



NAEOP

PRESENTS

WELCOME
TO THE
ROARING
2020s

2021 ANNUAL CONFERENCE

Pittsburgh, Pennsylvania

20

JULY 12-15

21

ROARING INTO THE 2020s



National Association of
Educational Office Professionals

HOTEL INFORMATION

OMNI WILLIAM PENN HOTEL

530 William Penn Pl., Pittsburgh, Pennsylvania 15219
Phone: (800) 843-6661

ROOM DETAILS: The NAEOP Conference room rate is \$155.00/night and must be reserved by June 18, 2021. Follow the link online at <https://www.omnihotels.com/hotels/pittsburgh-william-penn/meetings/naeop-annual-conference-institute-2021-07102021> to reserve your room.

PARKING: Self-parking is offered in the Mellon Square parking garage located across from the hotel. Rates are: \$20 Monday – Friday, 6:00 a.m. to 4:00 p.m.; \$6 Monday – Friday, 4:00 pm to 5:59 am (Day rates start at 6:00 am) and all day Saturdays, Sundays, and Holidays and weekends. There are no in/out privileges for this lot. Valet parking is available to overnight guests (\$38 per night) and includes in/out privileges. Please note that valet can park only standard size vehicles, no oversize vehicles can be accommodated.

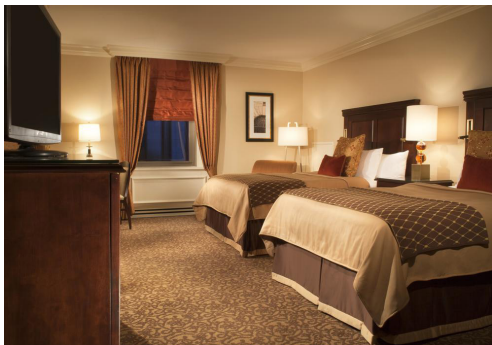
HOTEL DINING

Wigle Tasting Room - The Wigle Whiskey Tasting Room at the Omni William Penn Hotel is located on Oliver Avenue. The Tasting Room will operate as a bottle shop, bar and tasting space.

Terrace Room - Voted "Best Hotel Dining" by the readers of the Pittsburgh City Paper, the Terrace Room offers a setting unlike any other. From the moment you step foot inside, you are captivated by the beauty of this incredible restaurant, with its original molded plaster ceiling, sweeping mahogany arches and the striking back wall mural titled "The Taking of Fort Pitt."

Speakeasy - Omni William Penn Hotel is proud to announce The Speakeasy – a sophisticated social lounge that whisks patrons back to the Pittsburgh of the 1920s. This Prohibition-era bar was recently named by Thrillist as one of "12 Most Essential Bars in Pittsburgh."

Palm Court - The Palm Court serves light snacks, traditional afternoon tea and specialty drinks in an elegantly understated atmosphere. Listen to jazz at the Palm Court with renowned local and regional jazz artists on select nights.



A NOTE FROM THE PRESIDENT



Professional development is an investment in yourself, your future, your association, and your employer. Actively pursuing professional development ensures that your knowledge and skills stay relevant and up to date. An additional benefit is the chance to network with educational professionals across the country. We are fortunate to have a portion of our conference in person, and the ability to offer a virtual component to engage all of our members.

Whether you are in-person or virtual, here are some take-aways from attending the conference:

- Inspiring keynote and summit presenters
- Quality concurrent breakout sessions
- Technology-focused training
- Opportunities to share best practices
- Networking, Social, and Special Events to meet the people who “get” you
- Recognition from your peers at the Member Luncheon and Awards Banquet

Please explore the conference materials to see how NAEOP is living its mission to provide leadership, education, achievement, recognition, and networking opportunities (L.E.A.R.N.). I encourage you to take advantage of this opportunity to invest in yourself and your career through lifelong learning with NAEOP. I can’t wait to meet you at the 2021 NAEOP Conference!

Mary Guest, CEOE
2020-2021 NAEOP President

WELCOME TO PITTSBURGH, PA!

The 2021 NAEOP Conference promises to touch on every aspect of our association mission in formal and informal ways. You will have the opportunity to L.E.A.R.N. every day you attend.



Bonnie Miller, CEOE, PA

Leadership: participate on a committee and in Advisory Council to make an impact

Education: learn and grow in Summits, Breakout, and other wonderful events

Achievement: attain milestones on your Professional Standards Program (PSP) journey

Recognition: join in acknowledging the great work of individuals and affiliates

Networking: connect with people in similar roles and settings from across the country



Katherine Reichley, CEOE, OH

Our planning committee looks forward to welcoming you to Pittsburgh, Pennsylvania, July 12-15, 2021, to explore your potential, see our association at work, and discover this special conference location.

GENERAL INFORMATION

COVID-19 STATEMENT

Given the current COVID-19 pandemic, the Omni and NAEOP may enforce health and safety measures in order to protect attendees and staff during the event including, but not limited to, wearing facemasks/coverings, regular hand sanitation and social distancing. All state and local directed health measures will be enforced. You may not attend, if you have at the time of the event, or anytime within 14 days before the event, any of the following symptoms: a cough, fever, shortness of breath, difficulty breathing, flu-like symptoms, gastrointestinal upset or experienced a loss of taste or smell. For additional information use the links below:

[Click Here for the Omni Hotels Health & Safety Guidelines](#)

[Click Here for the latest updates from the Allegheny County Health Department](#)

AIRPORT/SHUTTLE

Port Authority offers service to the Pittsburgh International Airport via the West Busway for only \$2.75. The route runs to and from PIT, Downtown Pittsburgh, Robinson Towne Center, and Oakland on a regular schedule from 4:00 am until midnight.

