



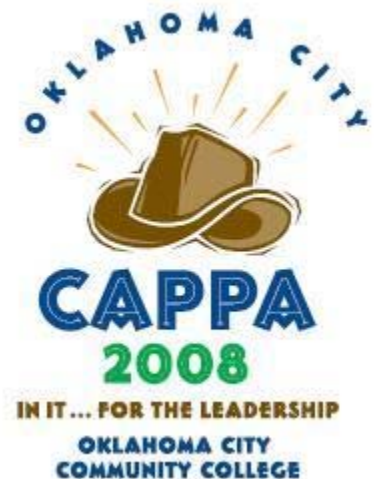
# CAPPA Newsletter

## CAPPA 2008

### Oklahoma City, OK

What a whirlwind it has been for us this past couple of years in preparing to host all of you here in our wonderfully exciting city and the great State of Oklahoma. Hectic pace, time consuming, detail oriented, fun & exciting, rewarding: it was definitely a combination of all of these for us!!

Wide open spaces. Songs around a campfire. Howls of a coyote in the night. It's what drew those first cowboys to Oklahoma, and it's the same spirit for adventure that brought us to Oklahoma City for the CAPPA 2008 Annual Educational Symposium & Business Exposition. The annual event reminded us that we're in it for leadership, in it for adventure, in it for self improvement. Our CAPPA group provided an outstanding lineup of seminar speakers and exhibit business partners from throughout the country who are experts in their fields. And we still found plenty of time for fun – golf, tours and networking.



From October 10-15, the CAPPA 2008 event had over 400 higher education and business partner (63 exhibition booths) attendees at the Sheraton Hotel, a block from Oklahoma City's Bricktown Entertainment District.

Major events included:

1. Sunday golf outing to the Jimmy Austin Golf Club at the University of Oklahoma. Thanks to Burr Millsap (Associate Vice President for Administrative Affairs) and the OU staff for hosting the event. Congratulations go out to the many category winners and their receipt of Wal-Mart gift cards!



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#### Special points of interest:

- Meeting Highlights
- New Board
- Recycling Issues
- Toolkit
- Tech Conference
- Awards
- Pictures
- Calendar

## CAPPA 2008 (Continued)

2. Sunday tours took our groups to the Weatherford Wind Energy Farm, the Stafford Air & Space Museum, Oklahoma history tour, and the Oklahoma City Memorial. Thanks to Energy Systems Group for their sponsorship of the Air & Space tour.
3. Sunday Night Football Party at the Bricktown Brewery upper level, hosted by our friend Jeff Flathman at Energy Solutions Professionals. Jeff has been a long time supporter of CAPPA, and this particular annual event, as well as bringing along his infectious energy.
4. Monday morning Keynote/Welcome Breakfast. The keynote speaker was Chancellor Dr. Glen Johnson, Oklahoma State Regents of Higher Education. Dr. Johnson wrote a follow-up message stating, "I want to thank you for inviting me to speak at your recent CAPPA meeting on October 13, 2008 at the Sheraton in Oklahoma City. I enjoyed visiting with the group and hope that my message was on target with your conference topic." This event was sponsored by our friends at Trane Commercial, represented by Wendell Raimés & Tony Arango from the Oklahoma City office.
5. Monday evening outing to the National Cowboy & Western Heritage Museum. The square dancers and callers added an exciting element to the evening. A special opportunity to tour the facility made for a wonderful time. We thank the museum staff for providing the 100 complimentary encore tickets that were distributed. Also, a special thanks to the event sponsor, Xpedx, represented by Robert Cunningham.
6. Tuesday morning tour of host institution Oklahoma City Community College. A tour of the campus facilities, along with the Aquatic Center, and central plants gave our staff an opportunity to exhibit what they do on a daily basis. The educational session "Campus Transformation", co-sponsored with The Trane Company, was a rewarding event showing our many energy saving projects.
7. The Tuesday evening Awards Banquet is always a special time for our attendees. The entertainment was provided by Captain Jack Parker, an Oklahoman, in the true sense. The pre-banquet reception was sponsored by our long time CAPPA friend Dan Whitezell at Spirotherm. Dan, Gerald Martens, and Daniel Torres have worked hard to provide us with quality products and services within the CAPPA region. The dinner wine was sponsored by the SHW group, represented by Heather Way.
8. The Wednesday morning Annual Business Meeting was well attended by the majority of our higher education participants. Please review the CAPPA website for the CAPPA By-Laws changes, and the minutes of the meeting.

On Monday and Tuesday, four concurrent training tracks were provided through the coordinated efforts of the University of Oklahoma, University of Central Oklahoma, Oklahoma State University, and Oklahoma City Community College facilities department staffs. Our special thanks go out to Sue-Anna Miller (the University of Oklahoma), Larry Lundholm (Oklahoma State University), and Mark Rodolf (University of Central Oklahoma) for their assistance in putting together this lineup of educational sessions.



## CAPPA 2008 (Continued)

Monday and Tuesday was also filled with tours for the spouse and guest attendees. We had the Route 66 tour on Monday, followed by the Oklahoma City Art Museum and the Botanical Gardens on Tuesday. In our CAPPA 2008 planning process, there were so many places for us to choose from, it was hard to decide where to go, and how to put the tours together. We hope that all the participants had a great time!

CAPPA 2008 also hosted APPA's Supervisor's Toolkit (31 participants) provided by CAPPA's certified instructors Steve McClain & Bill Tam. Our thanks go out to Acme Brick for their sponsorship of this training event. We brought for the first time to our CAPPA Annual event, the two day Project Management Workshop (19 participants) provided by Bob Casagrande (SMU) and Andy Hicks at Alpha Building Corporation.

The CAPPA committees are thriving and dynamic entities of the organization. The CAPPA 2008-2009 Executive Committee leadership team consists of :

**President:** J.B. Messer, Oklahoma City Community College

**1<sup>st</sup> Vice President:** Larry Zitzow, University of North Dakota

**2<sup>nd</sup> Vice President:** Ted Weidner, University of Nebraska-Lincoln

**3<sup>rd</sup> Vice President:** Bob Eckels, Missouri State University

**Immediate Past President:** Mike Johnson, University of Arkansas

**CAPPA Senior Representative to APPA:** Dave Millay, University of Arkansas, Little Rock

**CAPPA Junior Representative to APPA:** John Greene, Trinity University

**Treasurer:** Sue-Anna Miller, University of Oklahoma

**Secretary:** Robin Boley, Johnson County Community College

**Professional Development:** Pat Apel, Maryville University of St. Louis

**Information Services:** Terry Major, Southeast Missouri State University

**Membership:** Matt Kadavy, Nebraska Wesleyan University

**Newsletter Editor:** Vickie Younger, Missouri State University

**Historian:** Ed Rice, Kansas State University

**Business Partner:** Melissa Rieman, Trane Commercial Systems

Two special task forces have been appointed this year to explore our CAPPA Strategic Plan (led by Dave Millay at the University of Arkansas, Little Rock), and the Event Planner Contract (led by Mike Miller at the University of Texas at Austin). Thanks to the Executive Committee, and these two special task forces for their dedication to making CAPPA the premier region within APPA. Please review the CAPPA website to see the total listing of all the CAPPA committees for 2008 – 2009.

