



# CAPPA Newsletter

## Facilities Management Hosts Regional Conference, Shares Innovations in Sustainability, Reorganization at University of Arkansas



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FAYETTEVILLE, Ark. – Sustainability issues shared the schedule with supervisor training, workshops on topics like “Humor in the Workplace” and a facilities management “makeover” when the University of Arkansas facilities management department hosted the seven-day Central Association of Physical Plant Administrators training symposium and business exposition held Oct. 18-24. More than 200 facilities professionals attended from higher education institutions in the eight central states and the province of Manitoba, Canada. In addition, representatives from some 75-80 businesses exhibited, with sponsored events available to discuss the latest products on the market to meet the new demands on those responsible for maintaining and improving campus infrastructure and operations. The conference brought nearly 400 visitors to downtown Fayetteville and the university.

The event included a four-day, toolkit course for first-time supervisors, two days of CAPPA committee meetings, two days of professional workshops and three extended time periods to visit with exhibitors. There were also numerous opportunities to tour the University of Arkansas campus, visit northwest Arkansas from Altus to Eureka Springs and sample the restaurants and night life of Fayetteville.

“We definitely made an economic impact for our city while also providing a quality learning/networking experience for our visitors,” said Mike Johnson, associate vice chancellor for facilities and the chief organizer of the event. “We calculated that the conference provided almost 1,000 room nights for the Cosmopolitan and several other local hotels, and it turned out that 70 to 80 percent of the people who attended had never visited Fayetteville or northwest Arkansas before. So, in addition to the business of the conference, it was also a great opportunity to show off our campus, our city and this special corner of our great state.”

The workshops also gave the facilities management department a chance to talk about what the University of Arkansas has done to “makeover” its entire operation, as well as the steps being taken to create a sustainable campus. Sessions on pollution prevention, energy conservation, “green cleaning” and the Presidents Climate Commitment were among the sustainability topics covered. The university was among the first 100 institutions in the country to sign on to the Presidents Climate Commitment last February. Johnson said that facilities management was looking at conservation, sustainability and other “green” issues prior to that.

### Special points of interest:

- Website 1,000 hits per week
- Toolkit experience
- Time for nominations
- Reynoldson Core Award
- Technology Conference
- Scholarship Deadlines
- New educational opportunities

## Facilities Management Hosts...(continued)

“We’ve found that we’re in the top third of schools when it comes to sustainability issues, possibly higher among the bigger state institutions. So we have a lot of information to share. But many campuses are also looking at ways to reorganize their facilities management departments, refocus on more business-oriented approaches and they were very interested in the „re-engineering process” that we went through over the past seven years, and the lessons to be learned from that experience.”

**CONTACT:** Mike Johnson, associate vice chancellor Facilities Management  
(479) 575-6601, mrj03@uark.edu Steve Voorhies, manager of media relations University Relations  
(479) 575-3583

## CAPPA Annual Business Meeting

Art Sykes, Secretary

Meeting called to order at 8:00 AM by President John Greene. John reviewed voting eligibility.

Motion by Ed Rice, seconded by Tom Dodgen to dispense with the reading of last years Annual Business meeting because they had been published in the Newsletter and copies were on each table.

Motion Passed

### Reports

1. Treasurer, Neal Swarnes

Scholarship money is available.

Toolkit was a major expense but made a profit. Tech Conference broke even.

CAPPA has met its goals for financial growth. Combined balance of money market, checking account and reserve account is \$256,936.31

Motion to accept report made by Mike Johnson; seconded by Matt Kadafy. Report accepted.

2. 2<sup>nd</sup> Vice President, J.B. Messer

Video review of CAPPA 2008, Oklahoma City

J.B. reviewed video and made great sales pitch. Four (4) year institutions are providing excellent support to Oklahoma City Community College for CAPPA 2008.

3. 3<sup>rd</sup> Vice President, Larry Zitzow

Larry gave preview of CAPPA 2009. Video highlighted University of North Dakota and the city of Grand Forks.

4. Sr. Representative, Darrel Meyer

Darrell asked all past CAPPA Presidents to stand and be recognized Dave Millay, Darrel Meyer, Art Jones, Al Stoverink, Ed Rice and Pat Apel were in attendance.

For APPA to continue to be strong it is essential that there is excellent communication and collaboration between APPA and the regions, state and local chapters.

APPA Board of Directors had three items of discussion:



Prioritize and develop timeline to complete the web site and membership database

Review the process in which the annual meeting is operated and consider holding a joint meeting with the six regions on a rotating basis.

Review the process of how the APPA office is managed and consider hiring an Associate Vice President.

APPA 2008 will be in San Antonio, Texas.

There is a recruiting effort underway to develop new APPA leaders.

APPA 2009 will be held in Vancouver B.C.

5. Jr. Representative, David Millay

The Jr. Representative wears two hats for that person is also the Immediate Past President.

The February APPA orientation is a good thing. One now must go to thinking internationally instead of regionally.

APPA has developed seven (7) excellent key strategies.

Reminder that the facilities indicators for the performance survey is due November 5, 2007.

6. Membership Chair, Randy Culver

Reviewed CAPPA statistics. Beginning 2007, membership totaled 772. Current membership is 634.

|                             | <u>Oct. 07</u> | <u>Feb. 07</u> |
|-----------------------------|----------------|----------------|
| Affiliates                  | 18             | 19             |
| Institutions                | 164            | 178            |
| Institutional Associates    | 380            | 413            |
| Business Partners           | 43             | 90             |
| Business Partner Associates | <u>29</u>      | <u>72</u>      |
| Total                       | 634            | 772            |

7. Newsletter Editor, Vickie Younger

Vickie has accepted a position at Missouri State and her move is now complete.

