



CAPPA Newsletter

From the President

Ted Weidner, University of Nebraska-Lincoln

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Special points of interest:

- **Volunteers Needed**
- **By-Law Changes Coming**
- **Conference Highlights**
- **Flooding in ND**
- **Bridge or Barrier?**
- **Color Yourself Involved**

In a little more than one month from now we'll all gather in Springfield, Missouri for CAPPA 2011. There were nearly ninety CAPPA members attending the APPA International meeting in Atlanta last month. CAPPA was well represented with both attendees and participants in the program.

While the annual meeting is a great learning experience for all attendees there is also a business meeting. The agenda will include some changes to the by-laws that will better align CAPPA's membership requirements with APPA's and a change to the leadership structure for the Professional Development Committee.

Each year, the Professional Development Committee provides us with two significant educational programs. The first is at the annual meeting, this is similar to the other five regions is APPA. However, CAPPA has a second important educational event, the Technology Conference, started by Pat Apel over twenty years ago; there's nothing like CAPPA Tech. However, putting on CAPPA Tech is another big task for the Professional Development Committee. While the chair of the committee is free to enlist as many people as needed to support both major education events the by-laws limit the chairmanship to one person. This seemed to be a disproportionate burden on the chair compared to the other committee. There is a proposal to change the leadership of the Professional Development Committee a co-chair structure. Assuming the Executive Committee approves the changes they will be presented to the membership.

The Business Meeting will also have the election of officers for the coming year. The Third Vice President will host CAPPA 2014, Treasurer, and chairs for Professional Development and Information Services. Due to term limits we must replace two people who have done excellent work for CAPPA: Sue-Anna Miller, Treasurer; and Terry Major, Information Services. Both of them have demonstrated dedication and commitment to CAPPA by their service. While they will be missed I'm sure we'll see a slate of candidates who can carry on.

See you in Springfield and elsewhere around CAPPA land.



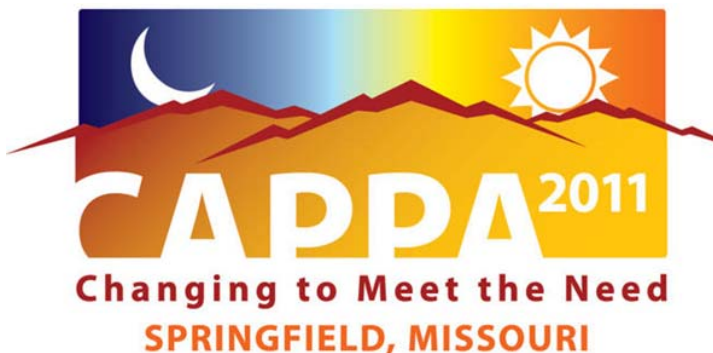
Changing to Meet the Need—CAPPA 2011

Bob Eckels, Missouri State University

These difficult economic times have drawn everyone into a process of re-evaluating their future, whether it is regarding the national scope or their local piece of the economic spectrum. The 2011 APPA Conference in Atlanta engaged all in attendance to consider both. The vast majority of us are facing the proverbial “train wreck” of diminishing resources, increasing deferred maintenance, and expanding campuses. There was re-emphasis of what we already know; technology is moving so fast that we are “wowed” almost every week with new advances that we thought were mere fantasy, immediate passage of knowledge and engagement of brilliant minds worldwide that promotes such rapid advances, and the subsequent realization that we in higher education must change the traditional “carry on as before” mentality or become casualties left on the side of the road as forward thinkers fly by.

The Conference plenary session panelists contemplated all of this and were in agreement that change needs to occur at the decision-maker level of each institution, but with input from all areas tasked with meeting the mission of the respective institution. This of course includes major administrators, faculty, staff and the clients - the students. As we all know, consensus from these areas is an daunting task. Though at a different level, it is as complex as asking politicians to agree on a plan to reduce the national debt ... it takes a very serious crisis to bring about necessary action. In both cases, the time of crisis has arrived.

Facilities Managers are but a piece of the pie, but the impact of what we manage has a major influence on the decisions to be made that will allow for our respective schools to remain competitive and meet the overall mission of educating the leaders of tomorrow. The takeaway from the Conference that I received was for us to understand there is no bail-out money and there won't be any bail-out money; and for us to acknowledge the gravity of the situation and find more efficient and





