A Word from Our President

2017 is off to a fantastic start for AOP. We have already had several great training sessions, and there are a number of opportunities prepared for the spring that will help us in our personal and professional lives. Several board members attended the Southeast Area Conference in Gulfport, MS at the end of March. The training sessions were informative, and we learned about teamwork and handling conflict. We also enjoyed forming new relationships and renewing old friendships with our colleagues from across Mississippi, Louisiana, Arkansas, and Kentucky.

Several members are planning to attend our state and national conferences this summer. I’m excited to represent you as the official delegate from USM for both conferences. We are already beginning to plan for the next year. Our nominations and election committees have been reaching out to members and sharing the joys of serving as an officer. Thanks to everyone that has already stepped up to run for office, and if you have not, please consider it. If you cannot serve as an officer, think about working on a committee. We will also be reaching out in the next couple of months to see who is interested in serving on a number of interesting committees next year. It’s amazing to be a part of such a positive organization. I’ve enjoyed seeing how we have all grown, both as an organization and as individuals this year.

-Cory Williams

Our Mission Statement

The mission of the USM Association of Office Professionals is to advance the general welfare of our members through education, professional development, and fellowship. We provide an organized means of communication among members throughout all campuses of The University of Southern Mississippi. We elevate the standards of our association by fostering better relationships with our members, faculty, staff, administrators, and students, thereby promoting the mission of The University of Southern Mississippi.
MEMBER SPOTLIGHT

JENNIFER JONES

This month AOP recognizes one of our newest members. Jennifer has been integral to organizing events on USM’s Gulf Park campus, allowing us in our efforts to be more inclusive.

Question: How long have you worked at USM?
Jennifer: For almost 3 ½ years. It will be 3 years & 5 months this month!

Question: What do you do at USM?
Jennifer: I’m the Office Manager for the College of Science & Technology on the Gulf Park Campus.

Question: How long have you been a part of AOP?
Jennifer: Only since November/December 2016

Question: Why are you a part of AOP?
Jennifer: Because I was invited to join by my colleague Elizabeth from Hattiesburg. Also, I wanted to finally be a part of a group on campus and participate in functions not only hosted by our college or office. I spend a lot of my time behind the scenes or assisting others in the office, being the only admin staff for our college on the coast, I wanted to try and find time for something outside of the office and for me.

Question: What is your favorite aspect of working at USM?
Jennifer: One of my favorite aspects of working here may be the atmosphere of the campus, whereas, we can have events, meetings, and clubs that bring us all together in one place to make it a more enjoyable experience working here. There are a lot of times we all have too much on our plates to participate in anything or breakaway, but it is nice to know that there are many groups and events we can participate in on a regular basis that give us the opportunity to see our fellow co-workers without it having to be a “work assignment.” My other favorite aspect of working here is being able to help as many people as I do from faculty to students when they don’t know exactly where to turn. I always give 110% to get whatever the task is done.

Question: Is there anything else you would like to share?
Jennifer: I have two beautiful daughters that keep me very busy and I love them both very much and being there for them as they grow into great young ladies. I recently celebrated my birthday in March. I have a bachelor’s degree in Business Administration with a Computer Science Option and minor in Management and I’m hoping to achieve my master’s degree while working here at USM when the time allows. I have not decided if I will stay in the business field once I do or maybe look into something totally different.

Member News!

Double Congratulations to April Broome!
On March 4th, April gave birth to twin girls. Julia Danielle came at 10:04 am and was 5 lb. 8 oz. and 18 in. long, and her sister Alexandria Joy came at 10:06 am and was 6 lb. 2 oz. and 20 in. long.

Please send prayers for Katie Kitchens' father who has terminal brain cancer.

Congrats to our President Cory Williams for receiving her Professional Standards Program (PSP) Basic Option I in January!