## CAPPA 2008 (Continued)

Austin). Thanks to the Executive Committee, and these two special task forces for their dedication to making CAPPA the premier region within APPA. Please review the CAPPA website to see the total listing of all the CAPPA committees for 2008 – 2009.

CAPPA will be planning for its annual Technology Conference in San Antonio on February 27 – March 3, and its CAPPA 2009 annual Educational Symposium & Business Exposition hosted by the University of North Dakota staff in Grand Forks, September 26 – 30, 2009. Please ensure you review the CAPPA website often for updates on these upcoming CAPPA events.

The CAPPA Executive Committee sends out a special thank you to the support provided by the APPA staff during CAPPA 2008. Lander Medlin (Executive Vice President), John Bernhards (Associate Vice President), and Randolph Hare (Vice President for Information & Research). The APPA staff made a tremendous effort to be present and bring a message to all the APPA regional events.

A special thanks to all our CAPPA 2008 sponsors, as listed on following pages. These sponsors, as well as our exhibiting Business Partner attendees, are truly appreciated. They bring many products and solutions to us on a daily basis which make us successful in our jobs on campus.



My final thank you, and recognition, goes to our Oklahoma City Community College host staff that put out a tremendous effort at the Sheraton, and on campus, to provide for a wonderful CAPPA 2008 experience. This annual event would not have been possible without their dedicated service to CAPPA. They, along with our event planners, Event Pros Inc., Bill Svoboda & John Short, put together an event that far exceeded all of my expectations!!



## CAPPA 2008 (Continued)

<p>Rodney Morgan  <b>ACME Brick Tile and More</b>          2500 NW 10<sup>th</sup>          Oklahoma City, OK 73104          405-525-7421  <a href="mailto:rmorgan@brick.com">rmorgan@brick.com</a></p>	<p>Lisa Cooley  <b>CCE</b>          4113 Eubank NE, Suite 300          Albuquerque, NM 87111  <a href="mailto:lcooley@cce-inc.com">lcooley@cce-inc.com</a></p>
<p>Keith Jacks  <b>CDI Contractors LLC</b>          3000 Cantrell Road          Little Rock, AR 72203</p>	<p>Parry Hicks  <b>Corporate Express, A Staples Company</b>          5100 N Brookline #575          Oklahoma City, OK 73122          405-301-4216  <a href="mailto:Parry.hicks@cexp.com">Parry.hicks@cexp.com</a></p>
<p>Dick McCray  <b>Empire Paper</b>          2708 Central FRWY. E          Wichita Falls, TX 76301</p>	<p>Jeff Flathman  <b>Energy Solutions Professionals</b>          9218 Metcalf, Suite 274          Overland Park, KS 66212          913-439-1865  <a href="mailto:espjeff@everestkc.net">espjeff@everestkc.net</a></p>
<p>Tracy Scott  <b>Energy Systems Group LLC</b>          1 S. Memorial Drive Suite 600          ST Louis, MS 63102          314-436-9975</p>	<p>Phyllis Baker  <b>Honeywell</b>          6602 S 118<sup>th</sup> Street          Omaha, NE 68137          402-597-3170  <a href="mailto:phyllis.baker@honeywell.com">phyllis.baker@honeywell.com</a></p>

# Thank You

**CAPPA 2008 (Continued)**

<p>David Disney  <b>JE Dunn Construction</b>  929 Holmes St  Kansas City, KS 64106  816-747-8600  <a href="mailto:barb.mchenry@jedunn.com">barb.mchenry@jedunn.com</a></p>	<p>Brook Jensen  <b>KSQ Architects</b>  406 South Boulder, Ste. 500  Tulsa, OK 74103</p>
<p>Heather Way  <b>SHW Group</b>  5717 Legacy Dr #250  Plano, TX 75035</p>	<p>Danial Whitezell  <b>Spirotherm, Inc.</b>  25 North Brandon Drive  Glendale Heights, IL 60139  630-307-2662  <a href="mailto:danial@spirotherm.com">danial@spirotherm.com</a></p>
<p>John Baker  <b>Stanley System</b>  2601 NW Expressway  Suite 110W  Oklahoma City, OK 73112  405-224-0819  <a href="mailto:jbaker@standleys.com">jbaker@standleys.com</a></p>	<p>Melissa Rieman  <b>Trane Commercial Systems</b>  1400 Valwood Parkway  Carrollton, TX 75006  972-406-6000  <a href="mailto:mrieman@trane.com">mrieman@trane.com</a></p>
<p>Eric Riggs  <b>TRC Disaster Solutions</b>  712 Wheeling Ave.  Tulsa, OK 74104  918-595-1190  <a href="mailto:eric@trcteam.com">eric@trcteam.com</a></p>	<p>Mike Vermeulen  <b>Truegreen Landcare LLC</b>  2416 S. Nebraska Ave.  Oklahoma City, OK 73129</p>
<p>Dick Bonn  <b>Western Waterproofing</b>  1637 N Warson Rd.  St Louis, MO 63132  314-304-4903  <a href="mailto:dickb@westerngroup.com">dickb@westerngroup.com</a></p>	<p>Robert Cunningham  <b>Xpedx</b>  3400 Mellcat Drive  Oklahoma City, OK 73179  405 686-4662  1-800-580-5151  <a href="mailto:robertcunningham1@xpedx.com">robertcunningham1@xpedx.com</a></p>



## From the Immediate Past President

### Mike Johnson, University of Arkansas

One last time as we enter 2009 I'd like to compliment President J.B. Messer and his entire team on a wonderful CAPPA 2008 in beautiful Oklahoma City – job well done by all.

Now it's on to CAPPA 2009 this coming September 26-30 in gorgeous Grand Forks, North Dakota where our current First Vice President Larry Zitzow and his superb team are preparing for some northern hospitality. I encourage all of us to go out of our way to be there in order to show our appreciation – go north "oh yee" facilities professionals.