Changing to Meet the Need—CAPPA 2011

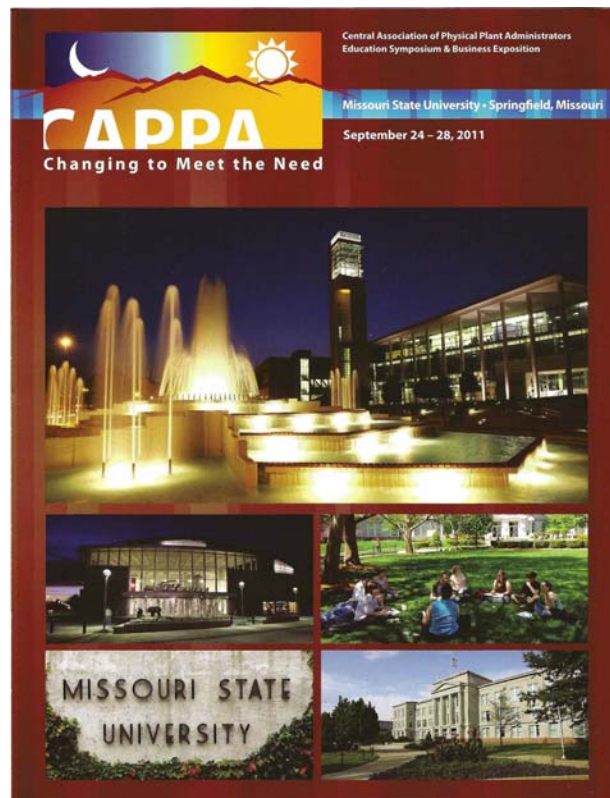
Bob Eckels, Missouri State University

sometimes radically different ways of executing our mission. And then, we need to be aggressive in passing these ideas on to the administration for consideration. It is our job to make them understand life-cycle decision-making when it comes to facilities. But it is most important for us to be ready to feed them the facilities-related information necessary to make sound decisions when carving knife is out to cut programs, assets, or services.

At CAPPA 2011 in Springfield, Missouri, we are preparing to assist with helping this type of decision process. The Conference motto is “Changing to Meet the Need;” we are all facing the challenge. The charter of our organization is no more appropriate than where we find ourselves today. Come to Springfield and take home some ideas you learn at the educational sessions, new products or processes you learned of from our business partners, or the revelations brought to the surface from networking with your colleagues.

I am very hopeful of seeing you in Springfield on September 25th!

Bob Eckels
1st Vice President
CAPPA 2011 Host



Missouri State™

From the Second Vice President Shelton Riley, Texas Christian University



Are you a Bridge or a Barrier?

When you Google bridge here is what you find : A **bridge** is a structure built to span physical obstacles such as a body of water, valley, or road, for the purpose of providing passage over the obstacle. Designs of bridges vary depending on the function of the bridge, the nature of the terrain where the bridge is constructed, the material used to make it and the funds available to build it.

What is a barrier? A **barrier** is anything that restrains or obstructs progress or access *such as* a physical structure which blocks or impedes something.

Which are you?

Are you known as a bridge or as a barrier?



We often think of a bridge as a good thing and a barrier as a bad thing which is not always the case. A bridge could be a bad thing if not built correctly or damaged. A damaged or unfinished bridge would be an obstacle in our pathway, preventing us from reaching our desired destination. The same thing applies to a barrier. While most of the time barriers keep us away from something or someplace where danger awaits, barriers can also prevent us from achieving or reaching a goal.

Are we a bridge that needs to be spanned or the awaiting danger to be protected from with a barrier?

When people come to you with problems are you willing to help them solve their dilemma by being a good bridge or the barrier that protects them from making a mistake? Was this a mistake that you or someone else made before?

I'm reminded of the story of the wife and her pot roast. After returning from the grocery store with his wife the husband noticed that his wife cut about a quarter of the roast off before placing it in the pot to cook with the other ingredients. When asked why she cut a quarter off the roast he was told "that's the way my mom always did it". Wanting to get to the bottom of his curiosity the husband called the mother-in-law's to find out why she had taught her daughter to prepare a roast in this manner. The mother said "that's how my mom showed me"! To make a long story shorter the grandmother told the inquiring granddaughters husband she had to cut a quarter off because her pot was smaller than the roast.



How many things do we do a certain way because it has always been done that way. Is there a better way, a safer way, or a more sustainable way to complete a task?



From the Second Vice President (continued)

Shelton Riley, Texas Christian University

We are truly blessed within the APPA communities with an almost unlimited wealth of knowledge and experience. If you are not involved with your local, state, regional and International APPA groups I encourage you to start participating. The annual CAPPA Education Symposium and Business Exposition being held in Springfield, Missouri September 24-28, 2011 by Missouri State University is a great place to start. Bob Eckels and his staff have been preparing to share their experiences and answer our questions for several years.

Be the good barrier or bridge. Be willing to help your fellow facilities members, by sharing your good and the occasionally bad choices too. If you don't know how or why something is done a certain way be bold, ask. Hopefully we can all learn from each other!



Early Bird Rate ends August 15

<http://www.cappaedu.org/Annual2011/ACMeetingHighlights.aspx>



From the 3rd Vice President

David Irvin, University of Houston

“Did you hear we are all going to be outsourced!?! Why would they even consider that!?!”

One of my top managers burst into my office with that exclamation early one morning last week. I calmed him down, explaining he was reacting to an unfounded rumor. Yet with all of the talks of budget cuts, reduced state funding and Facilities taking a big financial hit his angst was understandable. Just last week a colleague here in Texas called to say his entire department had just been outsourced and his job of 20 plus years eliminated with no notice. How indeed could “they” even consider that- when he is a top professional and his department acknowledged as one of the best run in our industry?

The answer of course: the severe financial crisis we are all facing. In their professional organizations every VP for Finance and Administration has heard presentations about outsourcing. Private companies continually tempt them with promises of major savings that can solve their financial woes. And when they look at their spreadsheets and see the large amount Facilities consumes it is hard not to resist, hard not to believe outsourcing is the silver bullet. Why not consider indeed?