SPRING BIRTHDAYS

April Broome - April 12
Meghan Mee - April 17
Chelsea Nichols - April 22
Sequitta Haley - April 30
Karen Shaw - May 24
Teresa Odom - May 30
Cynthia Crosby - May 30
Joyce Sanders - May 30
Julie Hall - June 16
Dorothy Thompson - June 24
### Professional Standards Program (PSP) Seminar
**Wednesday, May 24**
**Professional Development & Salary Incentive Program**

### AOP Book Club
**Wednesday, April 19**

“"The Pursuit of happiness becomes the source of our unhappiness.”
- Dan Harris

### SPRING 2017 CALENDAR OF EVENTS

<table>
<thead>
<tr>
<th>Event</th>
<th>Description</th>
<th>Location</th>
<th>Date &amp; Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flower Power Nature Walk</td>
<td>Join us for a campus nature walk guided by Loren Erickson. Presented in collaboration with Southern Miss Rec Sports and the the Moffitt Health Clinic program. Healthy snacks will be provided. Signup is limited to 30 people; visit <a href="http://www.usm.edu/aop">www.usm.edu/aop</a> to register.</td>
<td>Meet outside in front of the Payne Center</td>
<td>April 11 12:00 to 1:00 pm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Rain Date: April 13</td>
<td></td>
</tr>
<tr>
<td>Board Meeting</td>
<td>Any AOP member can come to our monthly board meetings. We have limited space, so please contact us beforehand if you would like to attend.</td>
<td>TEC 242 Conf Room IVN Available for Gulf Coast</td>
<td>April 18 12:00 to 1:00 pm</td>
</tr>
<tr>
<td>April Book Club Meetup</td>
<td>Book Pick - 10% Happier: How I Tamed the Voice in My Head, Reduced Stress Without Losing My Edge, and Found Self-Help That Actually Works by Dan Harris (ISBN: 978-0062265425).</td>
<td>Hattiesburg: Powerhouse Restaurant, Top Floor Gulf Park: Contact Karen Shaw to join in remotely</td>
<td>April 19 12:00 to 1:00 pm</td>
</tr>
<tr>
<td>Verbal Judo Webinar</td>
<td>The last installment in AOP’s Back to Basics Lunch &amp; Learn Webinar Series.</td>
<td>Online</td>
<td>April 20 12:00 to 1:00 pm</td>
</tr>
<tr>
<td>UPD Weekend Hands-On Training Seminar</td>
<td>In this course, presented by Officer Tammy Shelbourn and Lt. Christopher Graves, learn how to defend yourself using defensive tactics and physical defense training maneuvers. Registration is limited to 20 participants; visit <a href="http://www.usm.edu/aop">www.usm.edu/aop</a> to register.</td>
<td>Peck House - OLLI (Osher Lifelong Learning Institute) 3601 Pearl Street Hattiesburg, MS 39401</td>
<td>April 22 12:30 to 4:30 pm</td>
</tr>
<tr>
<td>General Meeting</td>
<td>The candidates for our 2017-2018 elections will be announced, along with a member vote on bylaws updates.</td>
<td>Hattiesburg: Sicianna 3042 Gulf Park: [IVN] Gulf Park Library 203</td>
<td>May 2, 2017 12:00 to 1:00 pm</td>
</tr>
<tr>
<td>Professional Standards Program Seminar</td>
<td>Learn about our Professional Standards Program (PSP), one of the biggest benefits of being a member of AOP, and how you can participate. Visit <a href="http://www.usm.edu/aop">www.usm.edu/aop</a> to register.</td>
<td>Gulf Park: Hardy Hall 316 Hattiesburg: [IVN] Sicianna Hall 316</td>
<td>May 24, 2017 11:00 am to 1:00 pm</td>
</tr>
</tbody>
</table>
Social Engineering 101

by Bob Wilson
USM Technology Security Officer
AOP Member

Social Engineering is the practice of manipulating a person into performing an action. Essentially, social engineering is about "hacking" people. This is almost always done through subterfuge, and typically for the purpose of gaining information or access. When "attackers" engage in social engineering, they take advantage of social queues, etiquette, protocol, and expectations. The social engineer leverages emotions and may appeal to guilt or pity, and try to take advantage of a target's rank or good nature. There are different ways to mount a social engineering attack. The most successful involve some amount of information gathering. Below is an incomplete list of some social engineering methods.

- **Pretexting**: This type of attack involves gaining information or access through false pretense. This attack is very prevalent in television shows and movies. Ever seen a TV detective pose as an unscheduled maintenance or delivery person, in order to gain access to an area? That's an example of pretexting. In real life, pretexting is often more subtle. Like a phone call from someone who claims to be with Microsoft and needs to remove a virus from your computer.

