

**National Association of Educational Office Professionals  
2021 Annual Meeting  
Minutes**

**In-person/Virtual Conference  
Pittsburgh, Pennsylvania  
July 12-15, 2021**

**Opening General Session  
Tuesday, July 13, 2021**

**Presiding**

Mary Guest, CEOE (NE), NAEOP President.

**Call to Order and Welcome**

The 87<sup>th</sup> Annual Business Meeting of the National Association of Educational Office Professionals was called to order at 8:00 a.m. EDT. On behalf of the Board of Directors and the National Office staff, President Guest welcomed everyone to Pittsburgh, especially the first-time attendees.

**Opening Session, Roll Call of States & Video Presentation**

Eronda Jackson, CEOE (SC), welcomed everyone to the 2021 NAEOP Annual Conference Opening Session. The session began with the roll call of states by area. A video followed with the state flags and the number of attendees registered from each state.

**Welcome**

Bonnie Miller, CEOE (PA), introduced Jennifer Vacek, from Visit Pittsburgh, who provided the welcome.

**Keynote Presentation – Lisa Ryan, Opening Keynote Presenter**

Lynelle Fitzmier, CEOE (PA), introduced the opening Keynote Presenter, Lisa Ryan. Lisa’s presentation was entitled “Gratitude Strategies to Boost our Health, Wealth & Happiness.”

**Introductions**

President Guest introduced the following groups/individuals:

- NAEOP Board of Directors
- NAEOP Office Staff
- Conference Planning Committee and Volunteers

Recessed at 10:00 a.m. EDT.

**Member Awards Luncheon  
Tuesday, July 13, 2021, 12:30 – 2:00 p.m. EDT**

Bonnie Miller, CEOE (PA), Vice President, recognized the Affiliate and Membership Awards.

**Membership Drive Winners**

September	Christine Karpovitch	2020 Free Webinar Series	New York
November	Carrie Mounce	Free Membership	Arkansas
January	Betsy Hof	2021 Conference Discount	Wyoming
March	Regina Henry	Free Membership	South Carolina
May	Connie Bergeson	2021 Conference Discount	Arkansas

**Affiliates with largest increase in NAEOP membership**

3<sup>rd</sup> – Arkansas AEOP

2<sup>nd</sup> – Southwest Area

1<sup>st</sup> – Lexington District One EOP

**Affiliates with the largest NAEOP membership**

3<sup>rd</sup> – Mesquite EPA

2<sup>nd</sup> – Totem AESP

1<sup>st</sup> – North Carolina AEOP

**Top NAEOP Member Recruiters for 2020-2021**

3<sup>rd</sup> – 4-way tie each recruiting 3 new members

Connie Bergeson, CEOE (AR); Paula Jo Brave, CEOE (WA); Christy Karpovich, CEOE (NY); and Shandel Zimmerman (SC)

2<sup>nd</sup> – Regina Henry (SC) with 6 new members

1<sup>st</sup> – Amey Tamagni, CEOE (AK) with 10 new members

Jill Averyhart, CEOE (SC), NAEOP Past President, presented the Rachel Maynard Awards for Excellence in Communication.

**Local Newsletter, Category 1, with 100 members or less**

1<sup>st</sup> – The VESA Express, Rio Grande Valley ESA – Mary Ann Gallegos, President and Lisa Gonzalez, Editor

**Local Newsletter, Category 2, with 101 members or more**

2<sup>nd</sup> – BAEOP Keynoter, Bellevue AEOP – Christy Minter, CEOE, and Gayle Staker, Co-Presidents; and Charlene Jones, Editor

1<sup>st</sup> – The Link, Granite AEOP, Teresa Himmelberger, CEOE, President; and Jessica Inman, Editor

**State Newsletter, Category 1, with 300 members or less**

1<sup>st</sup> – PEP Talk, Pennsylvania AEOP – Louise Mikowychok, President; and Kathy Miller, Editor

Jackie Flood, CEOE and Melody Wise Butler, CEOE, Co-Chairmen of the Awards & Scholarship Committee, presented the Website, Outstanding Affiliate Awards, and Student Scholarships.