If we in Facilities wait until our CFO comes to us asking for examinations of outsourcing we have lost the battle without even realizing we are part of a war. As leaders in our industry we need to proactively examine how we deliver services, talking to our customer about what they need and where we can improve and helping them understand what quality research and instruction requires. We also need to see where we can economize. We know our crew and our campus better than anyone- who better to find savings? Who better to target funding and cuts to maximize effectiveness?

At the University of Houston our campus continually talks about becoming a “Top Tier University”. We in Facilities have to talk to the Campus about what it takes to support those aspirations and how we can partner collaboratively to make those dreams realities. If the only conversations we are having with Academic Affairs, Student Services and Research is when we are responding to work orders we will never be considered part of the “core mission”. We will always be seen as an expense rather than an asset and an investment.

Outsourcing has its place. Many of our great CAPPA Business partners can help us determine if a mix of in house and outside services makes sense for our campus and our missions. Key outsourcing can increase our effectiveness. However we need to be leading that discussion, framing the debate not as one of overall costs but one of overall returns and effectiveness. If we do not outsourcing discussions will be entirely about non-informed bottom lines. Outsourcing discussions would dissolve into the false economy of reduced service to our campus or reduced compensation to our staff.

APPA gives us a wealth of tools and resources to help us in this critical self examination- from benchmarking standards to ideas for effectiveness to networking with industry leaders about how we improve. We can lead the discussion of how we do more with less to often how to do it all with next to nothing. Using these tools allows us answer outsourcing questions before they are even asked.

Outsourcing? Why would they even consider that? They wouldn't. Because we in CAPPA have already asked the question, provided answers and together with our customers determined how best to invest in Facilities. CAPPA can show us how!



Let Me Introduce Myself

Debbie Perriman, Missouri State University

Let me introduce myself. My name is Debbie Perriman and I am Assistant Director Facilities Management Custodial. I am the newest member of the Facilities Management Team here at Missouri State University. I am so excited to join this team as they prepare for hosting this years' CAPPA Conference. If they make all of you feel as welcome as they have me, then you are in for one GREAT conference.



We have all been working hard to provide educational seminars that will assist you in addressing some of the challenges you face daily.

On the custodial side, we will offer 3 sessions. The first session will look at the pros and cons of "Out-sourcing". With the economy in its present condition and budget cuts affecting us all, we have to look at all alternatives. "How do you decide if it's the right choice for your facility"?

Session 2 will be something a little different. We are calling it our "Custodial Roundtable". We will have a panel consisting of a couple of vendors, myself, one of my supervisors, and a foreman. It will be an informal "Open Forum". Everyone is invited to share some of the challenges they are dealing with at their facility. Our hope is that we can take away some ideas that have worked for someone else, or maybe our vendors have a solution to our problems.

Our last session, but certainly not least, is called "Cleaning Expertise". In this session you will learn how monitoring your supply inventory, setting and more importantly, maintaining par levels, can save you money, and prevent you from having a lot of out-dated chemicals. We will talk about some of the latest equipment and how having the proper equipment can save you money in labor cost and perhaps eliminates the number of FTE's needed.

I know I'm not the only custodial department with challenges. I look forward to meeting you, sharing, and learning from you!

We will be "Changing to Meet the Need" at CAPPA 2011, Missouri State University, Springfield, Mo.

Look forward to seeing you there!

Missouri State[™]
U N I V E R S I T Y



From the Immediate Past President Larry Zitzow, University of North Dakota

Greeting from the North Country. We have a couple of items I want to update all of you on. The first is the fighting Sioux issue. This winter the Legislature passed a law that prohibits the University from getting rid of the Sioux name. There thought is that this is a State issue and not just a University item and so that is why they passed the law. As you know the NCAA has said we had to get rid of the logo as it is offensive and if we did not get rid of it we could not participate in tournament play. So now the Legislators the University and NCAA are scheduled to have a meeting on August 16th. Watch the news as I think it will get everybody's eye at that point. The question now is will this item ever get resolved so the University can move on and get into a league to play ball again. The saga continues.

The second item is flooding. Not a new term for most however down south you wish you had some water. All of you have heard about Fargo and the flooding they had this spring. That went ok but lost some houses and subdivisions. They are now working on trying to secure property for a dyke. That has not gone well and without that property FEMA will not provide any dollars to move forward. So Fargo will see several more years before their problems get solved. Well that is not the only flooding in the State. We now have Devils Lake which I mentioned in a previous newsletter. However the worst flooding this year has taken place in Minot. About 4,000 homes lost of a community of about 40,000. This area had no chance to get flood insurance due to the limited amount of time that they were made aware of the flooding forecast. This area also is close to the oil drilling and was very short of housing already. Now even more housing is gone and the people that worked in the community have no place to go. This has been a very devastating issue for this community. Now that sounds like enough. Well not true. The capital of North Dakota, Bismarck is also seeing flooding as well. Not as bad as Minot but still having flooding. So where is all the water coming from. It is the rocky mountains. The amount of snow fall is more than has been there in years. In fact this will be the first year that the snow will not melt before it starts falling again since many years ago. Now looking at the State is very saturated and going into the fall and then winter with more snow I am sure coming will create a very interesting spring. Any questions let me know. I hope you had a good vacation and look forward to Springfield this fall.