- **Phishing**: Everyone with an email account has likely seen this technique. Here are a few different types of phishing attacks:
  - **Deceptive phishing**: Similar to pretexting, an attacker attempts to trick the recipient into revealing account information or other important data. Usually, the attacker poses as a trusted entity (bank, utility provider, email provider, etc.) These emails request victims to share login credentials. The attacker often sends the email to many different recipients, so the message must be as generic as possible.
  - **Spear phishing**: Like regular deceptive phishing, but the attacker is specifically targeting you or the organization you work for. The attacker may even address you by your name.
  - **Whaling**: Like spear phishing, but actively targets high ranking executives at an organization.
  - **CEO fraud**: Once an executive has fallen victim to a phishing or whaling attack, the attacker will use the compromised account, masquerade as the executive, and email other people in the organization. It's not uncommon for the attacker to ask a person in purchasing related role to wire money to an account.

- **Baiting**: This is a method to install malware in an environment. An attacker will leave discs or flash drives lying about. People whose curiosity gets the better of them, will unwittingly install the malware when the flash drive or disc is inserted into a machine.

- **Tailgating**: This method is for accessing restricted areas. An attacker simply waits for someone with access to open the door, and then walks in behind that person. On campus, it isn’t unusual to see a student waiting to be let into a dorm.

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APP ROUNDUP

by Jennifer Lewis
Compliance Coordinator
AOP President Elect

In this installment of the APP Roundup, we wanted to focus on how to put information into your hands and let you store information in an easily accessible manner. With that in mind, we decided to focus on FREE Educational and Organizational Apps to help you reach your knowledge and organization potential. **Next time on App Roundup: Apps for Enjoying your Free Time**

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**Coursera - Android & Apple**
Obtain free training on the go from over 120 institutions plus international institutions. Coursera offers professional development for teachers and has about 85 active courses typically.

**Khan Academy - Android & Apple**
Want to learn something new or refresh yourself on a topic before taking a college course? This app has delivered over a million lessons worldwide, many of which are hosted from YouTube.com. Courses are organized across 7 areas: math, science, economics, humanities, test prep, partner content, talks and interviews and coach resources. The short videos most of which are under 10 minutes allow you to get bite sized knowledge in an easy to process content size. Content can also be downloaded so that you can view them while offline.

**EverNote - Android, Apple, & Desktop**
EverNote provides you the ability to store notes from links to pictures to recordings in one place and access it on multiple devices. Whether you type data or clip pictures or website addresses from the web, EverNote provides you with the ability to organize even the most random piece of information in a fully searchable format.

**EdX - Android & Apple**
Want to obtain free training on the go from over 70+ institutions, such as Harvard and Stanford? Typically, about 50 courses are active at any one time. Use this app to obtain such training and potentially upgrade by paying a nominal fee to obtain a certificate verifying your knowledge.

**One Note - Android, Apple, & Desktop**
This application is actually part of Microsoft Office 365, and available on most campus computers. Its application across platforms and ability to autosave, convert to a word document, and clip information with citation makes it a must use application for day to day use inside and outside of the office.
Association of Office Professionals
Election of 2017-2018 Officers

Do you know someone that is full of energy, outgoing, a people person that is ready to step out of their comfort zone?

Nominations are now open for President Elect, Vice President, Secretary, and Treasurer.

DEADLINE TO NOMINATE: APRIL 21, 2017

Contact Jewel Adams, CEOE, Elections Committee Chairman, to nominate someone today!
Jewel.Adams@usm.edu | 601-266-6762

AOP Office Professional of the Year & Educational Administrator of the Year Awards

The University of Southern Mississippi Association of Office Professionals is accepting applications for the Office Professional of the Year Award and the Administrator of the Year Award. Nomination forms must be submitted to Sequitta by Monday, May 15, 2017. For additional information, nomination guidelines and the online nomination forms can be found on the website at https://www.usm.edu/aop.