Newsletter is going totally electronic.

There will be four (4) newsletters published per year.

Larry Zitzow got the Newsletter Award.

Please provide information to her.

8. Education Committee chair, Pat Apel (Vickie Younger)

Technology Conference has been very successful.

Technology Conference 2008 February 27 - March 4. Programs to be Leadership, Safety, Custodial, Grounds, Maintenance, Project Management and Training of Sr. Supervisors.

Five Supervisor's Tool Kit sessions were held in 2007. Three will be offered in 2008. There is a need for more trainers.

Five scholarships were granted this year.

9. Information Services Chair, Terry Major

APPA website is growing. CAPPA website is thriving. Tool Kit online registration has been added.



## CAPPA Annual Business Meeting (cont.)

### 10. Historian, Ed Rice

No report

### 11. Special Committees / Task Forces, John Greene

No report

Motion to accept reports made by Dave Millay, seconded by J.B. Messer.

Report accepted.

Unfinished Business – none

Report by outgoing President – none

Gavel passed to new President at 8:50 A.M.

New Business – Incoming President, Mike Johnson

Kudos to John Greene for his work as 2006-07 President.

Mike nominated retiree, Miles Abernathy for Emeritus status. Motion to accept nomination made by Art Sykes, seconded by Terry Major.

Motion passed.

Election of Officers, David Millay

There are four (4) positions to fill.

Biographies are on the tables.

#### 1. Education Chair – Pat Apel (Unopposed)

And declared re-elected.

#### 2. Information Services Chair –

a.) Terry Major

b.) Glen Hubould

Terry Major elected.

#### 3. Treasurer –

a.) David Gronquist

b.) Sue-Anna Miller

Sue-Anna Miller elected.

#### 4. 3<sup>rd</sup> Vice President – Letters expressing interest are on tables.

a.) Bob Eckels – Missouri State University, Springfield

b.) Ted Weidner – University of Nebraska

Both gave presentations.

Ted Weidner elected as 3<sup>rd</sup> Vice President.

Installation of all officers by Ed Rice.



# CAPPA Annual Business Meeting (cont.)

Mike Johnson gave speech on need to recruit new members. Mike will appoint committee members in two weeks. Those in attendance gave appreciation to the staff of the Cosmopolitan Hotel for the great services rendered. Same for the University of Arkansas Continuing Education staff.

Motion to adjourn by John Green, seconded by Matt Kadafy. Meeting adjourned at 9:26 A.M.

Prize winners:

\$2500. Cruise Package – Bill Ackerman

\$750. Gift Card – Allan Holloway

\$250. Gift Card – J.B. Messer



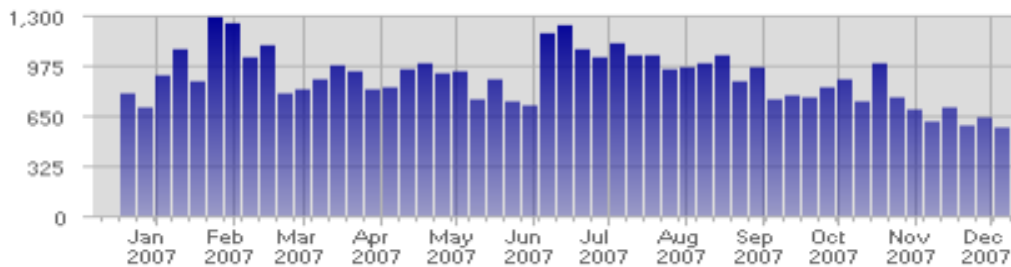


# From Information Services

Terry Major, Southeast Missouri State University

## The CAPPa Website is alive and growing!!

Over the last year the CAPPa website averaged just under a 1,000 visits per week. Whether that is to find information, see what is happening or register for a conference, people are checking us out.



The Visits report reveals the total number of times that people have visited your web site during the selected report period.

We are in the process of adding more features that will make the website more usable for members. One of these items is already in place and that is the Workshop registration program. This program will let you manage your workshop or Toolkit through the use of many online tools like workshop registration, dedicated web space to promote your workshop along with several reports to help track participants and payment.

We are also in the process of adding the ability to accept electronic payment for registration cost. This will make it much easier for those that want to use a credit card to pay for the cost associated with conference attendance.

**The "Job Postings" page has been very active over the last year with a constant flow of open position being posted along with being sent out to the list-serve.** This is another free service to CAPPa members. To have your open position posting on the CAPPa website and sent to the list all you have to do is send the position information along with a start and stop date to [cappaedu@cappaedu.com](mailto:cappaedu@cappaedu.com).

As a side note the APPA website is going thru some remodeling and is slated to debut on January 14, 2008. Be sure to keep an eye on [www.appa.org](http://www.appa.org).

Information Services

Terry Major



# Tours and Fun at Fayetteville

Jane Meyer, Kansas City, MO





## From the President Mike Johnson, University of Arkansas

Dear Fellow CAPPAs Members,

First, Terry and I wish you a Happy New Year as we enter 2008. We hope that you enjoyed a rewarding and joyous holiday season. Second, we'd like to thank all those who attended CAPPAs 2007 this past October. You helped make our annual CAPPAs event a huge success, educationally, socially, and fiscally. The U of A Host Committee was honored to have you as our guests. We hope to wrap up just a few loose ends this month and make our final report at the upcoming CAPPAs 2008 Training and Technology Conference in San Antonio, Texas February 27 to March 4.