From the Senior Rep to APPA **Mike Johnson, University of Arkansas—Fayetteville**

APPA Senior-Senior Representative Report to APPA 2010-2011 Board

By Mike Johnson, CAPP A Senior Representative /
APPA Senior-Senior Representative

My report for the upcoming APPA 2011 Training Conference & Business Symposium will be somewhat short but for positive reasons. From my perspective the enhanced communications effort by our APPA leadership and the wonderful APPA staff has been exceptional. President's teleconferences, Board teleconferences, and Executive Committee teleconferences coupled with periodic face-to-face meetings of the Board, the Executive Committee, the committees and the Task Forces/Focus Group has left little to be communicated via hard copy. My hat is off to each and every person engaged in this effort, please keep it up and continually improve these efforts. Communications are our life blood in the world of volunteers in a non-profit. The always superb Facility Manager and our improved web sites just frost the cake. Don't slack off however, we can always get better!

I also want to compliment all our APPA and Regional committees, their members and their leaders. This is where much of the grunt work gets done each and every day—and they all have day jobs.

Last but by no means least in this trilogy are the glue that ties it all together and that's our APPA staff. They have weathered some truly challenging times for us all these past couple years but have come out the other side better than ever and excelling in every aspect of their support to our APPA. Thank you!

I bring to a close over the next couple of months my seven years in CAPP A and APPA leadership with a strong feeling of accomplishment which comes from being part of a high performance APPA/CAPP A Team. I truly value the many friends and partners whose paths I had the good fortune of crossing these past seven years. I also look forward to our bright APPA/CAPP A future and remaining engaged as a volunteer wherever I can help.....we are APPA!

CAPPA Report to APPA for 2010-2011

By Mike Johnson, CAPPA Senior Representative

The Central Region APPA (CAPPA) held its annual CAPPA Technology Conference in San Antonio, TX from February 16-19, 2011.

This year our hosts, the CAPPA Professional Development Committee ably led by Doug Riat and Vicki Younger orchestrated a very successful series of professional training opportunities for a large group of attendees, including a supervisor toolkit course.

Our CAPPA 2011 Training Conference & Business Symposium will be hosted by Missouri State University in Springfield, MO from September 24-28, 2011. Bob Eckels and his host team have laid out a challenging series of professional training opportunities interlaced with a number of networking events on the exhibit floor as well as off. CAPPA has held a long series of very successful regional meetings and this one promises to be the best to date. CAPPA 2012 will be held in Dallas/Ft. Worth area and CAPPA 2013 in the Houston area so make plans and mark your calendars now.

The CAPPA Executive Committee met during the February 2011 CAPPA Technology Conference and continued to work with each of our committees to incorporate the elements of our relatively new CAPPA Strategic Plan into all aspects of our organization. Our efforts include budget support as requested by the committees based on their planning efforts. This focus will continue during CAPPA 2011 Executive Committee and CAPPA Committee meetings in September 2011.

The CAPPA Executive Committee continues to receive periodic updates on the APPA/Regional Relationship Task Force and the Community College Focus Group from our regional members and look forward to the recommended actions being developed for adoption this summer/fall.

As I enter the last few months of my seven years in the CAPPA then APPA leadership groups I very much want to express my appreciation to all whom I have had the honor and indeed pleasure to work with over this period of time. I am not leaving or disengaging but just transitioning to a new role in these two vibrant organizations. I look forward to seeing many of the areas we've been working on over that period of time reach implementation and promise to remain engaged in other roles. Volunteers are how we continue to excel and I'll attempt to seek out those opportunities and encourage others to do the same. I could not be prouder of what we are and how we contribute to the higher education academic mission across the globe....we are APPA!



From the Treasurer

Sue-Anna Miller, University of Oklahoma

Color yourself – involved!

A little over four years ago, I got involved with CAPPA committees - probably one of the best decisions of my professional life! I have gone places, seen things, and done things I'd never experienced before. Best of all, I have met and gotten to know people I can truly say have made my life better. I've heard it speculated that volunteerism is on the decline in recent years as we are all finding ourselves busier and busier. If that's true, then I would have to think it's only because people don't know what to really expect when they get involved. It's not about what you give – it's all about what you get! You get to find things within yourself you never even knew were there before. You get relationships that you might never have found otherwise. You get to be a part of something truly spectacular, where one plus one equals way more than three. If you've never thought about volunteering to serve on a CAPPA committee, your state or local chapter, or with any other group, for that matter, I encourage you to think again and give it a whirl. The experience is a life changer!

Encourage somebody else. Smile, and the world smiles back at you.
Really be there. Take time to think – it is the source of power. Live in the now. Make it meaningful.

Say please and thank you. *Take time to play – it is the secret of perpetual youth.* Contribute.

Be a role model. Make your children proud. Share your knowledge with somebody.

Go above and beyond. **Get involved!** *Make the most of today.*

Inspire others. Take time to be friendly – it is the road to happiness. Lead the charge.

Do a good turn daily. Be somebody's hero. Take time to work – it is the price of success.