**Outstanding Affiliate of the Year, State Category, 101 members or more**

Pennsylvania AEOP, Louise Mikowychok, President

**Website Awards**

**Professional State Category**

2<sup>nd</sup> – Educational Office Professionals of Ohio, Webmaster Lorraine Deitz

1<sup>st</sup> – Texas ESSA – TESSA, Webmaster Lisa Gonzalez

**Non-Professional, State Category**

3<sup>rd</sup> – Mississippi AEOP, Webmasters Jennifer Lewis, CEOE; and Jewel Adams

2<sup>nd</sup> – Pennsylvania AEOP, Webmaster Lenore Filipovic, CEOE

1<sup>st</sup> – South Carolina AEOP, Webmaster Jennifer Hedrick, CEOE

**Non-Professional Local Category**

3<sup>rd</sup> – Lincoln Public Schools AEOP, Webmaster Shelby Hershberger

2<sup>nd</sup> – Bellevue AEOP, Webmaster Tracey Croisier

1<sup>st</sup> – Richland County AEOP, Webmaster Jennifer Hedrick, CEOE

**Student Scholarships**

Recipients of the Marion T. Wood Student Scholarships are: Eva G. Chamberlin (nominated by Indiana AEOP), Diana Godoy (nominated by Granite AEOP, Utah), and Perla Romero (nominated by Arkansas AEOP). Congratulations to our recipients.

**Jackie Evans Distinguished Service Award**

President Mary Guest shared that this award is presented by the NAEOP Board of Directors to an outstanding individual who has demonstrated exceptional abilities and leadership performance to NAEOP. This award is not routinely awarded, but is given when a member is nominated whom the Board agrees is deserving of this honor. This year’s recipient is Lola Young, CEOE, from Nebraska. Congratulations Lola!

**Second General Session  
Tuesday, July 13, 2021**

Reconvened at 4:17 p.m. EDT

**Presiding and Introduction of the Head Table**

Mary Guest, CEOE (NE), NAEOP President. President Guest introduced the following seated at the head table: Taylor Moore, Executive Director, Advanced Association Management; Lola Young, CEOE (NE), Timekeeper; Teresa Himmelberger, CEOE (UT), Southwest Area Director and Advisory Council Co-Chairman; Paula Rosenberger, CEOE (SC), President Elect; Jackie Flood, CEOE (NY), Minutes Certification; Brian Weston, CEOE (SC), Parliamentarian; and, Charlotte Zeller, CEOE (KS), Secretary/Treasurer (via Zoom).

**Introduction of Parliamentarian**

Brian Weston, CEOE (SC) shared that the meeting will function according to the Robert’s Rules of Order and Association Bylaws. He also asked the membership to familiarize themselves with the Meeting Rules as noted in the 2021 General Business Meeting packet.

**Establishment of Quorum**

It was reported there were 114 members in-person and 41 attending virtually for a total of 155. Article VII, Section 6 of the Bylaws requires 100 members to be in attendance at the meetings of the Association for the transaction of business. A quorum was established.

**Approval of Consent Agenda**

- I. Adoption of the Meeting Agenda**
  - II. Adoption of the Meeting Rules**
  - III. Approval of the minutes from the 2020 NAEOP 86<sup>th</sup> Annual Business Meeting**
- These items were posted on the Conference website.

**Motion #1: Motion Maker: Melody Wise Butler, CEOE (SC); seconded by: Tammy Johnson, CEOE (VA).**

**I move the Consent Agenda be approved as presented. There were no objections. The motion was approved by consensus.**

### **Reading of Communications**

Charlotte Zeller, CEOE (KS), reported there were no communications received.

### **Financial Report – Charlotte Zeller/Taylor Moore**

Taylor Moore, AAM, noted the reports were included in the 2021 General Business Meeting packet.

### **Report from Executive Director**

Taylor reported the Executive office has been very busy preparing for conference. She met with Susan Belliston, CEOE (ID), regarding the PSP Registrar duties as she will be taking over those responsibilities. Taylor noted she is very excited to be here and meet everyone. She is continuing to work on memberships, answering phone calls, and emails. If anyone needs anything please reach out.

### **Report from Advisory Council**

Teresa Himmelberger, CEOE (UT), Advisory Council Co-Chairman, reported the Advisory Council met virtually prior to conference on Friday, June 25, 2021, with 32 out of 80 affiliates represented. Typically, at this time an update would be provided on last year's agenda items; however, there were no agenda items submitted for the 2020 Advisory Council. The session for 2020 opened with an open forum with Kathi Schildt and Taylor Moore of AAM.

Three items were received from affiliates for 2021. They are:

**Assemble a Committee under the Public Relations or Professional Development to work on a presentation that emphasizes what our association is all about.** When this item was reviewed by the Executive Committee, it was determined this is an excellent suggestion and falls under the responsibilities of the Public Relations Committee. No further discussion was deemed necessary at Advisory Council. This item will be given as a direct assignment to the chairman of the 2021-2022 Public Relations Committee with a draft to be presented at the 2022 Winter Board meeting for approval. AAM is also available to assist with the creation of marketing materials. All members are encouraged to market NAEOP to supervisors and organizations within their state. Marketing materials will be available for all members.