You'll have another opportunity to visit San Antonio in July 2008 when APPA hosts their annual training conference there as well as the Senior Facilities Officer (SFO) meeting right before the main meeting. I encourage all CAPPAs higher education and business partner members to attend both these events as they're being hosted in our region. Let's show the other regions how it's done here in the center of our great nation.

All of our committees will be filled this month, and I strongly encourage each of the members to be present in San Antonio for our committee meetings on Saturday, February 29, 2008. The vast majority of our real work results from committee efforts, and we thank each of you and your institutions for your support.

Our institutions and our organization have challenges ahead of us this year and beyond, but working together, we can face these challenges in a meaningful, productive manner. Future generations of leaders depend on us to provide them the optimum, foundational infrastructure for faculty and students to fulfill our universities academic mission.

I look forward to serving you and CAPPAs this year, but I can only be as successful as your commitment and participation allows us to be as an organization. See you at the CAPPAs 2008 Technology Conference in San Antonio, Texas in late February.

Sincerely,  
Mike Johnson  
2007/2008 CAPPAs President



## A CAPP A Experience

Ben Boslaugh, Missouri State University

On behalf of the Facilities Maintenance Department at Missouri State University, Greetings!

To those who have been members of CAPP A before me I would like to say thank you, for the scholarship and the opportunity to attend the Supervisors Toolkit.

For those who have not attended, it is a great learning experience and opportunity for professional development. As a participant you learn effective methods for leadership, motivation, communication, customer service and much more.

An added bonus is the opportunity to glean golden nuggets from your peers through a series of practical exercises in or outside of the classroom. It is an environment that fosters the sharing of knowledge and experience. It matters not where you come from or what your role is in your organization. Your talents and shared experiences are appreciated. As one who is not as seasoned as many of peers in the work place it was a treasure trove of opportunity, a great time to build new professional contacts and meet new life long friends.



Sustainability is a constant battle in our profession; it matters not whether it is in Facilities, Maintenance, Grounds, or the overall budget. It becomes the driving force of many topics and conversations from the student to the president. From past to present sustainability has the opportunity to be our best friend or our most embarrassing relative. I would ask you to look beyond the budgets and buildings, past the work orders and the customer service. I would ask you to take a close look at you staff. From the individual who maintains the floors to the manager projecting next years energy bill. How is the sustainability of our people? I was encouraged to hear of the size of our organization but what of our participation in it? Who are **we preparing to carry the torch in the future? We are all doers that's in our genes. But I also know that we** want the job done to a higher standard than what is asked of us.

I encourage you to build sustainability into your people. The Supervisor Tool-Kit is one of many opportunities to sharpen our people for their success and that of our institutions.

I would like to thank the staff of the University of Arkansas for being gracious hosts in 2007. J.B. Messer and the staff of Oklahoma City Community College I look forward to seeing you in 2008!

Benjamin Boslaugh  
Maintenance Supervisor  
Missouri State University



Will the “real” Larry please stand up? For those who missed it, Larry was misidentified in the last newsletter. We know and love him, just as he is.

## Second Vice President Larry Zitzow, University of North Dakota

### Getting Ready for 2009

Congratulations to Mike Johnson and his staff for hosting a very enjoyable conference in Fayetteville. A big thank-you goes to the Facilities staff at Arkansas State for sharing all their ideas and experiences in hosting the event. We will use this information with a great deal of gratitude. After returning home, my staff and I met with John Short and Bill Svoboda, from Event Pros, in Grand Forks to do some preliminary planning for 2009. We enjoyed the three days we were able to spend with John and Bill. We toured many event venues in town, and we feel we have a good start on the 2009 conference. We think you will be pleasantly surprised by what North Dakota has to offer. I hope you all plan to come see us in Grand Forks.

## Registration for February Institute and Toolkit Open

Registration for the February 3-7, 2008, Institute and Toolkit in Newport Beach, California, opened November 1. The [Institute](#) for Facilities Management is designed as a four-track course of study, with core programming in General Administration, Maintenance & Operations, Energy & Utilities, and Planning, Design & Construction. The Supervisor's [Toolkit](#) is designed to meet the needs of the facilities management professional. It is a structured, open-ended, and pragmatic approach to developing supervisors.

### **FPI Survey Deadline Extended**

The deadline to complete surveys has been extended to **December 3, 2007**. Your data makes a difference for your school and others. Participate in APPA's FPI survey and forward the growth of the educational facilities profession. New features and functions implemented this year include:

- **Leaner Survey:** Unused and under-used fields were eliminated, making the survey shorter and quicker to complete.
- **New Tools:** Popup definitions and "used as" definitions are attached to data entry points to answer your FAQs as you complete the survey.?
- **Entry Warning Messages:** 2005-06 min/max values are attached to data entry points. Warnings appear when entries are outside of the boundaries to help keep the data accurate and relevant.

Emphasis on the creation of a balanced scorecard.

For more information on the survey and resources to help you understand and complete the various sections, [click here](#). To access and complete the online survey, [click here](#). Remember, you will need an APPA userID and password to complete the survey.

Jill R. Amstutz, Director of Communications and Marketing

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# CAPPA Historian

## Ed Rice, Historian, Kansas State University

Jots and thoughts from your CAPPA Historian located in the great, frozen Northeast Kansas territory.