SOCIAL MEDIA

Connect and share stories, photos and insights on social media using the conference hashtags #PITNAEOP2021 and #EOPSTRONG. Social Media information will be available near the registration desk.

CONFERENCE CHECK-IN

Check in will be on Monday, July 12, 12:00 pm - 6:00 pm; Tuesday, July 13, 7:00 am - 7:00 pm; and Wednesday, July 14, 7:00 am - 3:00 pm. You will receive the conference schedule including the hotel map, meal tickets, and information needed for the conference. NAEOP Bags will be given to first timers and available if preordered. There will also be a photo opportunity set up to take your own pictures.

GUESTS

Are you interested in bringing a guest? The guest registration price is \$25.00 plus the cost of any meals. Please make any meal selections in the guest section of the registration form.

OPENING SESSION/KEYNOTE SPEAKER

The opening session is scheduled for Tuesday, July 13, 8:00 - 10:00 am. During the roll call of states show your love by wearing your state colors or something patriotic. We are honored to have Lisa Ryan as our Keynote Speaker who will present "Gratitude Strategies To Boost Your Health, Wealth, & Happiness."

SUMMITS AND BREAKOUTS

Within this packet you will find the list of Summit learning opportunities, as well as a variety of breakout sessions. For the first time, all Breakout and Summit sessions will be included in your registration price. Attendance may be limited based on the current occupancy maximums in place at the time of the conference.

SESSION TYPE DESCRIPTIONS

- In-Person (IP) - The presenter and participants will be in the same room at the hotel during the session.
- Virtual (V) - The presenter will deliver the session in real-time during the in-person conference through Zoom. Participants will be able to interact with the presenter.
- Recorded (R) - The live presentation will be recorded and available for the virtual conference participants. This designation can be attached to either an in-person or virtual session. Disclaimer: These sessions are subject to change.

GENERAL INFORMATION

ADVISORY COUNCIL

Advisory Council is held to discuss the operations of NAEOP, hear suggestions from the affiliates of changes/improvements and to make recommendations to the NAEOP board. All members are welcome to observe, but only those that are delegates can participate in the discussions, elections for committees and vote on the business at hand. This year's meeting will be held virtually prior to the conference on Friday, June 25, 11:00 am - 1:00 pm EDT. Please contact the NAEOP Office if you would like to attend the Advisory Council meeting.

MARKETPLACE

The Marketplace provides baskets to raffle from our affiliates. Tickets can be purchased for a chance to win some great prizes. The Marketplace will be open, **Monday, July 12, 5:30 pm - 8:00 pm, Tuesday, July 13, 10:00 am - 12:00 pm, Tuesday, July 13, 2:00 pm - 4:00 pm, Wednesday July 14, 12:00 pm - 5:00pm, Thursday, July 15, 7:30 am - 10:30 am.** Winners of all raffles can pick up their prizes at 12:00 pm on Thursday, July 15 and you do not need to be present to win.

FIRST TIMERS RECEPTION

If you are attending conference for the first time, sign up for the fun and exciting First Timers reception. You will have a mentor to help you through the process and you will meet other First Timers to network with throughout the conference.

AREA AND COUNCIL MEETINGS

Area and Council meetings will be held to conduct area and council business, hold area and/or NAEOP committee elections and provide professional development. This year's Area and Council meetings will be held virtually prior to the conference. The Area meetings will be Friday, June 25, 2:00 pm - 3:30 pm EDT and the Council meetings will be Friday, June 25, 4:00 pm - 5:30 pm EDT. Your Area Director and Council Chairman will be in touch with information about how to join these sessions.

MEALS

In your packet at the conference registration desk, you will be given a ticket for each of your meal choices. These should be shown to the servers at each meal once seated. Are you interested in bringing a guest? Select the choice in the guest section of the registration form.

TUESDAY, JULY 13

12:30 PM MEMBER AWARDS LUNCHEON

- **Southern Comfort Buffet:** Soup/Salad/Chicken & Pulled Pork/Baked Mac & Cheese/Seasonal Vegetable/Dessert

WEDNESDAY, JULY 14

10:30 AM TOWN HALL BRUNCH

- **American Buffet:** Fruit, Pastries, Yogurt, Cereals, French Toast, Eggs, Potatoes, Meat

7:00 PM AWARDS BANQUET/ADMINISTRATOR/OFFICE PROFESSIONAL OF THE YEAR/PSP RECIPIENTS

- **Choice A:** Chicken Breast with Boursin Crème, Roasted Pepper Potatoes, and Garlic Aioli Green Beans
- **Choice B:** Pan Seared Salmon with Pomegranate Reduction, Roasted Pepper Potatoes, and Garlic Aioli Green Beans
- **Dessert:** Bavarian Apple Crumble with Spiced Maple Cream