We'll look forward to meeting one time in between for CAPPA Technology 2009 in San Antonio, coming up very soon on February 23 – March 3 for a whole host of training opportunities, plus of course, our Executive Committee and Committee Meetings. This is a great opportunity to serve CAPPA by providing your expertise and enthusiasm.

Two roles that I serve in as Immediate Past President, until becoming the Junior CAPPA representative to APPA this summer are those of the chair for the Awards Committee and Nominating Committee. You'll be receiving two emails soon (hopefully before newsletter goes out?) on APPA and CAPPA 2009 Awards. We have many deserving nominees out there and APPA /your CAPPA Awards Committee need to know about them. You can nominate directly via the web form for APPA 2009 Awards nominations but please let anyone on the CAPPA Awards Committee also know. CAPPA 2009 Awards nominations need to come to the Awards Committee via any of its members.

Lastly, if you would like to volunteer or volunteer others to serve CAPPA I would be happy to hear from you. Potential vacancies exist next year per By-Laws for Treasurer, Professional Development Committee Chair, Information Services Committee Chair and of course Third Vice President. Hosting CAPPA 2012 and being Third Vice President do not necessarily have to go together per our By-Laws. We have not heard from any current incumbents on their desires to serve a next term but our goal as a committee is to have at least two nominees for every vacancy. Opportunities abound in our volunteer organization and we need you – volunteer at any level. Happy New Year everyone!

### The 2008-2009 CAPPA Board





## From the First Vice President

Larry Zitzow, University of North Dakota

Here's wishing everyone a Happy New Year from the North Country. Winter has arrived with several inches of snow and cold temperatures. We will have a beautiful white Christmas. Now for those of you south of Grand Forks, cold temperatures might need some interpretation. To me, minus 20 degrees is cold. To my friends in Texas, "it was so cold they had to wear a long-sleeve shirt!"

As we move forward into 2009, there are many new challenges and also old ones. The economy, the environment, and new leadership, both nationally and locally, are all changing. What hasn't changed is that we continue to fight for available dollars to do our jobs. It will be a challenge to match our priorities with these changes. We will have new opportunities to position our institutions to reap any benefits that may come along. These opportunities will hopefully stimulate our staff to think outside the box and make each institution a better place to work and study.

I wish you all a prosperous new year and hope to see many of you at the Tech Conference in San Antonio. If not, I know I will see you in Grand Forks this September. "We're going to have a good time!"

## CAPPA 2008 Awards

(photos continue on page 23)

**President's Award**

Sue-Anna Miller

**Distinguished Member Award**

Darrel Meyer

**Newsletter Award**

Kevin Folsom

**Certificates of Meritorious Service (3)**

I. Aldape Tom Dodgen Randy Culver



## From the Third Vice President

Bob Eckels, Missouri State University

Happy New Year!

Glad to see 2009? Not so sad to say good-bye to 2008? But wait a minute, who's to say things are soon to get better? Uncertainties of an economic recovery are leaving us all with some major challenges in early 2009. At Missouri State and likely at the campus nearest you, contingency plans are being developed to various budget cut levels in preparation for reductions. At Missouri State, we are first concentrating on how to get through the current fiscal year, and then how are we going to deal with FY2010?



What is sacrificed, and in what priority order do the budget reductions play out? Do we hold back improvement projects? Is high priority maintenance deferred even further? Do projects under construction halt? Do we look at outsourcing opportunities? What measures do we take to reduce costs such as utility consumption? What services are reduced or curtailed? How do we ensure the mission of the university is continued to be supported throughout these adverse times? How long before relief will come?

These are potentially, and very likely, to be unprecedented times. The extreme version of the "Do More with Less" philosophy of facilities management is soon to be upon us. Our meddle as managers and leaders will be tested. But we all also need to look at these difficult fiscal times as challenges for which we have been trained, and hopefully trained well. The bonus is if we have also molded our workforce into a team of unity that understands the mission of the university and is willing to step forward and contribute to the solutions that get us through the hard times with minimal long-term detrimental impact. These may be the times that try facilities manager's souls, but the connection we all have with CAPPA and our fellow CAPPA members can be a great source for smart decision-making at our respective campuses.

Happy 2009 ... may we all survive it making the smartest calls to meet the mission!

Missouri State University is very proud to have been selected to host the 2011 CAPPA Conference in Springfield, Missouri. As we have learned from the successful conferences of the past, we will continue to keep our eyes and ears open to those events yet to come in an effort to make the 2011 experience the best we can make it. I look forward to working with the CAPPA professionals in the coming years.

Bob Eckels

## UALR Recycles Lighting Waste

### David Millay, University of Arkansas, Little Rock

When most people think about UALR's recycling initiatives, they think of recycling items in the typical trash stream such as white paper, aluminum cans, and plastic bottles. Blue canisters around campus are the collection points for these items.

Another robust recycling initiative at UALR involves recycling of lighting products that include incandescent lighting, sodium vapor and metal halide street lights, and fluorescent lights. Not only do these lighting products represent a considerable volume of recyclable materials such as glass, phosphors, and metal, they also contain significant amounts of hazardous waste such as mercury and other heavy metals as well as polychlorinated biphenyls (PCB's).

Recycling, which requires skill and knowledge of state and federal regulations, is a major component of sustainability initiatives at UALR. Lighting waste recycling saves the University a considerable sum of money, according to [UALR Physical Plant](#) Director [Dave Millay](#).

In a typical 12-month period, UALR purchases nearly 7,500 light bulbs and ballasts at an annual cost of about \$28,500 with a recycling surcharge of an additional \$22,200.

Recycling lighting wastes and insuring proper handling of associated hazardous waste is such a critical issue that the [Arkansas Department of Environmental Quality](#) (ADEQ) has implemented detailed regulations for recycling the products, and the [Arkansas Office of State Procurement](#) has mandated a surcharge on the purchase of lighting products on State contract to assure that waste is recycled properly.

UALR's office of environmental health and safety (EH&S), charged with recycling lighting waste generated on campus, has initiated a campus program that not only satisfies ADEQ's stringent requirements, but saves approximately \$17,600 in the first year.

With help from the [UALR purchasing department](#), EH&S Manager Vince Rodgers has designed a lamp waste management program that meets ADEQ's requirements and has resulted in a waiver of the mandated surcharge on the purchase of lighting products. While recycling of lighting waste still requires the services of companies certified in processing such waste, having an EPA and ADEQ compliant plan in place allows UALR to take competitive bids on those services.