Give more than is required. Leave the world better than you found it.

Exceed expectations. Create memorable moments. **CHEER SOMEBODY UP.**

Make a difference. Make the world a brighter place. *Be a part of something bigger than yourself.*



\$CAPPA Cash\$

Tom Lee, Southeast Missouri State University

Want to earn CAPPA cash? Let me tell you how! ***GO TO THE CAPPA MEETINGS!*** What is CAPPA cash you ask? Let me break it down for you. CAPPA cash is simply the rewards you will receive from attending the CAPPA meetings. It is also what you can learn by attending the meetings. It can be taken back to your University and used anytime and used over and over again. Some of the meaning (there can be many) of CAPPA cash is spelled out below.

C—Creativity: At its core, creativity is a combination of hard work, great questions, and looking at things in a different way. Creativity happens best when there is a need for solutions but not a panicked need. Some of the most valuable ideas can come when we force ourselves to look at everyday problems in a different light. What better place to pick up some outstanding ideas but at a CAPPA meeting.

Change: learn how to deal with change too! Everything is changing, and changing almost daily. I don't believe people are against change if they have some input into it. They are usually against change that they have no say about and in which they do not see some clear advantage to. CAPPA will teach you how to lead through change, what is making changes happen and how to deal with them, what should change and what should not change. And you will also learn to have the credentials and the courage to make the right changes. Courage is doing what you are afraid to do. Learn from your fellow co-workers what is working and not working for them.

Communication: Communication is usually one of the top three challenges for every organization. Many people underestimate how difficult it is to clearly communicate. CAPPA meetings can help with that also. The networking possibilities are endless! You will make connections to be used for the rest of your life.

A—Asking Questions: There is no better way to learn but to ask questions and there is no better place to ask than at a CAPPA meeting. Who? What? When? Where? Why? and How? One of the most important things that anyone should be constantly engaged in, is asking for some good wisdom from others. Sometimes what you need to make something work is simply reflecting on what someone else has done. You can learn this by asking, asking, asking! Ask for good advice. Tap into your CAPPA friends. There are some life questions that has no clear answers. For instance haven't you ever wondered why kamikaze pilots wore helmets? There are many things we do not know and maybe do not understand. But there are many questions for which we do have clear answers and can share our knowledge with others. We can get and we can receive!

Authentic: Genuine, worthy of acceptance or belief, not false, real. You might ask the following question, What will most effectively influence my peers and fellow workers to listen and accept my message? The answer could be if they believe you are authentic. Classes at the CAPPA meetings can give you the knowledge to take back and share with your colleague's information about many different types of problems and issues. If you sound like you know what you are talking about, then they will listen. And, you can do it with authenticity.

Authoritative: Clearly accurate or knowledgeable. CAPPA can give you the confidence to

\$CAPPA Cash\$ (continued)

Tom Lee, Southeast Missouri State University

have authority in your job and in your daily duties as a supervisor or to be a better team player at your University. Being authoritative can lead to customer trust which in turn can lead to better relationships and work productivity. You will also gain the respect from your fellow co-workers and your boss when you return from the meetings with what you have learned. It's a win-win for everyone!

S – **Supervisor's Toolkit:** This is one of the best things I have ever been to. You cannot go wrong with the supervisor's toolkit. APPA has developed a comprehensive supervisory training and development program called *Supervisor's Toolkit: Nut and Bolts of Facilities Supervision*. When I went to it in 2004 the modules (classes) were #1: Supervision, What Is It? #2: It's More Than Administrivia #3: Communication, Let's Talk #4: If It Weren't For The People #5: Motivation & Performance #6: Customer Service Triangle #7: Supervisors As Leaders #8: Success, What Does It Take? Now, if this isn't a line up that can only make you a better supervisor and a better person, then what is? I know of no better class offered to our type of work place. As it says in the front of the book, "It is not a "teach" program but a development process designed to help supervisors realize both personal and professional growth."

Strategic Planning: Strategic planning is the kind of planning that takes place on a large all-inclusive scale and over a long-term period. As a leader, you are probably part of a strategic plan. If you are the top leader, you need to be the initiator and sustainer of such a plan. CAPPA can help you learn the key elements to a strategic plan. A strategic plan should answer questions like who is going to accomplish what, what kind of training is needed, what kind of skills are required of them, and last but not least are how will they be organized?

Setting Goals: Do you regularly set yourself goals to accomplish? Set yourself up with a personal improvement plan. Set yourself a "smart" goal, **s**pecific, **m**easurable, **a**ttainable, **r**esourced, and **t**ime-framed. With support and encouragement these goals can be obtained. There is no better place to receive support and encouragement than to attend a CAPPA meeting. You can reach out to fellow professionals to learn what worked for them and what did not.