THURSDAY, JULY 15

12:30 PM NAEOP 2021-2022 BOARD INSTALLATION LUNCHEON

- **Choice A:** Herb Crusted Chicken Breast, Fine Herbs and Garlic Cream, Zucchini Ratatouille, and Classic Wedge Salad
- **Choice B:** Slow Roasted Pork Loin, Whipped Potatoes and Bourbon Cherry Glaze, Zucchini Ratatouille, and Classic Wedge Salad.
- **Dessert:** William Penn Cheesecake, Macerated Strawberries and Creme

CONFERENCE SCHEDULE AT A GLANCE

Sunday 7/11/2021	Monday 7/12/2021	Tuesday 7/13/2021	Wednesday 7/14/2021	Thursday 7/15/2021	Friday 7/16/2021
9 AM - 12 PM Pre-Conference Planning Meeting	12 PM - 6 PM Registration Open	7 AM - 7 PM Registration Open	7 AM - 3 PM Registration Open	7:30 - 9:30 AM Summit 201 & 202 Part 2 (2 hour session)	9 AM - 5:30 PM Flight 93 Tour & Shopping in Ligonier
2 - 4:00 PM 2020-2021 NAEOP Board Meeting	10 AM - 12:30 PM 2020-2021 NAEOP Board Meeting (continued)	7:30 - 8 AM Affiliate President Meeting	8:30 AM - 10 AM Breakouts 300's (1.5 hour sessions)	7:30 AM - 10:30 AM Marketplace Open	
4:15 - 5:15 PM Foundation Board Meeting	2 PM - 5 PM Phipps Conservatory & Botanical Gardens Tour	8 AM - 10 AM Opening General Session Keynote Speaker	10:30 AM - 12 PM Town Hall Brunch	8 AM - 9:30 AM Breakouts 600's (1.5 hour sessions)	
	3 PM - 5 PM Marketplace Set-Up	10:30 AM - 12 PM Breakouts 100's (1.5 hour sessions)	12 PM - 5 PM Marketplace Open	10 AM - 12 PM Summit 201 & 202 Part 2 (2 hour session)	
	5:30 PM - 8 PM Marketplace Open	10 AM - 12 PM Marketplace Open	12:30 PM - 2:30 PM Summit 101 & 102 Part 1 (2 hour session)	10 AM - 11:30 AM Breakouts 700's (1.5 hour sessions)	
	6:30 PM - 8 PM First Timers' Reception	12:30 PM - 2 PM Member Awards Luncheon	1 PM - 2:30 PM Breakouts 400's (1.5 hour sessions)	12 PM - 12:30 PM Marketplace Prize Pick-Up	
		2 PM - 4 PM Marketplace Open	3:00 PM - 5:00 PM Summit 101 & 102 Part 1 (2 hour session)	12:30 PM - 2:30 PM NAEOP Board Installation Luncheon & Reception	
		2:30 PM - 4 PM Breakouts 200's (1.5 hour sessions)	3 PM - 4:30 PM Breakouts 500's (1.5 hour sessions)	3 PM - 6 PM 2021-2022 NAEOP Board Meeting	
		4:15 PM - 5:15 PM Second General Session	5:30 PM - 6:30 PM PSP Rehearsal/ Photos		
		5:15 PM - 6:00 PM Open Foundation Meeting	6 PM - 7 PM Social Hour		
		6:30 PM - 10 PM Strip District & Duquesne Incline Tour	7 PM - 9 PM PSP/Awards Banquet		

KEYNOTE SPEAKER & SUMMIT PRESENTERS

Special thank you to the Educational Foundation for their donation to help underwrite the Keynote and Summit speakers.



LISA RYAN

Gratitude Strategies To Boost Your Health, Wealth, & Happiness

You may not want to admit it – yet – but lots of gifts that have happened as a result of COVID-19. Mother Teresa once said, “We are more starved for appreciation than we are for bread.” If you are looking for an inspirational program that has both personal and professional impact, this is for you.

Bio:

Lisa is a Certified Speaking Professional and best-selling author of ten books, including “The Upside of Down Times: Discovering the Power of Gratitude.” She pursued a “nontraditional route for higher education, attaining her MBA on the “fourteen year plan” - working all day and going to college at night. Lisa has served on many non-profit boards including Toastmasters International, The American Welding Society, and two terms as President of the National Speakers Association, Ohio Chapter.

GRETCHEN SORTZI

Getting Your Groove Back

Summit 101 Part 1: Wednesday 12:30 - 2:30 PM & 3:00 - 5:00 PM (R)

Summit 201 Part 2: Thursday 7:30 - 9:30 AM & 10 AM - 12 PM (R)

We all have an innate set of skills that when awakened can elevate every area of our life. Some of us have forgotten to use them; some of us have yet to discover them. This session is a rare opportunity to receive the entire Superpowers Series, one step at a time. This session will cover all our most popular topics including attitude/ cognitive thought processes, emotional intelligence, cognitive empathy, thankfulness, gratitude, communication, conflict resolution, leadership skills, and more. Participants will take an in depth look at each area and how they work together in an informative, dynamic presentation designed to enhance all areas of life.