The difference between paying the mandated surcharge on purchases versus the costs of competitively bid recycling services results in considerable savings for UALR. Ongoing annual savings through this program are estimated to be approximately \$21,000. To add additional savings in lighting recycling costs, the EH&S office has implemented an in-house fluorescent bulb crushing process.

The University recently purchased a \$4,000 high-tech disposer for recycling various sizes of fluorescent bulbs. The machine, which looks like a 55-gallon black plastic trash can, grinds the bulbs in a matter of seconds.



## **UALR Recycles Lighting Waste (cont.)**

**David Millay, University of Arkansas, Little Rock**

"The disposer creates a vacuum inside the canister and sucks the tube into the blades and chews it up, basically like a wood chopper," said Vince Rodgers, manager of the Physical Plant's environmental health and safety office. The debris then goes to a blue chamber which acts like a bag on a vacuum cleaner.

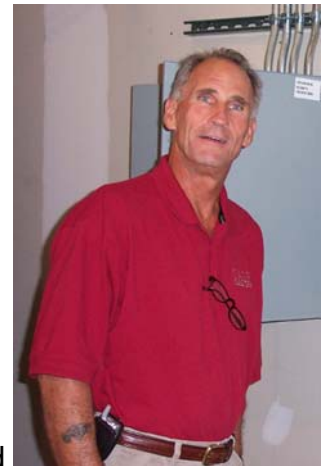
The three-chamber process takes the one micron-size particulate, puts it through a HEPA filter, reducing the waste to .3 microns, and then takes out mercury vapor and other hazards with a carbon filter.

## **A Sustainable Success Story: Every Watt Helps**

**David Millay, University of Arkansas, Little Rock**

Energy conservation is a major component of any sustainability program, and UALR has taken significant steps to reduce energy consumption across campus. Energy conservation takes many forms, one prevailing opportunity being in the form of reduced consumption through lighting improvement projects. Not only can lighting modifications reduce electricity consumption, but use of new technology can actually improve lighting quality and reduce maintenance costs while saving dollars.

One such project was recently undertaken in the UALR parking garage. The project was conceived, recommended, and carried out by the UALR physical plant electric shop led by shop manager Benny Stringfellow. In the garage, there are 313 lighting fixtures which the UALR Electric Shop recently retrofitted from metal halide to fluorescent technology. The metal halide fixtures consumed 175 watts per fixture compared to the fluorescent fixtures, which consume 108 watts. The fluorescent fixtures are electronically ballasted T5s. With 313 retrofitted fixtures, UALR realized a 20,971-watt reduction in consumption.



Clearly this is a tremendous savings in the cost of operation, not to mention the reduction of UALR's carbon footprint. But, this is not the entire story. The cost of a 175-watt metal halide bulb is about \$28 compared to about \$10.50 to replace two T5 fluorescent tubes. And there's more. Fluorescent tubes have a life of about 20,000-25,000 hours compared to the 10,000-hour metal halides. Labor costs are also reduced. The bottom line savings in cost of energy alone is roughly \$22,000 annually.

Hats off to Benny Stringfellow and all the electricians in his shop for undertaking this project that produced better lighting, reduced energy consumption, reduced energy and maintenance costs, and reduced UALR's carbon footprint. That's a sustainable success story.

To see the video that is associated with these two excellent articles provided and written by David Millay, please see <http://ualr.edu/news/index.php/2008/10/01/ualr-recycles-lighting-waste/>

## From the Professional Development Chair

### Pat Apel, Maryville University

OK it's that time of the year again. No, not the holidays, it's time for starting to register and think about the upcoming Technology and Leadership Conference in February and March. We are offering many new courses and workshops for you to take advantage of and give your career a boost in these troubled economic times.

Go to the [CAPPAEDU.ORG](http://CAPPAEDU.ORG) web and start viewing thru the programs to see where you fit and what you need to get you started and rejuvenated. We are still putting together some parts but you can call us for more details until we get them posted. As you well know most Facility people are the best at procrastination so don't blame us too much. When you start looking at the players for example, Trane company, Eaton, Stanley Consultants, General Eclectic, just to name a few you know we have a top quality program for you at the right price. We expect to hammer out the details of the few remaining one and two day topics shortly and will post the Technology portion for Monday and Tuesday soon as well.

With the economy we are experiencing some difficulties in making advance travel arrangements with some folks so we cannot make final arrangements for a while to meet their needs. Some of these needs are making our speakers have to make commitments in the same areas from one flight or fewer flights instead of jetting in and out. A sound economic move as most are finding out and it will be good for us as well.

Some familiar things that will occur are the annual Monday night banquets sponsored by Spirotherm that Lalo Gomez is figuring out for us. All he will tell me at this point is his priority is fun and good food so we are in good hands. Jack Pellek and Rich Booher are setting up our traditional Sunday golf game and I am in the process of negotiating with our friend Jeff Flathman at ESP to sponsor our Sunday night Hospitality suite.

You may notice our Grounds program has been deleted this year and Tom Dodgen, its originator, has chosen to tackle a very comprehensive program on mechanical systems. While Trane Co. may be the largest sponsor of this event he has harnessed many other firms to contribute to our knowledge base in this new work shop. I. Aldape has upgraded the custodial program with new speakers and newer topics so you may wish to consider improving your departmental skills in that area too. Mr. Larry Sambrook who entertained us last year on some indoor air quality issues comes back to us with two new one day workshops. The first is a mold workshop exploring the causes, symptoms and remedies to deal with mold as well as what equipment you can buy to give you the most bangs for your buck. His second course is on Indoor Air Quality and is it really Green? It is most interesting as he confirms my suspicions that it is not always greener when you commit to making air quality changes. He is a most entertaining and introspective speaker that will keep you grinning and learning at the same time. The GE lighting seminars are direct from their lighting Lab in Nela Park, Ohio where they will let us compare efficiencies and techniques for saving money and giving us



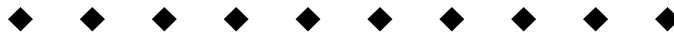
## Professional Development (continued)

more lightly for the buck. You can drive in for a half day workshop and then get back to work and not waste a lot of time on those things you don't need.

While we are continuing to have the Toolkit in session, we will bring back the acclaimed Leadership series with guest speakers to let those who have taken the toolkit course use this advanced course for additional insight into Leadership possibilities.