H – **Habits:** A behavior pattern acquired by frequent repetition or physiologic exposure that shows itself in regularity or increased facility of performance, an addiction. CAPPA can be habit forming and what an outstanding habit to acquire. It's always surprising to talk to a professional about new service offerings or a different way to explore how to do something and hear them explain how they are fearful of these types of new things. Sounds like old habits! Let CAPPA teach you new habits to do your job in a better way. Old habits are "I'm not too sure we have the staff or the budget for that." New habits will show you how to think outside your box and find new ways to do it. Fear of the unknown is a common fear and the fear of loss can be greater than the potential for gain. Let CAPPA show you the rewards of learning new habits such as new technologies or newer, more effective processes. There are always doubters that will not change their minds about the



\$CAPPA Cash\$ (continued)

Tom Lee, Southeast Missouri State University

old way of thinking, (old habits) however, the only mind we can actually change is our own (new habits). So, the next time you decide to just use the same old answer to the same old question, ask yourself where that answer comes from.

Hospitable: You will never find a better bunch of people to call friends, co-workers, associates, colleagues, and family. You ever met that special individual to whom you look up to or to whom you look to for guidance? They can have influence over not only your personal life, but also your professional life as well. It can be the way they live their life or their attitude they have towards their own career that can motivate your thoughts and your actions. Whatever it is, they inspire you to go above and beyond your expectations you have for yourself. Well, the CAPPA meetings are the place to find such a person. I have met a few through being involved with CAPPA and would not trade my relationship with these individuals for nothing. Come make your own relationships! They will last you a lifetime!



Toolkit participants—2011 TAPPA meeting in Houston, TX



GE Lighting and Electrical Institute

Lighting Institute

On-The-Road

September 26, 2011

In Association with **CAPPA 2011**

8:00 a.m. to noon

**LOCATION: University Plaza Hotel
Springfield, MO**



“What You Absolutely Need to Know About Today’s Lighting”



Energy Savings—ROI—Payback
Environmental Benefits—Green Solutions
Cutting Edge technologies: High bay T5—
Ultra T8 Systems—Electronic HID ballasts—
Halogen Infra-red—Occupancy Sensors—
Program Start Ballasts—Lighting Analysis Tools



Learn about the most efficient ways to light:
Industrial—Office — Warehouse — Retail —Outdoor

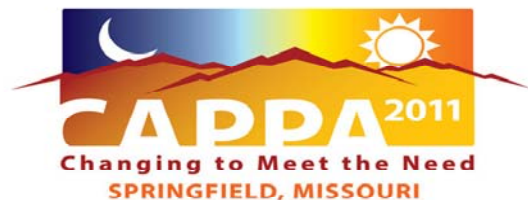


Straight answers to your most pressing questions!

From the Faculty of the World-Renowned
GE Lighting and Electrical Institute,
Nela Park, Cleveland, OH

Register today:

<http://www.cappaedu.org/Annual2011/ACMeetingHighlights.aspx>



CAPPA 2011 Conference

Educational Facilities Professionals (EFP) Prep Course

The **APPA Educational Facilities Professionals (EFP)** Credential illustrates extensive experience and knowledge as an educational facilities professional. Managing a campus is like managing a small city, requiring vision and comprehensive understanding of structures and systems and their environments. The EFP shows that you get it -- you have familiarity with standards and best practices, the ability to perform research-backed stewardship, and the facts, ideas, and principles that contribute to creative and sound decisions.

The **APPA EFP Preparatory Course** will be offered 9:00 am - 4:00 pm on Sunday, September 25, 2011 at the University Plaza Hotel, Springfield, MO.

The EFP Exam Preparatory Course Fee includes a full-day of review in the areas of (1) General Administration & Management; (2) Operations & Maintenance; (3) Utilities & Energy Management; and (4) Planning, Design, & Construction. The Course fee also includes all review materials, breakfast, lunch, and breaks.

What advantage will the EFP prep course provide for me?

The EFP prep course will help to narrow the focus of content material by providing more specific information on exam content breakout. The course will provide attendees with key terms and definitions to prioritize as well as group exercises and sample test questions that closely mirror actual exam questions. The attendee will develop the critical thinking skills and strategies to use when considering which exam responses are correct or incorrect. Lastly, the EFP prep course will definitively allow an attendee to accurately assess their readiness and level of preparedness for the EFP exam. The prep course is the best way to gauge your level of readiness for the EFP exam.

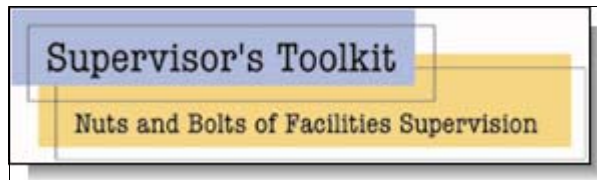
The EFP exam is now available to take online at your campus or school!

[Register for the CAPPA EFP Prep Course Today](#)

View [APPA's EFP FAQ page](#) to get more of your Credentialing questions answered.

Please contact [Christina Hills, APPA's Director of Credentialing & Benchmarking](#) for additional information about this EFP prep course offering.

Visit the [CAPPA website](#) to register for the CAPPA 2011 Business Exposition and Business Exposition and attend the other great conference offerings!



**Supervisor Toolkit being hosted at Missouri State University
in conjunction with
CAPPA 2011**

Module 1: Supervision, What Is It?

Learn to define effective facilities supervision; identify the roles and responsibilities of supervisors; and understand four key functions of supervision.

Module 2: It's More Than "Adminis-trivia."