Bio:

Gretchen Sortzi is the founder and CEO of The Superpowers Institute. She believes that within us all is an innate set of Superpowers. For many of us they lie dormant to the magic they are waiting to wield. When we discover what they are, how to use them and what ability we can possess, we will never be the same.

As a Sociologist, Teacher and Entrepreneur with over 20 years of experience, Gretchen has helped countless clients achieve their goals with her innovative programs and witty, practical curriculum. An International Ted/Ex presenter, she is a dynamic motivational speaker praised by audiences large and small, led by a passion to change the lives of others.



JEN GRONEBERGER

Showing Up as Your Best Self: The Five C's

Summit 101 Part 1: Wednesday 12:30 - 2:30 PM & 3:00 - 5:00 PM (R)

Summit 201 Part 2: Thursday 7:30 - 9:30 AM & 10 AM - 12 PM (R)

As a leader in an ever-changing society, “showing up as your best self” is the cornerstone of the message of this summit session. This “best self” comes from learning how to re-write your story and is best discovered by uncovering one’s non-negotiables as a human being. Understanding how to empower ourselves as women from the inside out will help develop cultures of belonging, mindfulness and trust everywhere we show up. I believe being an effective relationship-builder hinges on employees who are inspired by passion and driven by the mission of the organization. Being able to show up as your best self in a very change-centric time always and most effectively begins within.

Bio:

Jen is a highly-sought after keynote speaker for large organizations, associations and corporate clients across the country and has been consistently named one of the top-rated motivational speakers in the Philadelphia, NYC and Washington, DC regions based on client reviews on Thumbtack, a booking site for speakers. Her thought-provoking, dynamic, story-telling approach has gotten praise from clients at organizations including NIKE, Procter & Gamble, Johnson & Johnson, The US Dept. of Defense, The USDA, and the NIH.

Jen is a thought leader who doesn’t just push boundaries, but eliminates them from mindsets that have been previously stuck or limited in belief or growth. Her focus is on helping organizations create cultures of belonging and leaders who lead with compassion. She reaches every corner of the room and finds ways to make you feel like she is talking to YOU. Jen pulls out the best in us to connect us to each other and reminds us that showing up authentically is the most important thing you will ever do.

2021 CONFERENCE BREAKOUTS

IP- In-Person; V- Virtual; R- Recorded (see page 4 for additional details)

TUESDAY, JULY 13, 2021

10:30AM – 12:00PM

100 – Creating a Workplace Culture that Works (R)

Lisa Ryan, Engagement Expert, Culture Consultant

Taking the concepts learned in Lisa's Gratitude keynote, this breakout session focuses on how these principles can be used in the workplace. After all, when employees are engaged in what they do, are connected to each other, and are looking to help the organization grow, they create a workplace culture that keeps people happy, healthy, and thriving.

101 – Bridging the Communication Gap (R)

*Teresa Himmelberger, CEOE, Southwest Area Co-Director
Granite School District Salt Lake City (UT)*

Have you started a new position or transferred to another job and found yourself with no communication on how to do the job or what the expectations are? In this class we will work through what is the best way to get that communication started and what tools can help you in your job.

102 – Presenting: A Happy, Healthy, Successful You (IP)

*Ramona Clark, CEOE, Northwest Area Director
Boise State University (ID)*

This humorous and impactful story will help guide you in unpacking specific tenets for creating personal happiness, increasing health, and making successful movement toward your goals.

103 – Professional Development Planning on a Budget (IP)

*Jackie Flood, CEOE, Administrative Council Chairman
Genesee Valley BOCES (NY)*

Join Jackie for ideas and sources to help you plan workshops for PD or conferences, stay on budget, and offer absolutely awesome sessions.

104 - The Art of Being Mindful (V)

*Audra Mead
Chief Culture Officer @ Fox World Travel*

The beauty of mindfulness is that it connects us to the current moment where life is happening. With the "uncontrollable" always swirling around us, we have a choice of looking at what we control and improving our ability to express and interpret our present environment. By participating, you will learn how to improve your mindfulness through gratitude and filtering ... giving you the advantage of seeing things in a new light.

105 – Aspiring Leaders and Parliamentary Procedure Simplified (IP)

*Kathy Buck, CEOE
2010-2011 NAEOP President (ID)*

What is being in an AEOP leadership position all about? Discuss strategic planning, communication, creative problem solving, and leadership aspirations. Do you have the responsibility of leading meetings? Let's breakdown parliamentary procedure to be user-friendly.

TUESDAY, JULY 13, 2021

2:30 – 4:00PM

200 – Creating an Event to be Remembered (V)

*Sharon Mena, CEOE, Southwest Area Co-Director
Stacy Wright – Texas A&M University*

Practical advice to help you create an exceptional event. Learn how to plan from start to finish with timelines, checklists, and suggestions to take our event to the next level.

201 – PSP – About the Program & Application Process (IP)

*Ramona Clark, CEOE, Northwest Area Director
Boise State University (ID)*

Engaging in professional development opportunities helps you personally and professionally with additional skills, networking, and the possibility of a national PSP certification. We will discuss the program requirements, cover recent changes, and answer your questions about the NAEOP's Professional Standards Program (PSP).

202 – Getting Your Money's Worth (R)

*Mary Bach
Consumer Advocate and Chair, AARP Consumer Issues Task Force*

Do you ever feel "ripped off" in the marketplace? Your shopping trips will never be the same after this entertaining and educational presentation packed with important consumer information.