Affiliations Committee
Chairman: Sequitta Haley, CEOE
Email: Sequitta.Haley@usm.edu
Why Attend Conferences?

by Jennifer Lewis, AOP President Elect

Conferences provide you with an opportunity to enhance your skills, hone your presentation skills, network with like-minded individuals, and provide eye opening information that can help improve the quality of your life. With that in mind, several AOP members attended our national organization's regional seminar - the "National Association of Educational Office Professionals (NAEOP) Southeast Area Professional Development Seminar" - last month in hopes of achieving just that level of enlightenment personally, as well as professionally. Held in beautiful city of Gulfport, Mississippi, the area provided a great backdrop with opportunities for savoring the local fare as well as enjoying local entertainment. Ultimately, we were not disappointed and left the seminar more self-aware and with an increased professional network.

Several AOP Board members honed their presentation skills by sharing Google Drive and Apps. In addition to our foray into collaborative tools, we also found time to open our eyes during the presentation entitled "Leadership Effectiveness: Understanding Blindsots in the Workplace". During which, we became more self-aware of the degree to which implicit bias colors our interactions and examined some techniques for working past these blind spots to ensure that our biases do not negatively affect us. Another presentation that made an impact on us was presented by Dr. Eddie Holloway and AOP member Delores McNair, who during their presentation, "Managing Change and Conflict in the Workplace", spoke to us about being flexible enough to adapt to the ever-changing work environment as a means of increasing our potential to be successful long-term. Finally, we closed the seminar with the presentation "Your World is Falling Apart-Putting the Pieces Back Together". During this final presentation, we examined the challenges each of us faces and found a common thread which led to an eye-opening discussion on just how to cope with the challenges that life gives you thereby allowing us to focus on finding joy.

As the variety of presentations indicate, our intellectual and spiritual needs were met. Moreover, we made new friends from across the country and returned to campus the following week with a new perspective along with the motivation to challenge ourselves to take the information provided by our presenters to heart to help us be more effective and happier individuals. Clearly, we all gained much more than the time we invested in attending the seminar and whole heartedly recommend making the investment in yourself: an investment that we expect will pay dividends long-term.

Check out Page 9 for upcoming conferences from our Affiliated Organizations

CAMPUS UPDATE

Staff Council Update:
How to Reach out with Staff Council
By: Martha Resavy, Staff Council Secretary-Elect

The University of Southern Mississippi's Staff Council exists as the official liaisons for connecting USM Staff and Administration. To be the voice of those Staff Council represents, the Staff Council website allows for any staff member to Submit an Action Item to express concerns or pose questions. Additionally, Staff Council meetings are open to the community. They occur the first Thursday of every month from 9:30 am until 11:00 am and are held in Trent Lott Center 207 unless otherwise noted. Meetings may be attended remotely via IVN at the Gulf Park campus in Hardy Hall 316 and at GCRL in Caylor 103. The next meetings are on May 4th and June 1st. All meeting minutes from past meetings are available on Info Center.

National Health Survey
By: Dr. Tera Riddick, PhD, RN
Director of Health Education & Assessment Officer
USM Office of Health Promotion

Student Health Services and the Office of Health Promotion would like to invite anyone currently taking classes at USM to take a survey, the American College of Health Assessment Survey.

This is a national recognized research survey that provides current, relevant, and precise data about students’ health habits, perceptions, relationship issues, sexual behaviors, preventive health practices and perceptions of drug and alcohol use. Upon the completion of this evidence based data, Student Health Services and Office of Health Promotion will work to create and revise programs, training and education to the campus community. The ACHA survey will also assist in providing high quality medical care on campus. Some of the programs assisted will be alcohol awareness, nutrition, fitness, sexual health, mental health, women’s health and men’s health.

You can complete this survey now by checking your email for a message from the Office of Health Promotion. Survey responses are anonymous. Upon completing the survey, your name will be entered into a drawing for two gift baskets containing USM school supplies and T-shirts.
COMMUNITY SERVICE
Chairman: Elizabeth Killinger
Email: Elizabeth.Killinger@usm.edu

AOP would like to thank the USM community for all of their contributions to our office supply drive for William Carey staff back in February.

GULF COAST TASK FORCE
Chairman: Karen Shaw
Email: Karen.Shaw@usm.edu

We have recently started to have live events on the coast, which can be viewed remotely in Hattiesburg. The first of these events was a Career Building Skills workshop at USM's Gulf Park on March 20 and a Snow Cone Social on April 7th, where AOP treated any attendees to a snow cone on AOP. We will to continue this trend with an upcoming seminar on the Professional Standards Program (PSP) to be presented by our Immediate Past President Pam Posey, CEOE.