The Monday and Tuesday Technology workshop will once again feature great speakers including an all day session on the President's Commitment to Climate Change. At this time we are negotiating with several Institutional Presidents on supplying us with differing view points. This workshop will be conducted by Stanly Consultants alongside our regular Technology Workshop sessions but should be for senior Facility individuals. It is a good way to see what our Presidents are going to be facing in the near future and what we can do to help prepare the way.

<http://www.cappaedu.com/technology/TechnologyConference.aspx>



Proud Grandpa Tom Lee shows off Sophia Sides, 7lbs, 8oz, and 20.5 inches long!

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Sue-Anna's summer vacation in the Great Smoky Mountains revealed this: We can't always be leaders. Sometimes our job is to sit in the back, speak encouraging words, and lean the right way!



## From the Treasurer

### Sue-Anna Miller, University of Oklahoma

One of the biggest challenges facing physical plant today is turnover. Generations X and Y simply don't come to the workplace with the expectation of staying longer than a few years. Supervisors naturally assume that the reason most employees leave for another job is better pay, better benefits or different work hours. But in reality, most employees leaving one job for another say that they just didn't feel like they fit in. They never found their "place".

A lot has been said over the years about the place of mentoring in leadership development. Today's leaders are encouraged to find tomorrow's leaders and take them under their wing today. But what about the role of mentoring with new staff?

Orientation is generally offered to new staff to provide training in policies, safety procedures and basic work skills. This training generally occurs in a classroom type format with others who are also new to the job. While orientation certainly has its place in helping new employees learn expectations and other important information, it doesn't help to create a sense of belonging.

That's where mentoring can come in. How great would it be if every new staff member could be assigned a mentor? Mentors could be anybody from current staff, not just supervisors or leaders. The role of the mentor might be as involved on some days as letting the new staff person shadow them and teaching them about the people, places and things they need to know to be successful in their new job. And, the role of the mentor on other days might be just to touch base, see how things are going and let the person ask questions in a one-on-one setting.

Further, though, a mentor can provide something that orientation and even training can't. Mentors can help set that hard-to-grasp tone of the organization that new employees sometimes struggle to learn. Mentoring can help build self-esteem, not only on the part of the new employee but also on the part of the mentor. How honored to be selected as somebody's mentor!

Providing a mentor for somebody shows that we value the person. A person who feels valued themselves will, in turn, value others, including our customers.

Most of us can truthfully say that we are who we are today because somebody else took us under their wing and believed in us (and told us so!). When a new employee feels valued, supported and believed in, we have helped them to find their sense of belonging.





# Supervisor's Toolkit Hosted by Missouri State University November 11-14, 2008



## From the Membership Chair

### Matt Kadavy, Nebraska Wesleyan

I thought I really knew the value and the advantages of being a CAPPA member, but these first few months serving as Membership Chair have shown me just how valuable this organization is. A weekend with the international APPA membership team confirmed what I already knew—that we have a group of highly skilled professionals who in 2008 grew the organization's membership for the first time in ten years.

The week also showed me that we want CAPPA to grow, too. We've got the people. We've got the talent. Randy Culver laid a strong foundation, reaching out to people and recruiting by example. Joe Phillips, the membership representative from Arkansas, provides continuity. Just being around him makes you want to join in and work to strengthen a group that makes all of us more effective at our home institutions. Thanks to both of you for all you've done for all of us.

Our thanks, too, to Glen Haubold, CAPPA's contribution this year to Rocky Mountain APPA via Glen's appointment as Executive Director of Operations at New Mexico State University. A talented hard worker and true master of his trade. Glen, you will be missed. Thank you for your service.

And how best to show our thanks? Recruiting! We're not some giant Ponzi scheme, recruiting growth for its own sake. We have an organization that grows its members. It helps them develop professional skills that benefit their institutions and also the organization. I challenge each and every member of our team to recruit just one new member to CAPPA. It is not hard—tell them what happens to members; tell them about Glen being promoted, about how these things do not just happen, how you learn, you grow, you get promoted. Tell them about the wonderful networking opportunities. Tell them about what makes you excited about CAPPA.

What organization can you belong to that trains in so many areas? Every long-time member of CAPPA knows this little secret--our organization doesn't cost; it's an investment that pays.

CAPPA currently has 651 members in our region. Let's grow our profession and learn from one another at both regional and national levels!

I am really looking forward to seeing you and our new recruits at the technology conference and the annual meeting in North Dakota in 2009.

Have a great New Year!

**Invite a new member**



## APPA Supervisor's Toolkit

### Lisa Lyons, Arkansas State University

Recently, I attended a Supervisor Toolkit Training which was held in Springfield, Missouri near the campus of Missouri State University. Three others from ASU attended as well. They were Sharon Milligan, Martha Phillips, and Bobby Warren. I really did not know what to expect, but I did learn a lot about becoming a great supervisor. We had two excellent trainers: Vickie Younger and Rodger LaBeth. I would highly recommend any team leader or supervisor who has not attended a toolkit training that they do so as soon as they can.

One of the many things that I did learn, is that being a supervisor is not about me- it is about the people. I am not doing this for me, but for the customers (students, faculty, staff, employees under my direction and other employees as well). My job is to help my team members to become the best ASU employees that they can be, so that the goal of creating a clean and safe environment for the students to be better educated can be achieved.

I also learned that supervisors are not normal. You have to be willing to be a leader, and be a coach to your employees. You need to encourage, correct, and challenge your team to be the best employees that they can be. One of the most important things that I learned is that if you want to become a great supervisor, you need to be a great communicator. Never let great work go unnoticed-when you see it, say it. Praise your employees for a job well done. You also have to be able to let them know about poor work as well. To do that effectively, you must do it privately but make it positive as well.

All of this information and more was presented to us in a clear and concise manner. We had to work in groups of people that we didn't know, but through the many activities we participated in, we got to know one another and learn a little bit about each others' respective universities as well. I honestly believe that this was a highly effective way of learning and hopefully, I have made many lifelong friends as well.

To sum it all up, it was amazing learning experience and hopefully I have the tools that I need to become the best ASU employee and team leader that I can be.