### **2021 Advisory Council Action**

**Item #1: Revise the process for Bylaws changes to include more widespread membership involvement earlier and throughout the process. Submitted by New York State, AEOP. There is a motion from Advisory Council.**

Motion Maker Teresa Craft, Delaware AEOP; seconded by Lola Young, CEOE, Nebraska EOPA. I move NAEOP and the NAEOP Board Members will actively remind members that the 30 days is a discussion period and that an electronic means to include scheduled Zoom/Google Meets/Microsoft Teams, etc. will be put in place to solicit feedback from members for the first 20 days of the 30 days' notice. Motion passed.

The 2020-2021 Board of Directors reviewed this motion at their meeting on July 11, 2021. Their recommendation is to forward the motion to the membership for their vote.

### **2021 General Session Action**

**Motion #2: Teresa Craft, Delaware AEOP; seconded by Lola Young, CEOE, Nebraska EOPA. I move NAEOP and the NAEOP Board Members will actively remind members that the 30 days is a discussion period and that an electronic means to include scheduled Zoom/Google Meets/Microsoft Teams, etc. will be put in place to solicit feedback from members for the first 20 days of the 30 days' notice. Motion passed.**

### **2021 Advisory Council Action**

**Item #2: We would like to see the number of Marion T. Wood Student Scholarships awarded annually raised to five (5) \$1,000. We would also like the amount of the Special Needs Student Scholarship raised to \$1,000. We would like to see this begin with the 2021-2022 fiscal year. Submitted by Educational Office Professionals of Ohio. There is a motion from Advisory Council.**

Motion Maker Debbie Brown, New Hampshire AEOP; seconded by Jennifer Lewis, CEOE, USM AEOP. I move to table Item #3 due to the limited number of applications that have been received. We suggest this item be sent to the Scholarship Committee for review of the applications in order to try to increase interest in them. Motion passed.

The 2020-2021 Board of Directors reviewed this motion at their meeting on July 11, 2021. Their recommendation is to forward the motion to the membership for a vote.

### **2021 General Session Action**

**Motion #3: Motion Maker: Debbie Brown, New Hampshire AEOP; seconded by Jennifer Lewis CEOE, USM AEOP. I move to table Item #3 due to the limited number of applications have been received. We suggest this item be sent to the Scholarship Committee for review of the applications in order to try to increase interest in them.**

Concerns were expressed regarding the increase of funding for the scholarships. It was noted the funds for the scholarships come from the general fund; however, we are not voting on funding at this time. The motion is related to tabling Item #3 to have the Scholarship Committee review the applications to try to increase interest. **Motion passed.**

President Guest thanked Teresa Himmelberger, CEOE (UT), and Sharon Mena, CEOE (TX), Advisory Council Co-Chairmen as well as the Advisory Council delegates for their participation in Advisory Council as the affiliates are the backbone of the association.

### **Announcement of Election Results (PSP Committee)**

President Mary Guest, CEOE (NE), reported the following:

Membership to the PSP Committee is acquired by having served as PSP Committee Chairman or election. All members of the PSP Committee must hold a current PSP certificate. Two members are elected from the general members, one each year, to serve two-year terms. Committee members are also elected from the Areas on a rotating basis to serve two-year terms. This year, committee members were elected from the Southeast and Southwest Areas.

PSP Committee member elected by ballot from the general membership:

Susan Brooker, CEOE (MO)

PSP Committee members elected or appointed from the Southeast and Southwest Areas:

Southeast Area, Clarice McKnight, CEOE (SC)

Southwest Area, Julianne Hamblin, CEOE (UT)

### **Unfinished Business**

There was no unfinished business to be addressed.

### **New Business**

Georgette Council, CEOE, (SC) shared that with the decline in membership there is an urgent need to reach out to districts outside of NAEOP membership and to contact those that have not renewed to

encourage renewals and invite these non-members to investigate our association and the benefits offered. A proposed ad hoc committee should be assembled to immediately act on this concern. President Guest indicated that incoming President Paula Rosenberger's Board will be addressing this item.

Ramona Clark, CEOE (ID), addressed the membership in regard to dividing the Advisory Council & Affiliations Committee into two (2) separate committees.

**Motion #4: Motion Maker: Ramona Clark, CEOE (ID); seconded by: Georgette Council, CEOE (SC).**

**I move that the Advisory Council and Affiliations Committees be divided into two separate committees, the Advisory Council Committee and the Affiliations Committee, with an appointed or assigned committee Chairman for each committee as soon as possible for the urgent support for our affiliates.**

Rationale: NAEOP's need for affiliation support has been growing over the last decade making both the Advisory Council and Affiliate support responsibilities an extremely heavy workload for one chairman and committee to adequately and successfully accomplish. The Area Directors agree that the affiliate members are in rapid decline to a point where responsive, dedicated attention from one chairman and a full committee are necessary for the retention of current affiliates and outreach for new affiliate members.