203– Meditation: Stimulate Your "Feel Good" (V)

*Audra Mead
Chief Culture Officer @ Fox World Travel*

Everyone wants to "feel good." We all dream of aging like fine wine. So, why not take steps now to make the goal of "aging gracefully" more attainable? Regular meditation comes with a wide range of physical, mental and emotional health benefits. In this session, you will learn more about meditation and experience a guided meditation ... bring on the grounded calm!

204 – The Thorn Bush Has Roses (R)

*Georgette Council, CEOE
Richland School District Two (SC)*

Focus on finding the positives. This session will provide new and different outlooks for ways to find positives in the most difficult times.

205 – A B C's of Team Building (IP)

*Cathy Eberle, Past President
Retired*

Participate in a very interactive session and learn how we can cooperate with others, learn from others, and have FUN too.

2021 CONFERENCE BREAKOUTS

IP- In-Person; V- Virtual; R- Recorded (see page 4 for additional details)

WEDNESDAY, JULY 14, 2021

8:30 – 10:00AM

300 – Building Up Your Google Form (V)
*Beth Heyden, CEOE, Secondary Education Co-Chairman
Certified Google Trainer
Perris Union High School (CA)*

Forms can be used for more than student assessments. Learn to build your Google Forms, collect data and make informed decisions.

301 – Don't Forget Your PB&J (Professional Behaviors on the Job) (R)
*Wendy Heslink, CEOE, Past President
Cassadaga Valley Central (NY)*

Professional ... it's not just a title, it's a behavior, and a behavior that we all are to have to make our offices run successfully. It's not just how you dress, it's how you act, talk, listen, communicate, handle yourself, and handle others. Professionals stand out above the crowd, even when facing difficult situations and people. This workshop will define professionalism in the educational office, how it is achieved, how it is judged, how it can be maintained (even in the most difficult of situations), and how it can become a habit. Bill Watterson said, "If you can't control your peanut butter, you can't expect to control your life." Are you controlling your PB/J (Professional Behaviors on the Job)?

302 – Learning from the Book of "C" (R)
*Debbie Wade, CEOE, CEOP
Retired*

Our work place is full of opportunities to use the correct words and actions when working with our customers. We'll look in the Book of "C" to learn about words like challenge, care, cooperate, communicate, and others ... and have a little fun along the way.

303 – A Walk in the Park: Engaging our Families & Communities We Serve as Office Professionals (IP)
*Brenda Spieker, CEOE, Secondary Education Co-Council Chair
Lincoln Public Schools (NE)*

In this fun, positive, and creative session, learn how to have meaningful connections with students, schools, and communities you serve. Discover new ways to establish those connections and how to effect change for all who cross your path.

304 - Communicating Within Affiliates (IP)
*Georgette Council, CEOE, SE Area Director, Richland School District Two (SC)
Rosemary Duff*

This session will discuss ideas and best practices for communicating with members within affiliates. Information will be shared on websites, newsletters, email and Social Media.

WEDNESDAY, JULY 14, 2021

1:00 – 2:30PM

400 – Going Beyond the Basics with Sheets (V)
*Beth Heyden, CEOE, Secondary Education Co-Chairman
Certified Google Trainer
Perris Union High School (CA)*

Learn more than just the basic functions of Google Sheets. Through collaboration, filters, and understanding data, you can take your sheet to the next level.

401 – Who's Really Calling You or Sending You that Email? (R)
Mary Bach, Consumer Advocate and Chair, AARP Consumer Issues Task Force

From sweepstakes and lottery scams to identity theft and investment fraud, the con artists always manage to stay just a step ahead of us. Consumers must be pro-active in protecting our hard-earned money by being aware and informed. Get the facts in this educational program filled with tips and engaging, practical information.

402 – Clear, Concise, Compelling (R)
*Kristina Cerise
Seattle Public Schools (WA)*

Writing tips and tricks for improving your written communication and avoiding that stomach-sinking feeling when you catch the error just after pushing send on a mass email. It's preventable. Learn how.

WEDNESDAY, JULY 14, 2021

3:00 – 4:30PM

500 – Unmasking Your Potential (IP)
*Melody Wise Butler, CEOE, Transition Coordinator
Richland School District Two (SC)*

In this workshop, we will discuss ways to step out of our comfort zones and "UnMask" our potential.

501 – Family Life and Work: Considerations when Contemplating a Leadership Role in an Organization (IP)
*Tammy Johnson, Higher Education Council Chair
Norfolk State University (VA)*

It is hard to balance family life and work in today's productivity-driven society. Both areas are considered one of the most common causes of stress. So now, you're contemplating accepting a leadership role? Is the role heavier than it seems? This session engages the audience in family life and work considerations.

502 – Understanding and Avoiding Implicit Bias (IP)
*Jennifer Lewis, M.Ed., MHA - University of Southern Mississippi
Katie Kitchens, USM AOP Incoming President*

Learn about the neurological basis of implicit responses. Define and discuss types of bias. Understand the impact of and identify strategies aimed at reducing implicit bias.