Lisa Lyons,  
Custodial Team Leader (HPESS, ARMORY, and ISC)









## Thinking Outside the Box

J.B. Messer, Oklahoma City Community College

The following was a recent article in the *Chronicle for Higher Education*. It gives us some food for thought about how we may operate in the future within APPA, CAPP, and our state/local facilities organizations. Your CAPP committees and task forces are at work to look at our strategic plans, our upcoming budgets, and our committee operational needs, that will all meet the expectations of our membership. At CAPP we are currently financially strong, as your committees have been successful at placing us in this fiscally stable conditions over the past few years. Your campus budgets may be experiencing some of these same issues listed below, and you are looking at how to support the many organizations that assist you in your job. APPA/CAPP is our "association of choice for educational facilities professionals", and thus we all need to look at how we can focus our attention to this organization that exists solely for our success on our campuses! Even more so, in these leaner times of financial resources, APPA our organization for "Leadership in Educational Facilities", and your CAPP region are there for you. After review of the below article, any input that you may have, please forward to myself, or other CAPP Executive Committee members. Hope that you all had a great Holiday season!

J.B. Messer, CAPP President (2008 – 2009)

## Bottom Lines Cause Unease at Societies of Scholars

By DAVID GLENN

With the economic climate growing worse week by week, directors of scholarly organizations are preparing for the likelihood that 2009 will be a grim year for their finances. None report that they face immediate crises, but many say they fear that certain kinds of revenue — from conference attendance, foundation grants, and especially investment income — will start to hemorrhage during the coming months.

The American Philosophical Association, whose eastern division will meet in Philadelphia this month, expects a 40-percent decline in revenue from its conference job bank, according to Terence Riley, the association's finance coordinator.

"I think we're sailing in uncharted waters here," says Arnita A. Jones, executive director of the American Historical Association. For the group's annual meeting, this January in New York, attendance, exhibitors, and even job-bank interviews are projected to match or exceed last year's levels. But when she looks at the newspaper, Ms. Jones says, she has a hard time imagining that the good times will last. Next month she will ask her staff to discuss how to sharply cut expenses, if need be, for the group's 2010 meeting.

In interviews by telephone and e-mail, nearly two dozen scholarly-society directors offered similar assessments. Their organizations have not, on the whole, made cutbacks yet. But almost all say they are laying plans in case the roof collapses next year. The directors say they would like to avoid layoffs, but smaller-ticket items like travel grants for graduate students and lecture series are facing cuts.

"Most learned societies are fairly lean operations without deep reserves," says Steven C. Wheatley, vice president of the American Council of Learned Societies. "So any place you push the balloon has a big effect. Changes in the job market, or anything else that affects the financial health of universities, can have a major effect on learned societies down the line."

### Shrinking Revenues

A few organizations are already feeling those ripple effects. The Organization of American Historians has reduced by \$90,000 its projected revenue from its forthcoming annual meeting, to be held in Seattle in March. Because it is not possible to reduce the meeting's expenses by that amount, says the executive director, Lee W.



## Thinking Outside the Box (cont.)

Formwalt, he has had to cut other parts of the budget. "Fortunately we haven't had to lay people off," he says. "But we've decided not to fill a deputy-director position that became vacant last summer." And nearly every organization, of course, has seen its investment portfolios plummet. For many groups, the stock-market decline is not an immediate problem; in some cases, their portfolios were small to begin with. But for a minority, income from endowments or other investment funds makes up a significant portion of operating revenue.

In an informal survey, the American Council of Learned Societies recently gathered information about the business models of 48 of its member organizations, most of which are in the humanities. According to Mr. Wheatley, 15 of them reported that investment income is one of their top three sources of revenue.

The stock-market meltdown also makes it harder for organizations to attract donations from their members.

"Our cash flow generally seems fine," says Mr. Formwalt. "The one very obvious area where we're not doing as well is development. Last year at this time, we had raised \$40,000 from members. This year it's just \$7,500. And we have only two multiyear pledges, which is much less than usual."

That kind of fund-raising income has recently represented 8 percent of Mr. Formwalt's budget — not a huge amount, but large enough that a shortfall here would be painful. "We have already cut to bone, and some would say beyond," Mr. Formwalt says. "Many of our nonlabor expenses are fixed, so for further cuts, we'd probably be talking about personnel."

### Changing Travel Plans

More than anything else, society directors worry about conference attendance in 2009. Reports and rumors of cuts in colleges' travel budgets have made this an anxious season for conference planners.

"Our annual meeting in November was very successful," says William E. Davis, executive director of the American Anthropological Association. (At almost 6,000, in fact, the attendance set a record.) "But that's not the one that worries me. It's going forward that concerns me. Virtually all of the people who attended our November conference had already made their plans well in advance of the worst of the downturn. What will they do next year? We're now looking at that and trying to figure out what our options are."

Five associations with meetings in late December and early January — the Modern Language Association, the American Mathematical Association, the American Philosophical Association, the American Economic Association, and the American Historical Association — tell *The Chronicle* that they project steady or only modestly declining attendance. But in those cases, too, many attendees had made their plans before the economy grew truly ugly. The real test, says Ms. Jones, of the historical association, will be the spring meetings, like Mr. Formwalt's.

A decline in early registrations is one reason that his organization trimmed revenue projections. But it is too soon to say what attendance will actually be like, Mr. Formwalt says. "You keep hearing that universities are cutting back on travel budgets," he says. "But I'd like to know how many of our members actually rely on university money to come to our conferences, and to what extent."

Several directors said they are looking for small ways to save money. Ann E. Biddlecom, a senior research associate at the Guttmacher Institute and secretary-treasurer of the Population Association of America, says she would like her group to make more use of videoconferencing for its committee meetings. Mariana Whitmer, director of the Society for American Music, says it is cutting postage costs by moving most of its newsletters and other mailings to electronic formats.

### Face-to-Face Connections

When the American Society of Environmental Historians meets in Tallahassee, Fla., in February, members will be asked for their opinions about which of the organization's activities are most important and which are expendable in the event of a downturn. "We need for this to be a serious conversation," says Lisa Mighetto, the



## Thinking Outside the Box (cont.)

executive director. "We're going to say to the members, This is your organization. Let us know what is most valuable and what we can cut."

Mr. Formwalt says he is hopeful that scholarly societies' membership levels will stay solid. As a young professor at a small college in Georgia decades ago, he says, "I was never offered much in the way of travel subsidies, but I always went to the meetings anyway. After feeling isolated most of the year, it was important to feel connected to the profession." The Internet, he says, has not eliminated the need for that kind of face-to-face connection.

Mr. Wheatley, of the American Council of Learned Societies, agrees. "People correctly think of these scholarly societies as pillars of the academy," he says. "They're at once strong in their ideals and fragile in their finances."

That fragility has directors scrambling to find ways — even tiny ones — to bolster their bottom lines. "For the first time, we have a sponsor for our conference tote bags this year," says Alyson Reed, executive director of the Linguistic Society of America, which will meet in San Francisco next month.