As I type away it is snowing outside after three very mild days. The snows that arrived in mid- December had started melting. But before the snow storm in mid-December there was a three- inch freezing rain that fell the 10<sup>th</sup> and 11th of December. Freezing rain is the nastiest of storms. The rain falls and freezes on anything



susceptible. Power lines, power poles and trees are very susceptible.

Weststar Energy our electric utility company had over 75,000 **customers without electricity on the eleventh. But I'm getting ahead of myself.**

On Monday the tenth of December, the forecast for early Tuesday morning was for freezing rain accumulating from three to four inches of ice. Now, being an optimistic sort, I always **figure these forecasts are overboard and I don't take much stock** in them. However, on this one I decided to take it at face value and prepare. We canceled all meetings for the eleventh, one of which was an interview for an open position we are trying to fill.



I am usually up by 5 a.m., and Tuesday was no different. Looking outside I could see it was raining and freezing. More importantly I had power. Checking the K-State web-site I saw that the university had been closed down along with everything else in Manhattan and North East Kansas. I called John Woods, Director of Facilities Services (the custodial and grounds department). John had stayed at the office all night and already had grounds crews laying down salt and sand, and a handful of custodians checking buildings. We experienced several water leaks and the custodians were putting garbage cans under the drip areas. The ice had built up on roofs which made it very hazardous to get on a roof or even walk around.



I went in to the office and met with John and we started walking the campus. It was both eerie and beautiful. As we walked in the rain we would hear a very loud crack and the sound of a tree limb falling and then a thud as it hit the ground. We avoided walking under large trees.

We walked for two hours seeing only a few people, mostly our workers. It rained steadily the entire time. There were also facilities street crews spreading salt and sand to keep the ice from building up. By noon we sent everyone home as the city of Manhattan had shut down and more people were beginning to lose their electricity.

# CAPPA Historian (cont.)



John is in the yellow raincoat with two of his custodians. Part of this sidewalk is the roof of a steam tunnel that helped keep the ice from building up. Also, it had started to warm up some but then just as quickly it cooled off and running water became slushy.

When I got back to the office my boss called to say he was stuck at home without any power. Then the president called, he had just lost power at his house on campus. The north substation had gone down but Weststar had it up within an hour. Good news for many, as this substation feeds a large part of Manhattan as well. So campus electricity stayed on. Our campus has about eight thousand trees, and of these about 3% had damage. We have a lot of wood

piled up. The city is setting up several burn areas around the city and will start picking up branches in a week. There are piles of limbs all over Manhattan. After the storm, some areas looked like the trees had been shelled by artillery.

We lost power at home for six cold hours but thankfully it came back on and stayed on after a couple of flickers. By the end of the week, 30,000 still had no power and some did not get power back for three weeks.

**We just don't realize how important electricity is to our lives until it is not there.**

Generators disappeared from stores and one could not find a generator in a 100 mile radius of Manhattan. North of town in the country, the ice and wind broke off miles of power poles. Tree trimming contractors are still at a premium. This is one storm many people will remember for a very long time. The snow has stopped now and it is about 32 degrees and cloudy. Got to stop and check out some roof leaks.

A belated Happy New Year to all.

## 2007 Custodial and Grounds Rodeos



# CAPPA 2007 Conference - Fayetteville, Arkansas

## The Golf Tournament!

Mike .... "GREAT JOB! From the spouse/guest perspective your entire team did a wonderful job of keeping us on track; making all the arrangements work flawlessly; and providing any assistance anyone needed. ...." Joe Younger

Regional

Representatives

Mike "...Thanks for the excellent job you and your staff did in hosting the CAPPA Conference last week.....Everything was well organized, the educational sessions were relevant, and accommodations were top notch....." John L. Wood

Ron "...We at *Spirotherm* attend a number of these events and this one ranks with the best conferences I have personally attended." John Coggins

"Mike this past weekend was amazing for us. You and your people are to be commended for the event. I have attended many conferences through the years and without a doubt none have been better than yours." John Olson

"Many thanks for the hospitality extended towards me and the APPA staff. You folks know how to treat your guest well." Chris Ahoy

"I've been to close to 70 higher ed conferences over the past several years and yours ranked as one of the very, very best. Well done and we enjoyed being a part of it." Dan Whitezell

"Thanks to you and your staff for making my first CAPPA Conference a very enjoyable experience. I have already started working on implementing several of the ideas I picked up from the educational sessions. Also wanted to let you know that my wife thoroughly enjoyed the events scheduled for spouses." Jim Hudgins



# The Exhibit Hall!



# Guest/Spouse Fun!



# Toolkit!



# Educational Sessions!



# Committee Meetings



# The Banquet





## Awards Committee

David Gronquist, Kansas State University

### APPA AWARDS NOMINATION DEADLINE FAST APPROACHING

The deadline for submission for consideration for the individual APPA awards for Meritorious Service and Pacesetter for 2008 is January 30, 2008.

We have many members of CAPPA who continue to do an outstanding job representing our region as volunteers in making the Education Facilities profession the organization of choice. Although these tasks are not completed with expectation of recognition, recognition by your peers is likely most meaningful and appreciated. APPA needs your assistance in bringing forth these individuals for recognition of their accomplishments for the betterment of the profession through nomination for these awards.