Learn to understand the supervisor's role in administering organizational policy and procedures; recognize the legal considerations in the facilities environment; and gain an awareness of resource management.

Module 3: Communication, Let's Talk!

Identify barriers to effective communication; demonstrate communication skills; and understand your role in the communication process.

Module 4: If It Weren't for the People.

Understand the importance of developing and maintaining effective relationships with others in the workplace; examine the different types of relationships that exist in the workplace; and identify strategies and skills for improving relationships with others.

Module 5: Motivation and Performance.

Identify methods of training and developing employees; ascertain methods of positive reinforcement; and understand the importance of performance management and evaluation.

Module 6: Customer Service Triangle.

Learn to create a basic understanding of the three major aspects of customer service process, experience, and recovery; examine the role of the supervisor in customer service; and help participants identify areas for improvement in service delivery in their organizations.

Module 7: Leadership-Tools for success.

Master techniques to understand critical elements of leadership; transition from managing, to managing and leading; and understand your own preferred leadership style.

A supervisory course designed for and targeting Facilities Management staff members. Exercises and situations are centered around the jobs and challenges that we have in the physical plant area. Course taught by Central Region facilitators. CAPPA offers the program in conjunction with our other educational sessions. The cost is reduced and affordable for 3 1/2 days of exceptional training.

**Project Management is being hosted at Missouri State University
in conjunction with
CAPP 2011
September 23, 2011 – September 28, 2011
Facilitated by: Bob Casagrande
Andy Hicks**

Project Management (1 day, Saturday, September 24)

This course furthers the student's knowledge and skills involving:

- * the principles and techniques of project management beginning with the conceptual phase, through coordination of design and construction, to project completion are presented
- * Expertise in advanced facility project management principles and practices
- * Application of fundamental and advanced concepts integrating all phases of project management



**CAPP 2011 Educational Sessions
Monday and Tuesday Educational Tracks**

| Track I Maintenance/Utilities | Track II Planning/Design/Construction | Track III Grounds/Custodial | Track IV Human Resources |
|---|---|--|---|
| Maintenance on the Move <i>(Panel Discussion)</i> Limited Staff and Money and A Growing Campus: Is Zoned Maintenance Best? | Preserving Campus Heritage-Caring for Your Aging Buildings Care and maintenance of masonry and concrete buildings erected between late 19th century... | What's Buggin You? Reducing Pest Potential on Lawns and Good Cultural Practices | Getting the Crew on Board A Teamworking Session |
| Go Green with Chilled Water Distribution The Ups and Downs of the Transition from Absorbers to Chilled Water Loop | Creating a Learning Environment for Today's Students The selection of furniture and the design of spaces that engage students... | Just the Right Dose Injectables for Your Trees; Alternate Methods of Fighting Disease and Pests; Tree Management Plan | Town & Gown Urban Campus; Relationships with the City and Surrounding Community are Critical to Success |
| Save Money While You Sleep Performance Contracting that Works: MSU Lessons Learned from Multiple Projects | We Are Planning, Design & Construction <i>(Networking Session)</i> | Growing Trends <i>(Networking Session)</i> Campus Smoking Transitions, Recycling, Natural Vegetation, Etc. | Back Breaking News That You Need to Hear! Our Most Expensive Injury: Prevention or Recovery |
| Utilities 101 - Know What You Have Conducting a Study; Determining What you Have; Determining What You Need; Starting the Process | Creating a Sustainable Campus A panel discussion on role that students, faculty, and staff play in measuring campus sustainability using AASHE "STARS" system | What Gives on the Custodial Front? Doing More With Less; Labor Saving Approaches; Equipment and Supplies | People Intelligence A New Paradigm for Understanding Human Behavior |
| Going Green with Steam Distribution Sharpening Our Pencils on a 'Century' Old System for Better Efficiency | Retro-Commissioning - Process and Benefits The value retro-commissioning provides to those of us who use and maintain... | Solutions for Stretching Your Cleaning Budget Using Technology to Manage Inventory; Access Data and Track Labor Trends | People-Centric Management A Working Model of How to Motivate Your Staff and Tap Into Their Full Potential |
| Midnight Madness-Emergency Response Changes We Made As a Result of Utility Outages, Flooding, Falling Objects, and More | Developing a Campus Vision The development of Visioning Guides for the multi-campus Missouri State University system | Making a Clean Sweep - Custodial Roundtable Attendance Issues; Outsourcing Options; Setups and More | Conversations that Make A Difference How To Have Those Difficult But Necessary Conversations |

Sustainable Business Pathways

Guy Holt, Occu-tec

Sustainable Decision Making

History teaches us many things, and it is now understood that business, the environment and society are intricately linked. In the 1980's the public concern about pollution and global warming grew rapidly. At the Earth Summit in 1992, the international community adopted Agenda 21, a global plan of action for sustainable development. Now as the world heads towards a low carbon economy, the businesses that succeed will be those who face the challenge of sustainability head on.

In striving for growth and profit, all businesses have a responsibility to ensure a future for the environment and society. World Business Council for Sustainable Development, President Bjorn Stigson sums it up as *"business is highly motivated to play its role for a future sustainable world because we know that we cannot succeed in societies that fail"*.