### HOW SCHOLARS SURVIVED THE GREAT DEPRESSION

Seventy-five years ago, as banks failed and soup kitchens struggled to feed the hungry, the Secretaries of Constituent Societies, which is known today as the American Council of Learned Societies' Council of Administrative Officers, met to discuss an economic crisis more serious than today's. From the minutes of the meeting on January 28, 1933:

The initial period of the Conference was devoted to a consideration of the effects of the financial depression on the societies. On the whole, they seemed to have suffered less than might have been expected. ... One society reported a decline [in income] of five percent, another of 11 percent, another of 14 percent, and another of 15 to 20 percent. ... [societies which maintain libraries have found it possible to make larger purchases, despite their loss of income, because of the decline in book prices, particularly in the rare-book field.

### HOW HIGHER-EDUCATION ASSOCIATIONS ARE COPING WITH THE ECONOMY

Hard economic times have forced higher education's numerous associations to adjust like everyone else. Concerned about potential declines in membership and conference attendance as colleges slash expense and travel budgets, many of the groups are taking measures to cut costs while also attempting to provide more resources to help colleges deal with the economy. Here are some of the ways the associations are responding:

#### American Association of Collegiate Registrars and Admissions Officers

- Planned for a 33-percent decrease in the number of participants at annual meeting.
- Changed travel policy to eliminate reimbursement for alcoholic beverages and limit reimbursement for meals to \$55 a day (\$10 for breakfast, \$20 for lunch, and \$25 for dinner).
- Eliminated open bars and cash bars at conferences and meetings.

#### American Association of Community Colleges

- Began budget-monitoring program to reassess financial situation every quarter.
- Curtailed spending on meeting expenses and salary raises.

#### American Association of State Colleges and Universities

- Increased efforts to find conference sponsorships to prevent registration fees from rising.
- Offered a larger number of seminars over the Internet.
- Looked at postponing the filling of vacancies and reducing the travel budget.

#### Association of American Universities

- Began reviewing budget to seek ways to cut discretionary costs, such as travel and administrative expenses.



# Thinking Outside the Box (cont.)

- Has not cut staff, but plans to postpone filling vacancies if they occur.

Association of Governing Boards of Universities and Colleges

- Placed a freeze on traveling and cut spending on marketing and information technology.
- Postponed new publications.

National Association of College and University Business Officers

- Attempted to keep up attendance for its 15 annual events by emphasizing relevant economic issues; its next conference focuses on endowment management.
- Filling only essential positions, with other jobs put on hold.

National Association of College and University Attorneys

- Plans to double the number of virtual seminars to cut down on travel expenses.
- Will devote more resources and meetings to dealing with legal issues in the economy.
- Will not send out print brochures for conferences and events.

National Association of Independent Colleges and Universities

- Plans to convert several publications, including its main newsletter, into online-only formats.

Plans to cut back on travel costs and meeting expenses.

—Reeves Wiedeman and David Shieh

<http://chronicle.com>

Section: The Faculty

Volume 55, Issue 17, Page A1



David Gronquist receives Certificate of Appreciation from APPA for his APPA Awards and Recognition Committee from 04-08 from the CAPPA region



Dee Littlejohn accepts the Newsletter Award for Kevin Folsom who was not able to attend the meeting

## CAPPA EGYPT!.....(A Series of Articles)

Ron Smith, The American University in Cairo

**WHERE WE COME FROM:** As I mentioned in my last article, AUC was founded in 1919 by Americans devoted to education and service in the Middle East. It remains a private institution featuring an American style Liberal Arts education. All instruction, except for Arabic language courses, is in English. The university is chartered in the District of Columbia, USA, and is accredited by the Commission on Higher Education of the Middle States Association of Schools and Colleges. AUC is independent from any other university with a similar name such as American University in Washington, DC or the American University in Beirut. The current AUC campus in downtown Cairo, is located in Tahrir Square (30°02'33.40"N 31°14'14.21"E for you Google Earth fans).



The picture on the left was taken from the roof of the main building, looking west toward Tahrir Square and the Egyptian Museum (it museum has the greatest collection of Pharonic treasures in the world and is one of Cairo's most popular sights). AUC currently serves over 4,500 undergraduate and 1,000 graduate students, plus another 35,000 students a year in the School of Continuing Education. The majority of students at the university are Egyptians, although there are substantial numbers of Arabs from outside Egypt as well as many Africans, Americans, Europeans and Asians in the student body. The downtown campus is comprised of a mixture of 12 historic and semi-modern buildings, along with leased space in five other buildings, totaling approximately 70,000 square meters (m<sup>2</sup>), spread across six sites totaling 7.3 acres.

The building, pictured on the right, was originally the "Palace" of a 19<sup>th</sup> century Minister of Education, Khairy Pasha. This is the ceremonial front entrance to the campus. The building, and the addition to it, houses the offices of the President; the Vice Presidents; several other administrative offices; Ewart Hall, the university's largest meeting hall and the largest such hall in downtown Cairo (recently it was used by former US President Jimmy Carter for a lecture); Oriental Hall, where special public lectures and receptions are often held; classrooms, the Arabic language and English language institutes; the English and comparative literature department; the cashier, information office, travel office, registrar, student financial affairs office, and admissions; and a branch of the Commercial International Bank.



Pictured on the left is the garden courtyard in front of the entry to the "Palace". This area is used daily by faculty, staff and students to relax, talk with friends and colleagues at lunch or between classes. It is also used for several functions during the year. Also found on the main campus is the Science Building, and Hill House (which contains the international student affairs office, alumni office, sports office, gym, a computer lab, and the AUC Bookstore). The bookstore is a part of the operation of the AUC Press, the largest English language publisher in the Middle East.



## CAPPA EGYPT!.....(A Series of Articles)

Ron Smith, The American University in Cairo

This picture was taken looking south toward the north side of the main building. It shows the walkway between the basketball court on the right and the tennis courts on the left. The court areas and this walkway are used for several university and student activities during the year. The banner advertises "The International Day" an activity held yearly in April. Starting in October, 2008, after the majority of AUC's operations move to the New Cairo campus, the downtown campus will be renovated to better support the School of Continuing Education, the Law School, a relocated and expanded AUC Bookstore, and a few other programs that will remain downtown.



As you can tell from the description of the downtown campus above, it is an eclectic collection of one-of-a-kind wonderful buildings with wonderful history defined by archaic and unique equipment; where you took your life in your hands every time you crossed Cairo streets to go from one portion of the campus to another; with individualized heating, cooling, electrical and fire life safety systems, and no energy management system; with no two doors with the same type hardware, using custom made parts to make repairs; with cramped rooms being used for activities they were never designed for; with make-do solutions to impossible situations. All done successfully, over the years!