To access criteria and the on-line nomination form go to [appa.org](http://appa.org) and click on Recognition then to the award category to be utilized. If you have any questions, please contact me at [davidg@ksu.edu](mailto:davidg@ksu.edu), Kevin Folsom at [kfolsom@dts.edu](mailto:kfolsom@dts.edu) or Jill Amstutz at [jill@appa.org](mailto:jill@appa.org) and we will be glad to provide assistance.

## APPA Awards—Another Plea

Jill Amstutz, APPA Staff

Nominations are now being taken for APPA's 2008 institutional and individual awards: Award for Excellence, Effective and Innovative Practices Award, APPA Fellow, Meritorious Service Award, and Pacesetter Award. The deadline for consideration for the 2008 awards is January 30, 2008. However, award submissions will now be accepted year-round. Awards submitted after January 30, 2008 will be held and considered in the 2009 award cycle.

Visit <http://appa.org/recognition/> for award details and to submit for the awards. Questions about the award process? Contact your regional representative to the Professional Affairs

(<http://appa.org/Leadership/committees/professionalAffairs.cfm>) or Awards and Recognition Committee

(<http://appa.org/Leadership/committees/awardsrecognition.cfm>) or Jill Amstutz [jill@appa.org](mailto:jill@appa.org) at the APPA office.



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...many members of CAPPA who continue to do an outstanding job representing our region as volunteers

## Treasurer's Report

Sue-Anna Miller, University of Oklahoma

The CAPPA Finance Committee met on October 20, 2007 at the CAPPA Annual Conference. It's safe to say that CAPPA has really GROWN over the past several years! That growth is a tremendous accomplishment, and something we can all be proud of, but of course, growth is usually accompanied by its share of growing pains.

The Finance Committee talked about its vision for the future. A strategic plan and a business plan for the next two to four years will be established.

A goal was set to review all fiscal policies and procedures over the next year. Enhancements to existing policies, and new policies and procedures, will be recommended to the CAPPA Executive Committee that will bring about more consistency when it comes to CAPPA's financial activities. Some of the policies that will be looked at include banking decisions, handling of conferences and toolkits, investment strategies, and reimbursement procedures.

A second goal will be to ready CAPPA's financial records for an independent audit or review by Fiscal Year 2009. CAPPA's accounting systems will be enhanced over the next two years as we prepare for this activity.

The Finance Committee certainly has its work cut out for it, but we're all ready for the challenge and look forward to keeping the CAPPA membership informed of our progress.

*Thank you*

A very special thank you to Tom Clark of University of Arkansas for his assistance with the wonderful photo essay that is a part of this quarter's newsletter. He has a great eye and a special flair with both the camera and the computer! He was part of the team that kept great graphics and wonderful reviews of the meeting in a photo display for us throughout the whole visit to Fayetteville.

Tom has a great web page of his own that you might enjoy viewing if you like what you have seen so far. Please be sure to drop him an email note of thanks for the work he did.



The Finance Committee talked about its vision for the future. A strategic plan and a business plan for the next two to four years will be established.



Tom Clark of University of Arkansas, Fayetteville, AR

## Kathy Reynoldson Core Award

### News Release from Nebraska Wesleyan



Not a day goes by without someone complimenting Kathy Reynoldson on how beautiful the campus looks. “That’s the most rewarding part of my job,” she said of the compliments. “They make all the sweat and tears worth it.”

While most of us were cooling off in air-conditioned facilities this week, Reynoldson worked through the high temperatures and humidity because she wants to make Nebraska Wesleyan’s “yard” look the best it can. Her efforts — which range from designing and planting memorial gardens, tending to the greenhouse, shoveling snow at 3 a.m., and even removing an occasional critter from campus — was rewarded earlier this month when she received the CORE Award. The CORE Award recognizes staff members who perform efforts that significantly exceed expectations in one or more of the University’s

core values: excellence, liberal arts, personal attention to students, diversity, community, and stewardship. Reynoldson is the Grounds Manager and Alice Abel Arboretum Curator.

She came to Nebraska Wesleyan five years ago after managing a garden center for 24 years. “I love my job,” she said. And it shows. Her CORE Award nominations included the following comments:

**Stewardship:** When Kathy took over her position, all flowerbeds were planted by buying plants in containers. Kathy noticed the greenhouse was not in full use and needed repair work done. Kathy asked for space in the greenhouse in exchange for cleaning it up and making it fully operational. As you walk the campus and admire the flowers, the majority come from seeds planted and cared for by Kathy.

**Community:** Donors find Kathy an enthusiastic partner in creating dedicated flower gardens and seating areas. Kathy is always willing to walk the campus with donors even if it is after 6 p.m. on a day that started before 6 a.m. For example, when planting the Fawl Garden, she offered Clifford Fawl’s granddaughter the opportunity to help plant the garden even when it meant extra hours on weekends. Trees planted in memory of deceased students have also become an important part of her job as she selects trees that have a special meaning to the family. She has precious memories of many thank-you notes and hugs from those families.

**Personal Attention to Students:** A special project that has become a campus tradition is the Spring Student Athlete Clean-Up Day. Kathy has worked with Coach Brian Keller to arrange projects for student athletes to give back to the campus and further instill the importance of community into their lives. Reynoldson said her love for trees, plants, and flowers developed as a young child who grew up on a farm. Surprisingly, her own yard doesn’t match the quality of her campus yard. “Let’s just say my own wouldn’t win “yard of the month,” she said, laughing. But that’s a title her campus yard could likely win any day of the year. As one CORE Award nominator stated, “Kathy is a steward of both place and people. Her loyalty, reliability, accountability, responsibility, caring, and excellent customer service exemplifies Nebraska Wesleyan’s core values.”

