconferences to improve our communication with office professionals that has resulted in higher visibility and an increase in participation.
- E-mailed minutes of the teleconferences to all SPA office professionals.
- Displayed Southern Plains Area Advisory Council for Office Professionals (SPA-ACOP) poster/board at the Brookings training held at the Area Office.
- Sent SPA ACOP New Employee Packet to new office professional at location.
- SPA ACOP continued the quarterly teleconferences.
- Revised the SPA ACOP Charter and obtained signatures.
- Updating SPA Office Professionals handbook.
- Updated SPA ACOP website.
- Initiated Area Experts Resource List.
- Recognized SPA office professionals on Administrative Professional's Day.
- Sent A CD of the Southern Plains Area Research Grants Guide to all office professionals and scientists.
- The ACOP Council attended the 2010 National Advisory Council for Office Professionals (NACOP) Training Workshop in Norman, OK.
- Published The SPA ARS 115 brochure and placed a link on the ACOP website.
- Updated the ACOP Brochure.

Goals

- 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.
- Develop a break-out session for the next SPA Leadership Conference.
- Continue writing and distributing the ACOP "Chirp".

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- Continue to improve awareness of and encourage participation in future National ACOP Conferences.
- Continue to display the NACOP and SPA ACOP boards at meetings, conferences, and trainings held at Area Office or locations.
- Continue to recognize office professionals on Administrative Professional's Day.
- Provide advice and recommendations on Agency and SPA policies and program related to the employment, development, and advancement of office professionals.
- Improve the recognition of the office profession and promote professionalism within the occupation.
- Develop and present required and appropriate training for office professionals.
- Maintain a network available to SPA office professionals.
- Serve as Advisory Committee to the Area Director.