2021 CONFERENCE BREAKOUTS(continued)

IP- In-Person; V- Virtual; R- Recorded (see page 4 for additional details)

THURSDAY, JULY 15, 2021

8:00 – 9:30AM

600 – Shortcut or Short Circuit? (R)

*Kristina Cerise
Seattle Public Schools (WA)*

This session reviews heuristics (and other fancy words that help us understand our brains). We'll discuss the shortcuts our brains use when processing information and how those shortcuts can be helpful or harmful to our work and our ability to embrace new ideas and change.

601 – From Microsoft Forms to Excel (R)

*Jennifer Lewis, CEOE,
University of Southern Mississippi*

Get started and get productive on how to use forms and excel to collect and operationalize data. Objectives: Gather data using Forms, Download data into Excel, Organize data in tables, Create Pivot Charts, Create graphical charts, Import Excel data into PowerPoint, Create Interactive Forms in PowerPoint

THURSDAY, JULY 15, 2021

10:00 – 11:30AM

700 – Is Your Customer Service Up to PAR (Professional, Accurate, Responsive)? (IP)

*Wendy Heslink, CEOE, Past President
Cassadaga Valley Central (NY)*

We may not work at Amazon, but we, as educational office professionals, do provide customer service every single day. What is good customer service for the school office? What does it mean to you, as the educational office professional? Why is it important to be professional, accurate and responsive to your customers? What image are you portraying to your customers in your office? During this workshop, we will address these questions, and discuss the importance of teamwork and shared direction in a school office in order to get and keep your customer service up to PAR.

701 – Play Your Cards Right ... You're a Winner Every Time! (IP)

*Debbie Wade, CEOE, CEOP
Retired*

In this fun and interactive session, we will share the secret of holding the "winning hand" in People Power! We'll learn how to "deal" positive "cards" in life and while working in any setting. Learn why playing with a "full deck" can lead to the winning combination for being the very best you can be and for delivering outstanding professional customer service.

SPECIAL CONFERENCE RAFFLE

- **Black Diamond Necklace/Earring Set** – A mesmerizing black diamond rests gently within an infinity-shaped setting in this stylish women's necklace and earring set. Crafted in stainless steel, the necklace diamond weight is 1/6 carat and is on an 18-inch cable chain. The earrings, also 1/6 carat, secure in place with friction backs.
- **Table Runner** – Katherine Reichley, CEOE (OH) has generously donated a one-of-a-kind, homemade table runner. She used scraps from the almost 800 face masks/coverings she gave away to her community and used them to create the patchwork part of this item. It measures about 16.25 x 39.5 inches and the border and back is a tan print. The item was machine stitched.
- **All Things Pennsylvania** – You may not know that many items you purchase or use often were actually created in Pennsylvania! This basket will contain a plethora of items made right in the Keystone State. These will include (but are not limited to) items from companies such as Hershey's, Crayola Crayons, Utz Snack Foods, Mallo Cups, Slinky, PM Palmer Chocolates, Corelle, and more!

Tickets for these items are \$5 each or 5 for \$20. Please complete the tickets, making sure to check the box on the tickets for the item you are wishing to enter to win. Send your check (payable to NAEOP) and completed tickets to:

NAEOP
Attn: Conference Raffle
521 First Street
PO Box 10
Milford NE 68405

Tickets will also be available for purchase at conference



2021 NAEOP Conference Drawings

Name: _____

Address: _____

Cell Phone # _____

1 Ticket - \$5; 5 Tickets - \$20

☐ Jewelry Set ☐ Table Runner ☐ All-PABasket

2021 NAEOP Conference Drawings

Name: _____

Address: _____

Cell Phone # _____

1 Ticket - \$5; 5 Tickets - \$20

☐ Jewelry Set ☐ Table Runner ☐ All-PABasket

2021 NAEOP Conference Drawings

Name: _____

Address: _____

Cell Phone # _____

1 Ticket - \$5; 5 Tickets - \$20

☐ Jewelry Set ☐ Table Runner ☐ All-PABasket

2021 NAEOP Conference Drawings

Name: _____

Address: _____

Cell Phone # _____

1 Ticket - \$5; 5 Tickets - \$20

☐ Jewelry Set ☐ Table Runner ☐ All-PABasket

2021 NAEOP Conference Drawings

Name: _____

Address: _____

Cell Phone # _____

1 Ticket - \$5; 5 Tickets - \$20

☐ Jewelry Set ☐ Table Runner ☐ All-PABasket



PHIPPS CONSERVATORY & BOTANICAL GARDENS

Monday, July 12, 2021

Cost: \$54.00

Time: 2:00 pm - 5:00 pm

Minimum: 30 people

Pittsburgh has some neat places to visit and Phipps is one of those special places. A green oasis in the middle of Pittsburgh's vibrant Oakland neighborhood, Phipps Conservatory and Botanical Gardens has provided a world-class garden experience to its visitors since 1893. Explore the beauty and wonders of nature at Phipps, encompassing 15 acres including a 14-room glasshouse and 23 distinct gardens. Its an experience you won't want to miss!

To hold your spot, email vickiestours@gmail.com. Once you are notified your email was received by the tour company representative, make check payable to Vickie Baxter and mail to 220 Walnut Street, Box 402 Black Lick, PA 15716.

Additional information about the trip will be included in the email.