\*\*\* The CORE Award promotes Nebraska Wesleyan’s core values by recognizing and rewarding Staff whose efforts and contributions significantly exceed expectations in demonstrating or promoting one or more of the core values. The Human Resources Committee welcomes CORE Award nominations.



## The Fifth Fuel

Kevin Folsom, Dallas Theological Seminary

Man is an amazing creature! Right or wrong, if we have vision for what we see as a better way of life, we'll do whatever it takes to get there. For example, our mission to space, the moon, and beyond. Have we achieved all our goals (e.g. Do Martians exist, etc.)? Probably not. However, we are benefitting from great inventions developed in the process of pursuing this mission.

To be absent of discomfort and fear and to do things with greater ease are our greatest motivators. Well, it just so happens that everything we have invented to meet those needs uses energy. So what better way to get out of America what you want than to make it hard to get the energy we need, as a result there's war. Meanwhile, a new fear is being rolled out - the fear of this generation being solely responsible for climate change by using carbon-emitting energy.

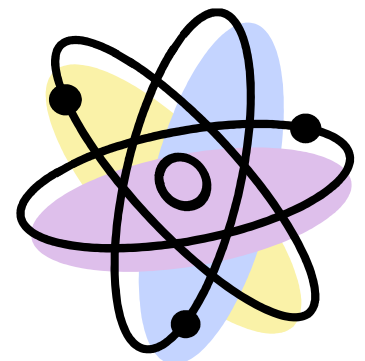
How can we turn this around? We have a new big mission of finding the "Fifth Fuel" for electrical generation. Currently, our mass production fuels are coal, gas, renewables, and nuclear. Many think that hydrogen will be the fifth fuel in the 20-year future. The reality is that the fifth fuel is already here and being manufactured before our own eyes.

Let me explain. Energy efficiency has become a very big industry with customers willing to spend unbelievable amounts of money. There is a lot of motivation to invent new ways to use less energy. Many of the energy-efficient technologies are now available to the general population for purchase at a reasonable cost compared to pay back.

Jim Rogers, Chairman and Chief Executive of Duke Energy, recently filed a new program with the North Carolina Utilities Commission. (Duke is headquartered in North Carolina). It's called "Save-A-Watt," and it aims to turn the electricity/utility industry upside down by rewarding utilities for kilowatts they save customers by improving their energy efficiency rather than rewarding them for kilowatts they sell customers by building more power plants.

In other words, Duke will use funds needed to build new power plants to pay for customer energy **efficiency upgrades**. **"Over time," said Mr. Rogers, "the price of electricity per unit will go up, because there would be an incremental cost in adding efficiency equipment—although that cost would be less than the incremental cost of adding a new power plant. But the customer over all bills should go down, because their home will be more efficient.**

**Energy Efficiency is becoming the Fifth Fuel...**



# CAPPA Technology Conference 2008

| 27-Feb  | 2/28    | 2/29         | 3/1          | 3/2        | 3/3       | 3/4              |
|---------|---------|--------------|--------------|------------|-----------|------------------|
| Wed     | Thur    | Fri          | Sat          | Sun        | Mon       | Tues             |
| Toolkit | Toolkit | Toolkit      | Toolkit      | Committees | Tech Conf | Tech Conf        |
|         | Safety  | Safety       |              |            |           |                  |
|         |         |              | Exec Meeting | GOLF       |           |                  |
|         |         | Grounds      | Grounds      |            |           |                  |
|         |         | Custodial    | Custodial    |            |           |                  |
|         |         | Maintenance  | Maintenance  |            |           | Ice Cream Social |
|         |         | Project Mgmt | Project Mgmt |            |           |                  |
|         |         |              |              |            |           |                  |

**Mark your calendars and sign up now!**

**February 27th—March 4th**

**Sessions 8:00 a.m.—5:00 p.m. unless otherwise noted**

## **Technology 2008: What's New, Old, and Counted On**

**Pat Apel, Education Chair, Maryville University**

This is the latest up to date scoop on improving your knowledge while having a good time winning prizes.

**The new course is Maintenance Technology with Bill Tam of St. Mary's University.** Bill will host 20 students who will learn the latest techniques in Blue print reading, fasteners, safety and other trade skill needs in a two day course designed that challenge you with some competition courses in different areas of expertise. More on the courses when Bill gets time, but he is designing these skills tests for fun and gaining technical knowledge. Later this week the entire agenda will be up on the web so check out CAPPAEDU.ORG when you get a chance.

The safety course has been expanded to a two day course courtesy of Larry Lundholm of Oklahoma and Centennial Contractors and Kelvin King. New in the expansion will be a 10 hour OSHA certification for individuals you can take back, Hmmm does this help get raise? My wife inadvertently took part in this course last year and scored a perfect score. Can you do the same? She answered questions on grounding, scaffolding safety and tool safety. Since she has been a librarian for 14 years I figured she had a lot of book learning to back her up on the tests, so I am putting her to the real stuff by getting her to do some construction work on a home I am rehabbing. I will keep you informed if I survive. Seriously, safety is Job number 1 at our places of work involving not only us but our students and faculty, so here is an easy way to get the knowledge you need to keep those OSHA inspectors satisfied.

Over half our speakers are new this year with many engaging new topics. When the agenda pops up this week take a close look and see how you can improve your operations and wow the boss, your coworkers or



the folks who work for you or all of the above.

What are Old?