INSERVICE
Chairman: Jennifer Lewis
Email: Jennifer.Lewis@usm.edu

While AOP is winding down for the academic year, we still have several events before our next membership year, which begins July 1st.

Check out the calendar for more details on our events (see Page 3). Meanwhile, we have had overwhelming requests for technology seminars. To meet these requests, we have scheduled two events for the Fall 2017 semester:

- Access 101 - August 31
- Excel - October 3

Registration is available on our website now for all events.

MEMBERSHIP
Chairman: Jewel Adams, CEOE
Email: Jewel.Adams@usm.edu

Become a Member. Join Us!! Contact Jewel via the email listed above or at 601-266-6762.

PROFESSIONAL STANDARDS PROGRAM (PSP)
Chairman: Pam Posey, CEOE
Email: Pam.Posey@usm.edu

Filing deadlines are May 15, September 15, and January 15. However, materials must be sent to PSP Chairman at least 10 business days prior for a first certificate in time for review.

Please join us for the Professional Standards Program (PSP) Seminar on Wednesday, May 24 to learn more about this beneficial program that focuses on professional development and allows for salary incentives. For more details about this upcoming event, please see our event calendar on Page 3.

WAYS AND MEANS
Chairman: Katie Kitchens
Email: Katherine.Kitchens@usm.edu

We are in the process of planning a restaurant give back fund raiser at Bop's Frozen Custard. We hope to announce soon.

Football season will be here before we know it, and we will be trying to work some of the games. If you are willing and able to volunteer for this, please contact Katie Kitchens or Jennifer Lewis. It would be nice if we could get everyone to volunteer for at least one game each.
RECENT EVENTS

JANUARY

Eat and Greet with Krystyna Varnado, our new HR AVP
Jan 25

FEBRUARY

AOP’s Lip Sync Team for the Foundation’s Lip Sync Competition | Feb 14
Some of the many office supply donations we received for the WCU supply drive we ran post tornado

Title IX Seminar | Feb 7
Rebecca Malley presented with speaker gift by Jennifer Lewis

Active Shooter Seminar | Feb 27
Lt. Chris Graves Presented

AOP’s Trip to Hattiesburg’s African American Military Museum | Feb. 11

MARCH

Career Building Skills Workshop
March 20 | AOP Gulf Coast Members with speaker Jona Burton

History of Dixie Darlings Presentation | March 29
Dixie Darling Director Tracy Smith with our Speaker Allison Gillespie

NAEOP Southeast Professional Development Seminar
March 24-26 | AOP Members in Attendance

AOP would like to Thank

AOP would like to THANK everyone who has helped with our recent events & services:

Krystyna Varnado
Those who helped with WCU Office Supply Drive
Jessie Vasser
Trey Gill
Rebecca Malley
Jona Burton
Allison Gillespie
Scott Dossett

Additionally, our events would not have been as successful without the help of the following organizations:
USM’s American Association of University Professors (AAUP)
The University Police Department (UPD)
USM’s Osher Lifelong Learning Institute (OLLI)

"We make a living by what we get, but we make a life by what we give."
Winston Churchill
Mississippi Association of Educational Office Professionals [MAEOP]

MAEOP 68th Annual Conference

June 1-3, 2017
Table 100 Conference Center - Flowood, MS
If you would like to attend please email Jennifer.Lewis@usm.edu.
For more information in joining our state level affiliated organization, please email Alfreda.Horton@usm.edu or visit www.missaeop.org.

2017 Annual NAEOP Conference

July 12-15, 2017
Hyatt Regency Greenville - Greenville, SC

The full conference details and schedule have been published by NAEOP on their site, www.naeop.org.
If you would like to attend this event, please email Jennifer.Lewis@usm.edu. Please note that our national organization does have an Educational Reimbursement Incentive to assist with fees.
The deadline for this program is June 5th.
For information in joining the national level of our affiliated organization, please email Pam Posey at Pam.Posey@usm.edu or visit www.naeop.org.