This item was redirected to the Bylaws Committee and they will bring back findings to the membership for a vote. The 2021-2022 Board of Directors meets this Thursday and this topic is on the agenda for action to be taken at that meeting. The Bylaws Committee needs to review the Bylaws to update the committee description and duties of said committees and will report back to the Executive Committee and they will forward a recommendation to the membership.

#### **Invitation to Salt Lake City**

Teresa Himmelberger, CEOE (UT), shared a promotional video and personal invitation for the 2022 NAEOP Conference in Salt Lake City, Utah, July 17-20, 2022.

#### **Closing Comments**

President Guest thanked everyone for their attendance and participation. The Foundation meeting will take place immediately following this meeting so please stay seated.

**Motion #5: Motion Maker: Brenda Blodgett, CEOE (VT); Seconded by: Colleen Clarke, CEOE (NY).**

**I move to commend the 2020-2021 Board for a job well done. No objections. Motion was approved by consensus.**

**Motion #6: Motion Maker: Elizabeth Napolitano, CEOE (CT); Seconded by: Lorenza Sanchez, CEOE (NM).**

**I move to commend the 2019-2020 NAEOP Executive Committee and AAM for a successful virtual conference. No objections. Motion approved by consensus.**

#### **Adjourn**

**Motion #7: Motion Maker: Connie Van Hoesen, CEOE (NY); seconded by: Bonnie Miller, CEOE (PA). I move to adjourn the 87<sup>th</sup> NAEOP General Business meeting at 5:33 p.m. EDT. There were no objections. Motion approved by consensus.**

**Town Hall Brunch**  
**Wednesday, July 14, 2021, 10:30 a.m. – 12:30 p.m. EDT**

At least one Board member was placed at each table to lead a round-table discussion, with the general membership, in regard to anything NAEOP related.

**PSP/Awards Banquet**  
**Wednesday, July 14, 2021, 7:00 p.m. EDT**

**Presiding**

Mary Guest, CEOE (NE), NAEOP President.

**PSP Promenade and Welcome**

President Guest welcomed members and guests to the celebration recognizing members who have qualified for a PSP certificate this past year.

President Guest acknowledged the work and time Susan Belliston, CEOE (WA), Past President, has given this past year as the acting PSP registrar.

Jennifer Lewis, CEOE (MS), from the University of Southern Mississippi provided the inspiration.

Dinner was served.

**Administrator and Office Professional of the Year Awards**

Jackie Flood, CEOE (NY), and Melody Wise Butler, CEOE (SC), presented the Administrator of the Year and Office Professional of the Year Awards.

NAEOP's 2021 Administrator of the Year is Dr. Kristina Failing, Middle School Principal of Caesar Rodney School District in Camden, Delaware.

NAEOP's 2021 Olive T. Ritchie Educational Office Professional of the Year is Marybeth Gawrys, CEOE (SC), Student Data Coordinator & Registrar, Lake Carolina Elementary Upper Campus, Richland School District Two, in Columbia, South Carolina.

**PSP Recognition Ceremony**

Ramona Clark, CEOE (ID), Professional Standards Program Chairman, acknowledged individuals who have received a PSP Certificate, those who have their CEOE distinction, and those that have recertified their PSP certificate. Ramona then introduced the PSP recipients, who were congratulated by President Guest.

**Closing Comments**

President Guest provided closing comments.

**Thursday, July 23, 2020**  
**NAEOP 2021—2022 Board Installation Luncheon & Reception**

Reconvened at 12:30 p.m. EDT.

President Guest gave her farewell speech. President Elect Paula Rosenberger, CEOE (SC) provided some comments in response.

Cathy Eberle (NY), NAEOP Past President, conducted the ceremony. Paula shared her theme for the coming year, “L.E.A.R.N.” Leadership, Education, Achievement, Recognition, and Networking.

President Guest thanked everyone for their attendance at this year’s conference and for allowing her to serve as President for 2020-2021. President Guest passed the gavel to Paula Rosenberger, CEOE (SC).

President Guest adjourned the 2021 Annual Conference at 2:30 p.m. EDT.

*Charlotte J. Zeller, CEOE*

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Charlotte J. Zeller, CEOE (KS), Secretary/Treasurer

*Carol Bom, CEOE*

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Carol Bom, CEOE (NE), Minutes Certification

*Jackie Flood, CEOE*

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Jackie Flood, CEOE (NY), Minutes Certification

*Mary Guest CEOE*

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Mary Guest, CEOE (NE), President