The tool kit continues to thrive and we will accept up to 36 applicants for the 4 day course. The course is **already half filled so don't delay**. At half the price of the same offering from APPA how can you afford not to partake? **We have world class instructors who have already graduated 30 of our member's from this critical offering so why not be part of the best trained core of supervisors in CAPPALAND.**

Project management enters its second year with Bob Casagrande of SMU and Andy Hicks of Alpha Building Corp. heading the program. World class instructors make you aware of the tools that are available in managing projects easier and more complete. Bob teaches this as a masters course at SMU and Andy brings the reality home with insight from the contractor side of management issues and calendar speak you can put to work immediately

The Custodial Rodeo is greatly improved with new faculty and many new features so please take a long look at those offerings. Challenging tests with tools and machinery improve our ways to keep our buildings clean and attractive to prospective students. Learn the best techniques and ways to save money from the experts. The first day this course will take place in the hotel and the second day will have the skills tests in Seguin Texas at Texas Lutheran followed by the best Bar B Que in the world courtesy of Tom Dodgen. Transportation provided to TLU.

The Grounds Rodeo is also offered again with new information and instructors at Texas Lutheran with Tom Dodgen and a host of speakers that he is filling out now. I saw something on the agenda about a skills test involving golf balls and a backhoe so it should be highly entertaining and instructive. Last year my grounds manager won second prize by doing some extraordinary things with a mower and bob cat but lost first place by backing over a dummy? I wonder if my face was on that dummy. Tom will team up with Aldape and the custodians to host the Bar B Que at the conclusion of the skills test for both groups. **You won't want to miss the great food and wonderful training opportunities being offered**

We have cancelled the Leadership course this year due to losing a few instructors and the wish to revamp it with some of the suggestions we received so look for it in the future

Last but not least the Technology portion on Monday and Tuesday enters its 18<sup>th</sup> anniversary so it is OLD but good. My staff is complaining because I have stuffed one of my air handler rooms with Prizes so I am in hurry to get them out and distributed to well qualify participants so the filters can get changed. I have about \$4000 worth of prizes right now so I only have a few shopping days till the conference. Monday March 3 we will have dinner on the River walk at CASA RIO so bring along an appetite and have some fun with us. It is included in your fee for the course. If you can drive and take a friend it would be appreciated as our transportation is limited. John Greene from Trinity University is providing some transpiration in his world famous bus but your help is appreciated. **John is also making our dinner arrangements so don't forget to thank him for a great time.** Lalo is helping out as always with several of the courses with help at the sponsorship levels **so don't forget to thank him and ask him how he does it.**

## Skilled Trades Rodeo

**Bill Tam, St. Mary's University**



When Tom Dodgen and Pat Apel asked about developing a skilled trades rodeo for the CAPP Technology Conference, my first inclination was to consider a competition to determine the best over-all craftsperson. I envisioned a combination of written questions and shop practicum that would challenge the craftsperson and determine the best overall maintenance generalist in electrical, plumbing, carpentry, painting, and roof repair.

**However during the recent committee meetings, I was struck by Pat's comment** about developing a program that would encourage the up-and-coming craftsperson to grow and take the next step toward being a shop leader. In addition, Pat mentioned the learning continuum that CAPP provides, with educational opportunities of the Annual Meeting and the CAPP Technology Conference for the

directors and managers, special programs in safety and project management, and the Toolkit for supervisors. Last year CAPP added the Grounds program to join its Housekeeping offering. It is our intention to offer the Skilled Trades program at the 2008 CAPP Technology Conference.

There are a number of us working on this program, my colleagues Luis Rodriguez and Tim McCormick are joined by our good friend Lalo Gomez from the Alamo Community College District. It is our intention to bring the very best program to our region. We have been thinking about the challenge. This article describes the basis of the thought behind the program.

Where do our shop leaders come from? We have learned in the Supervisor Tool Kit that most of our supervisors come from the ranks, beginning as our best craftsperson. In thinking about the direction for a skilled crafts training program, let us begin with the tasks that are to be performed and the qualities or attributes that make the craftsperson top-notch. The tasks they perform are work orders, perhaps preventive maintenance or perhaps trouble (service) calls. What makes the craftsperson top-notch is their ability to determine what is wrong, what to do to make the repair, to perform the repair in a prompt and efficient manner, and to check their work and confirm that the work is done.

We conclude that there are four steps to doing a work order: Troubleshooting, lining out the work, doing the work, and inspecting the work.

Troubleshooting is defined as determining what is wrong with the system or equipment and what needs to be done to perform the repair. It consists of defining the problem and considering alternatives. What is the best solution? What is cost effective? Determining whether a quick fix (fast minimal repair) and more thorough (overhaul) work should be done. Is the solution feasible? Does the solution meet standards, guidelines, policy, and applicable codes? What part, equipment, or system needs to be replaced? For example, we have a leaking faucet.

Troubleshooting requires some abstract thinking and understanding of theoretical principals. How does this particular faucet work? Is it single handle with cartridge? Does it have individual hot and cold valves with seats and washers? **Troubleshooting also requires access to resources, one of which is experience. One's**



## Skilled Trades Rodeo (cont.)

experience knows the various brands (manufacturers) and styles of faucets. Other resources are written directions, operating manuals, diagrams, construction plans, maintenance manuals, and submittal data. In addition, we have the knowledge of the vendors who sell the parts for the faucet.