Payment for this trip will be due no later than June 1, 2021. If you have questions, email vickiestours@gmail.com. This trip requires a 30 person minimum to guarantee price. Fee is nonrefundable if tourist cancels the trip. If tour is cancelled by representative, a refund will be issued.

Mail this form with your payment to
Vickie Baxter - 220 Walnut Street, Box 402 Black Lick, PA 15716:

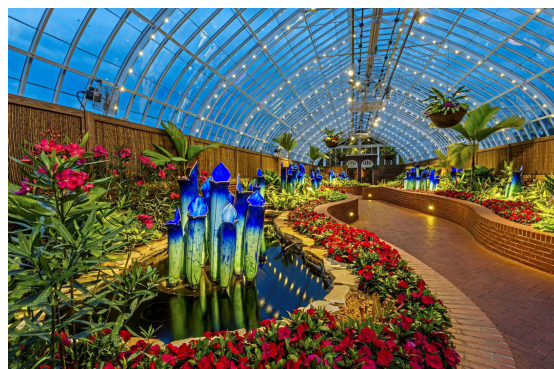
Phipps Tour
Cost: \$54.00

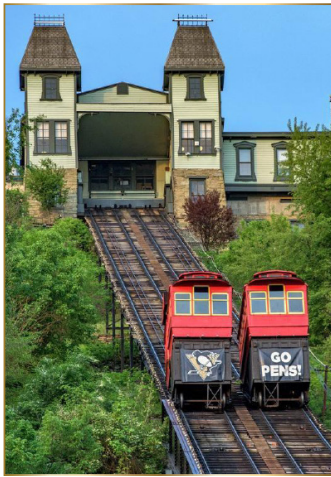
Name _____

Cell Number _____

Email address _____

Check number _____
(payable to Vickie Baxter)





STRIP DISTRICT & DUQUESNE INCLINE

Tuesday, July 13, 2021

Cost: \$38.00

Time: 6:30 pm - 10:00 pm

Minimum: 30 people

If you are a shopper or even a window shopper, you will love this trip. We are going to the Strip District. This area is one of the most popular shopping neighborhoods in the city. As each city has different ethnicity districts, the strip combines all those areas into one little neighborhood.

The famous sandwich associated with Pittsburgh was invented here. The Primanti sandwich is a colossal concoction of Italian bread, meat, cole slaw and french fries. Whether you are in search of a Terrible Towel, the freshest foods, flowers, or just

a fun day, the strip will not disappoint. It has something for everyone. You will be able to have your supper (on your own) in the Strip at one of many great little restaurants. Below are a couple of the places you could visit.

- Renya foods - Mexican foods
- Pennsylvania Macaroni Co. - every Italian product you can think of
- Mancinis Bakery- delicious breads
- Mon Aimee Chocolates - something for your sweet tooth
- Pensey's spices- fresh spices in all different size containers
- Numerous tea and coffee shops
- Primanti Brothers- home of the famous sandwich
- Wholley fresh seafood sandwiches- Don't miss this seafood store!
- Pottery Store- different handmade pottery

A bigger list with places to eat will be provided on the tour. If you decide to book this trip I will send you a bigger list with other places to eat. After the strip, we will be traveling over to the Duquense Incline. One of two in the city. You will see one of the most amazing panoramic views of the city. It will be around sunset and the view will take your breath away. We will ride to the top of Mount Washington, view the city and little shop and then travel back down the steep mountain. The view was voted one of the most spectacular urban views in the US.

To hold your spot, email vickiestours@gmail.com. Once you are notified your email was received by the tour company representative, mail your payment to Vickie Baxter - 220 Walnut Street, Box 402 Black Lick, PA 15716. Checks are made payable to "Vickie Baxter."

Additional information about the trip will be included in the email. Payment for this trip will be due not later than June 1, 2021. If you have questions, email vickiestours@gmail.com. Upon receipt of completed form and payment, you will receive an email confirmation. Fee is nonrefundable if tourist cancels the trip. If tour is cancelled by representative, a refund will be issued. A 30 person minimum to guarantee price.

Mail this form with your payment to
Vickie Baxter - 220 Walnut Street, Box 402 Black Lick, PA 15716:

Strip District and Incline Bus Trip
Cost: \$38.00

Name _____

Cell Number _____

Email address _____

Check number _____
(payable to Vickie Baxter)





FLIGHT 93 & SHOPPING IN LIGONIER

Friday, July 16, 2021

Cost: \$74.00

Time: 9:00 am - 5:30 pm

Minimum: 30 people

This is going to be a fun and interesting tour at the same time. On our way to Flight 93 we are going to stop in the quaint town of Ligonier which was settled in 1760. It was voted one of the "Most Charming Small Towns in America" by the Country Living Magazine. It is the site of a fort made during the French and Indiana War. So much history

in this small area. A beautiful Bandstand is in the middle of the town with cute little shops lining the streets in which you can shop.

We will then stop at a unique restaurant called "Green Gables" in Jennerstown for our lunch, which is included. The architecture style is nothing like you have ever seen. They used big trees inside to support the roof and the building is nestled in among trees for a beautiful picturesque setting.