A common dilemma

Sustainable practices in a business are focused on how a firm conducts all the activities it undertakes based on the three pillars of sustainability – people, the planet and profit. This includes how a business operates, how it deals with staff, customers, governments and the communities it operates in. It also includes the way a business impacts on the natural environment and the financial profits a business creates.

The triple-bottom line model is focused on measuring, auditing and monitoring how effective a business is in regards to these three pillars of sustainability. The benefits of being a sustainable business include cost savings as resource use will be more efficient, improved risk management, better employee relations, lowering costs of capital and enhanced brand value. All this should lead to a better performing, longer lasting business.

The challenges a business faces reconciling business activity and profit with the goals of protecting the people and the planet can result in some hard choices. In endeavouring to provide a return for shareholders, a business must increase customers' enthusiasm to pay or lower the costs, so any financial, social or environmental investment must be able to deliver. Implementing sustainable business practices does carry a cost and having a simple decision-making framework to assess the benefits and costs of different options assists businesses when making some of those tough decisions.

A framework for decision-making

Not all sustainable business projects will be perfectly aligned with each of the three pillars. It is important therefore to be clear on what the benefits are likely to be and what the consequences are to enable a framework for making the best business decision overall. There are a number of methods that can be used to assess the cost and benefit of different sustainable practices and these can be helpful when balancing the complex trade-offs that can be associated with sustainable practices. Different semi-quantitative tools and monetary frameworks have been developed to assess a full set of

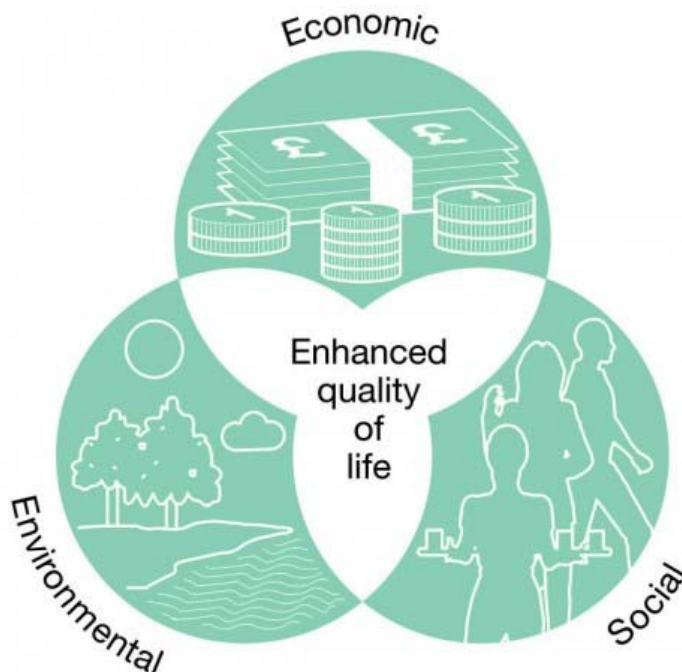


costs and benefits; however, these can be complex and time consuming for a small business attempting to implement some simple sustainable practices.

Weighted criteria charts are one of the simplest and most useful ways for a small business to make some decisions on options for sustainability. Some small businesses find it useful to develop two methods, one for when budget items are small and another more robust method for higher cost projects. Developing a weighted criteria chart involves calculating a sustainability score for each project (based on impacts on people, the planet and profit) and then graphing this against expected costs. There are different sustainability factors you can use depending on the industry your business is involved in or the specific focus for the projects. For example, within a supply chain, parameters such as supplier relationship and location, waste management, investment in the local community and resource utilization can all be used to assign a weighting to. Costs can then be shown along the horizontal axis from low to high and the sustainability score along the vertical axis.

This simple process will quickly produce an indication of which projects are worth investing in. For example, projects that have a lower cost and high benefits in terms of sustainability can set in place quickly. If a project has lower sustainability benefits and a higher cost then they can be discarded and projects that have a high cost but also a high sustainability benefit can then be put through to a more rigorous assessment.

Putting in place sustainable practices should not cost a business more money in the longer-term; it should lead to new opportunities to improve business practices through areas such as eco-efficiency, a reduction in overheads and an improvement in market share by developing new products. This should mean profits, people and the planet all benefit in the end.





CENTRAL ASSOCIATION OF
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Parting Shots

Vickie Younger, Editor

Happy August!

The focus for us at Missouri State for the past few months has been to prepare to welcome you all to our campus for CAPPED 2011. We have a strong educational track, including Supervisor's Toolkit, Project Management, and the GE Nela Park Lighting institute. Ted Weidner will also present the refresher course for the EFP credentialing offered by APPA.

Please visit the conference website. Early bird rates still apply and we think you will enjoy your visit to Springfield and the Missouri State Campus.

<http://www.cappededu.org/Annual2011/ACMeetingHighlights.aspx>

See you very soon!

Calendar

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|---------------------------------------|-----------------------|
| APPA Institute Fort Lauderdale, FL | September 18—22, 2011 |
| CAPPED 2011 Springfield, MO | September 25—28, 2011 |
| CAPPED Technology San Antonio, TX | February 22—25, 2012 |
| APPA 2012 Denver, CO | July 17—19, 2012 |