How does one learn abstract thinking? It is partially a gift and partially something that is developed. Abstract thinking is the ability to form general principals from data and apply the general principal to a particular situation. Understanding the operating principal is an important part of troubleshooting. Each electrical, mechanical, or electro-mechanical device has an operating principal. Each architectural element of a building is guided by arithmetic, geometric, or special principals. The operating principal of a faucet could be mechanical advantage of an inclined plane (the screw) or a fulcrum and lever.

**The second step in performing a task is to "LINE-OUT" or "LINE-UP" the work. The task of lining out the work** is to organize the work, determine the sequence, determine the steps (details), divide the work, make material take-offs, determine the time required to do the work, predict the impacts, and assess the relative success or failure of the action. Included also are the ordering of material, locating the vendor, obtaining pricing, obtaining approval for purchase, and gathering and transporting materials.

**The third step in performing a task is the "PARTS CHANGER". Often this is considered the total work. This is** the actual act of repair by replacing equipment or components or performing a repair activity.

A sub-set of the third step is the "PARTS CHANGER ASSISTANT". Here the craftsperson assists in the repair by observing the work (watching someone else perform the work), low involvement activity, assisting by handing tools, lifting, holding the light, or assisting by filling the role of helper, and acting as parts runner. Often this role is considered On-the-Job Training (OJT), and often this staff fulfills a social role of keeping someone company during the workday or someone to be close by in case their help is needed.

**The fourth step in performing a task is the "INSPECTION". This is the role of checking the job. Here the** craftsperson tests the repair to determine if it is successful. Does the work task meet standards, guidelines, policy, or code? For example, after a plumbing repair is complete, the pipe is filled with water and checked for leaks.

**In many cases, the first line worker is often focused on the third stage only, that is, the role of "Parts Changer". The skilled trades training provided by CAPP Technology Conference will provide the opportunity** to learn the additional skills that will complete and round out the craftsperson. This is an invitation to be empowered and self-directed employees, to set themselves apart, and to move beyond a mere parts changer to learn the skills of troubleshooting, lining out the work, and self-inspection. These skills will set the craftsperson on their way to growing in their profession.



## From the First Vice President J. B. Messer, Oklahoma City Community College



### **Greetings from Oklahoma City Community College, Oklahoma City, and the "Great State" of Oklahoma!!**

These have been exciting times for us here at the College, and the State of Oklahoma in general. On November 16<sup>th</sup> we celebrated our state Centennial, and what a celebration it has been. The Bricktown entertainment district, the upcoming location for CAPP 2008, was abuzz with numerous festive activities, and visited by hundreds of thousands!! The Oklahoma River, which flows through downtown OKC hosted its annual River Parade, fireworks displays, and many other boating events.

Here at OCC we designed, manufactured, and installed the Devon Energy Centennial Mosaic Mural at the end of the Bricktown Canal. It is a depiction of Oklahoma history, and you all will get to see it at CAPP 2008.



## CAPPA 2008



The Ford Center at the Bricktown entertainment district hosted the "Oklahoma Centennial Spectacular", which brought in just about every celebrated Oklahoman to one event!!

<http://oklahomacentennial.com/files/spec.pdf>

<http://www.youtube.com/watch?v=yXQ9kqw6am0>

<http://www.youtube.com/watch?v=dW4WJ6ag6MY&feature=related>

Thought you may enjoy a few of the attached websites to visit.

We surely enjoyed our time at CAPPA 2007 in Fayetteville, and had an opportunity to take in all the sights in N.W. Arkansas. The event was a well planned and orchestrated by the University of Arkansas group. And with OCCC coming up next, we have been extremely appreciative of their passing on information and tips for hosting a successful CAPPA event. We will do our best at carrying on the tradition of continuous improvement for our annual CAPPA event, and we thank you for your participation.

Looking forward to seeing you later this year!

*October 11-15, 2008*



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## Mark Your Calendar

- |                                |  |
|--------------------------------|--|
| January 30, 2008               | Deadline for nominations for APPA awards |
| January 31, 2008               | Deadline for Spring CAPP Scholarships    |
| February 27 -<br>March 4, 2008 | CAPP Technology Conference               |
| April 7-9, 2008                | MOAPP @ UMKS                             |
| April 27-29, 2008              | TAPP @ Austin                            |
| Mar 31-Apr 3, 2008             | <b>Supervisor's Toolkit @ OSU</b>        |
| April 14-15, 2008              | Big XII Conference @ KU                  |
| April 14-17, 2008              | <b>Supervisor's Toolkit @ KU</b>         |
| October 11-15, 2008            | CAPP Annual Meeting                      |

## Parting Shots

Vickie Younger, Editor



Happy New Year to all! As you are all quite aware, educational programming is a significant and very important part of both the regional and international APPA organizations. CAPP (our central region) is very fortunate in that we have been able to offer a number of scholarships to our members to help them attend some of these sessions. Please visit our web page ([www.cappaedu.org](http://www.cappaedu.org)) to see the full listing.

A couple of things have changed since the board and education committees met last October and I wanted to be sure that everyone is aware of the changes related to our scholarship program. First we are more dedicated than ever to award scholarships, this fiscal year up to \$12,000. And, second, the process has been fine-tuned to give the education committee an opportunity to review the applications and make recommendations on recipients.

This will change the process for applicants a bit. Applicants will need to plan a little further ahead as the education committee meets only two times each year—at the annual meeting and at the Technology Conference.

Deadlines: Applications for CAPP scholarships must be received no later than January 31 for review during the Technology conference and no later than August 31 for review during the annual meeting.

As always, take care and have a happy, healthy, and productive new year!