**WHERE WE ARE GOING:** Contrast what I have just said above, with the new 260 acre campus being constructed in the desert, approximately 21 miles away in New Cairo (30°01'09.10"N 31°30'11.61"E) just east of the Cairo suburbs of Heliopolis and Nasr City. The construction project is regarded as one of the biggest in the country, with a total cost approaching \$400 million for approximately 1.8 million square feet (165,000 meters<sup>2</sup>) assignable space. During the construction of the new campus, a construction joint venture between Samcrete (Egyptian Contractor) and Samsung (Korean Contractor), had as many as 7,500 construction workers working on the site. Currently, there are over 5,000 working to complete the finishing touches on the buildings and the grounds. It is designed to accommodate over 5,500 full-time students and 1,500 faculty and staff, with room for further expansion. AUC's "City for Learning" will offer state-of-the-art, and environmental sensitive educational resources to students and faculty, a residential village for 480 students, and an extensive indoor/outdoor sports complex in a setting whose quality will be second to none in Egypt and the region. The site will have a "Ceremonial" front entrance with an outdoor amphitheatre with seating for 300; over 1,000 date palm trees and another 3,000 fruit and shade trees were propagated and grown at AUC's own Desert Development Center's agricultural research station that were grown specifically for this site by AUC's Desert Development Center; a "Hike and Bike Trail"; and 2,000 parking spaces. The new campus will also be handicapped-accessible. The development was designed to The Americans with Disabilities Act (ADA) standards. And finally, unlike its predecessor, it will have modern standardized mechanical, electrical, energy management, security, fire and life safety systems; it's own Central Utility Plant with a 2 km (1.242 mile) long underground utility/service tunnel; it will have rooms designed for their programs; it will have room to expand; and it is pedestrian friendly.

## CAPPA EGYPT!.....(A Series of Articles)

Ron Smith, The American University in Cairo

**A TASTE OF THINGS TO COME:** The picture on the right is of the scale model of the new campus. The large building, just left of center, is the Library. Across from the library is the School of Business, Economics, and Communication. The Academic "Core" of the campus is from the Library/BEC to the left hand side of the model. The "Red-Orange" buildings are the residences for 480 students. Across from the residences is the Athletic/ Sports Complex. The Physical Plant compound is found outside the picture, on the right hand side; it contains an Administration Building, housing the offices of Facilities and Operations, Security, Environmental Health and Safety, and Supply Chain Management; a Shop/Stores/Main Kitchen building, a Central Utility Plant with Cogeneration (operated for AUC by GasCool, a local utility company); a Car Pool Office/ Service Shop with covered parking for our fleet; and the entrance to the underground Utility/Service Tunnel which connects to all of the campus buildings at a loading dock.



The picture centered above is of the front entrance to new AUC campus looking east across AUC Plaza through the entry "Portal". In the background, behind the "Portal" in red-orange, is the student residences. The building on the left is the Information Center and on the right is the Performing and Visual Arts Building. In the foreground, is one of the twenty-nine fountains located on the campus. The pictures below show some of the architecture of the new campus.

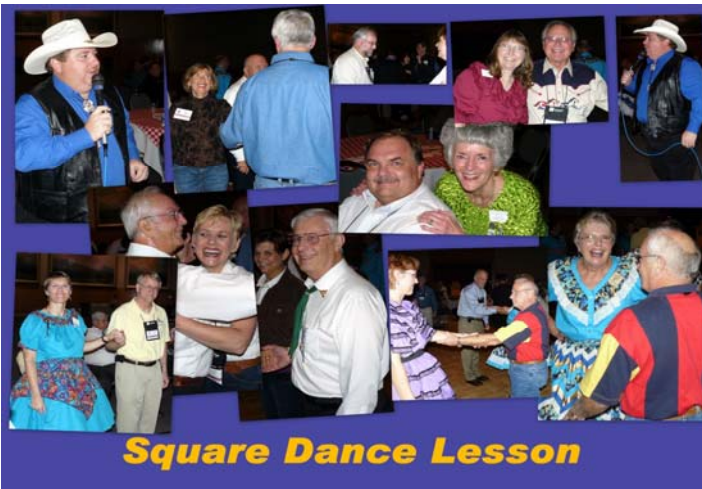


# CAPPA EGYPT!.....(A Series of Articles)

Ron Smith, The American University in Cairo

By the time you read this article, we will have moved the books from the old library into the new one; started taking over buildings from the contractor; and by mid-August we will have moved the faculty and staff to the campus. Ready or not, we open the campus this September!

## A Few More Highlights and Snapshots of CAPPA 2008





CENTRAL ASSOCIATION OF  
PHYSICAL PLANT  
ADMINISTRATORS

901 S. National Avenue  
Springfield, MO 65897

Phone: 417-836-8931

Fax: 417-836-5288

E-mail: [vickieyounger@missouristate.edu](mailto:vickieyounger@missouristate.edu)

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[www.cappaedu.org](http://www.cappaedu.org)

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## Upcoming Dates

Jan 18-22

Facilities Management Institute  
Tampa, FL

Feb 25-Mar 2

CAPPA Technology  
San Antonio, TX

**September 26 - September 30, 2009**  
**Grand Forks, North Dakota**

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## Parting Shots

Vickie Younger, Editor



2009! Oh my gosh, another year has flashed by and here we are back at our desks planning the fiscal year end and anticipating what will come next.

I know that many of our campuses will see cutbacks and challenges to do even more with even less. Some of our employees will be concerned about their futures. Times like this remind us of the importance of communication. We must keep in mind that when our staffs do not have the information they need, they begin to fill in the blanks themselves. Sometimes this information is correct, but often is not and can create unnecessary great stress—based upon rumor and innuendo.

So, please keep the information flowing, whatever the changes your campuses may be facing. Permit, and even encourage questions. Honest answers will help employees feel they are in the know. Even bad news can be better than no news. Remember the old saying, information is power. Empower your employees; help them know the decisions and the changes that may be created by financial challenges, and to the best of your ability, how the organization plans to address the challenges. They can make better decisions at home and help to allay fears that their families may have.

This is a very good time for verbal “pats on the back,” encouraging good work and high production. Look for low/no cost ways to show appreciation for the effort employees are putting forth. Stop by and wish them a Happy New Year!

And, with that note, Happy New Year to each and every one of you!