Our main stop for the day will be Flight 93. This is a very somber place but is so touching that people gave their lives to save others. You must not miss this National Memorial, it will touch your heart and make you realize how precious life is. On our way home, we will stop at one of my favorite bakeries located just a few miles from a ski resort and right across the road from an original Stagecoach stop. This area is called the Laurel Highlands and you will recognize names like the Mellon Family who have hunting clubs in the area. You can satisfy your sweet tooth with one of their delicious cinnamon buns.

To hold your spot, email vickiestours@gmail.com. Once you are notified your email was received by the tour company representative, make check payable to Vickie Baxter and mail to 220 Walnut Street, Box 402 Black Lick, PA 15716.

Additional information about the trip will be included in the email.

Payment for this trip will be due no later than June 1, 2021. If you have questions, email vickiestours@gmail.com. This trip requires a 30 person minimum to guarantee price. Fee is nonrefundable if tourist cancels the trip. If tour is cancelled by representative, a refund will be issued.

Mail this form with your payment to Vickie Baxter - 220 Walnut Street, Box 402 Black Lick, PA 15716:

Flight 93 Trip
Cost \$74.00

NAME _____

CELL NUMBER _____

EMAIL ADDRESS _____

CHECK NUMBER _____
payable to Vickie Baxter



Annual Conference Registration Form

Attendee Name _____ Member # _____
(First) (Last) (CEOE)

Address _____

City _____ State _____ Zip _____

Phone _____ Day Time Phone _____

Email _____

Complete only **ONE** section below, either In-Person Registration **OR** Virtual Registration

In-Person Registration:

(In-Person Registration fee includes: All Meals, Breakouts, and Summits)

The NAEOP Foundation is offering a \$100 credit to the first 250 paid member registrations.

In-Person Registration - NAEOP Member \$350 \$ _____

In-Person Registration - NAEOP Member (Includes Foundation Credit) **\$250** \$ _____

In-Person Registration - Non-Member \$400 \$ _____

Check Appropriate Meals:

PSP/Awards Banquet : ☐ Chicken/A ☐ Salmon/B

Installation Luncheon: ☐ Chicken/A ☐ Pork/B

Please list any special dietary needs or disability: _____

Optional:

☐ First Timer Orientation (No Charge)

☐ First Timer Conference Bag (No Charge to First Timers)

☐ Conference Bag \$12

☐ I would like to be a First Timer Mentor

☐ Receiving PSP/CEOE Recognition?

Registration Fees Total \$ _____

Optional Fees Total \$ _____

Virtual Registration:

The NAEOP Foundation is offering a \$100 credit to the first 250 paid member registrations.

NAEOP will record half of the offered breakout and summit sessions. These recordings will be available to all Virtual Registrants two weeks following the live in person conference at the Omni William Penn Hotel in Pittsburgh, PA.

NAEOP Member \$200 \$ _____

NAEOP Member (Includes Foundation Credit) **\$100** \$ _____

Non-Member \$300 \$ _____

Guest Registration:

Name _____

Address _____

City _____ State _____ Zip _____

Phone _____

Per Guest \$25 \$ _____

Member Awards Luncheon \$50 \$ _____

Town Hall Brunch \$42 \$ _____

PSP/Awards Banquet \$60 \$ _____

☐ Chicken/A ☐ Pork/B

Installation Luncheon \$45 \$ _____

☐ Chicken/A ☐ Salmon/B

Guest Fees Total \$ _____

TOTAL CONFERENCE FEES \$ _____

Annual Conference Registration Form

ALL BREAKOUT AND SUMMIT SESSIONS ARE INCLUDED IN THIS YEAR'S REGISTRATION PRICE

NAEOP Educational Foundation Professional Development Credit

The NAEOP Educational Foundation is providing a \$100 professional development credit for NAEOP members attending the 2021 NAEOP conference. **The credit is for the first 250 NAEOP conference registrations (in-person or virtual) received by May 31, 2021.**

Join NAEOP

Not a current member?

Contact Taylor Moore for membership information.

Email: staff@naeop.org Phone: 316.942.4822

Payment Method (All fees are payable in U.S. dollars)

- ☐ Copy of Purchase Order is Attached (**Must be paid by conference date**)
- ☐ Enclosed is a check or money order payable to NAEOP
- ☐ Credit Card

Credit Card Number _____ Payment Total \$ _____

Name on Credit Card _____ Expiration Date _____ Security Code _____

Billing Address _____

Please note a \$5 convenience fee is applied to all credit card transactions

Signature _____

REGISTRATION:

You must register by June 15, 2021, to be listed in the annual report. After June 15, please bring the registration form with you for onsite processing. Onsite registration will be accepted on a space available basis. Meal tickets, however, may not be available onsite.

CANCELLATION/REFUND POLICY:

All cancellation requests must be received in writing to the national office. Cancellations received on or before June 15 will entitle the registrant to a full refund less a \$25 administrative fee. Cancellations received between June 15 and June 30 will entitle the registrant to a 50% refund. **There are no refunds for registration or meals after June 30, 2021. No-shows will not be refunded.** Selection and reservation of payment for hotel accommodations, tours, and transportation to and from the conference are the sole responsibility of the registrant.

Return completed form and payment to:

NAEOP National Office
521 First St, PO Box 10
Milford, NE 68405
Email: staff@naeop.org