



From the President

*Angela Meyer, AIA
Director of Facilities Management
Southeast Missouri State University*

Oh, how I envy my peers in southern states - warm weather and for the most part no snow or ice. So how do I obtain the opportunity to tap into some of that warmth and sunshine? Attend the upcoming TAPPA conference in Austin, TX, of course!!!!

Last year the CAPPA Board voted to discontinue the CAPPA Tech Conference typically held in San Antonio, TX; and, for this year's spring meeting, we will join with TAPPA. Registration is now open and I would like to encourage you to attend. The CAPPA Board will conduct its spring Board meeting on

Saturday, April 7 from 1-5pm. The TAPPA conference is April 8-10.

In other news, the Professional Development Committee has done a fantastic job of preparing for the 2018 Annual Conference this fall, and the call for papers is out. If you have information to share that would benefit our peers in the CAPPA region, please consider submitting a presentation topic that will contribute to the robust educational opportunities that will be available in Spearfish, South Dakota.

On February 2nd and 3rd I had the opportunity to attend the APPA Board orientation and sit in on the APPA Board meeting as an incoming representative. There are some great initiatives coming out of this organization. For example, information was shared about ASHRAE adding class offerings to the APPA Institute, and there was a lot of discussion on how to really engage young professionals. The biggest take away for me had to do with a presentation made by Don Guckert on the topic "Embracing Change." Whether we like it or not, the world around us is changing at an unbelievable pace. Whether it's communications, demographics, financial or technical change, we need to be prepared and embrace it. We need to be adaptable and willing to learn. Our roles in our jobs are changing. The best thing any of us can do is continue to encourage and learn from each other. No matter what stage you are in your career, you have lots to offer and share. Consider mentoring and getting engaged. Your involvement only makes us better.

If I don't see you at TAPPA in April, I look forward to seeing you in Spearfish this fall.

"Whether it's communications, demographics, financial or technical change, we need to be prepared and embrace it." ~ Angela Meyer

UPCOMING EDUCATIONAL OPPORTUNITIES (see page 2 for more information)

April 7—10, 2018 Academy on Campus Level 2: *Interpersonal Effectiveness Skills*; Austin, TX
Sept. 29—Oct. 2 Academy on Campus Level 3: *Managerial Effectiveness Skills*; Spearfish, SD



From the CAPPA Senior Representative to APPA

*Glen Haubold
Associate Vice President for Facilities
New Mexico State University*

In April of 2012, CAPPA President Bob Eckels approached me about assuming the role of 3rd VP for CAPPA. At the time, I was waiting on the results of the APPA elections; I had been nominated for Vice President of Professional Development at APPA. I told Bob that if I were not elected, I would consider his invitation. Also at the time, I was Secretary of the Rocky Mountain APPA (RMA). Robyn Pierce was the eventual winner of the APPA election; I accepted Bob's offer, and resigned from the RMA board.

As it happened, the end of the CAPPA 7-year commitment in Fall of 2018 would closely coincide with my 64th birthday in July of the same year. By February of 2019, I will have the requisite "points" to retire in New Mexico, and the following July will become eligible for my Texas retirement. In addition, our Chancellor retires this spring. Besides all that and more importantly, my wife thinks that we should sell the house and travel the country in our RV. Hollis Dyer tells me when it's time, I'll know. I'm listening.

While we have not made that final decision, I am starting to realize that many of the tasks and activities that I am presently involved in might be my last. This fall in South Dakota will be my last Executive Committee meeting and may be my final CAPPA conference as an active member of an institution. The new residence hall at NMSU may be my final groundbreaking; Jett Hall, the concluding ribbon cutting; this year's 5-year facilities plan could be the last one I prepare, although good riddance, and I won't miss doing those.

There may not be too many more "next times" in facilities management for me.

My father was the Director of Physical Plant at TCU for 17 years. I was a student there, and spent my first summer as a student employee converting metal filters to fiberglass. I have also worked for Texas Woman's University and the University of North Texas, reaching the top job at NMSU in 2008.

As a facilities officer, I am from the era of growth. Most of the facilities officers my age assumed our positions when enrollment was vigorously expanding from the children of the post-war Baby Boomers. As a general rule, our mantra was always, "more money and more people," and those of us who could make our case effectively, generally improved our condition.

We still say that; but, with the recession, budget cuts, enrollment flattening, and declining in many places, we are really short-handed these days. The thing is, so is everyone else. Every department on campus sings from the same sheet of music. And sadly, most are correct in that they have insufficient staff to operate effectively, including facilities.

Not only that, the turnover rate of the two positions that we usually report to, the Vice President of Finance and Administration

(Haubold—continued from page 1)

and the President, has reached the point where most of us can expect to work under four or five different ones in the course of our careers. That's assuming, of course, we get along with and can work with them, instead of losing our jobs.

Recently, another chief facilities officer wrote to me and said, "We are at a critical crossroads in facilities management. As Senior Facility Officers (SFO), we not only face major budgetary challenges, the optics of having a long lustrous career as an SFO are changing. Our challenges continue to change, and our skill sets in many ways are being challenged by corporate leadership."

As I look back, and knowing that there are exponential changes coming in the way we operate, maintain, and construct our campus facilities, is there a future in facilities as a career anymore? And if there is, what does it look like? Can it be satisfying instead of frustrating?

I am a closet futurist who has cultivated a pretty good crystal ball, and will share my thoughts on the future in the next CAPP A newsletter - perhaps my final newsletter contribution. (Part I of 2. To be continued in the Spring 2018 CAPP A Newsletter.)

From the CAPP A Professional Development Committee

Academy on Campus Levels 2 & 3

MARK YOUR CALENDAR!

2018 CAPP A EDUCATIONAL CONFERENCE - September 28—October 2, 2018

SPEARFISH, SD

UPCOMING EDUCATIONAL OPPORTUNITIES

April 7-10, 2018 Academy on Campus Level 2: *Interpersonal Effectiveness Skills*; Austin, TX

Sept. 29 – Oct. 2 Academy on Campus Level 3: *Managerial Effectiveness Skills*; Spearfish, SD

LEVEL 2: *Interpersonal Effectiveness Skills*

DATES: April 7 - April 10, 2018, Austin, TX

Register now for Academy on Campus Level 2 at the upcoming TAPP A meeting, April 7 - April 10, 2018, in Austin, TX. A collaboration of CAPP A and TAPP A makes this available.

Link: <http://www.cvent.com/events/tappa-2018-educational-conference-business-partner-fair/custom-36-0705d97589684b8880905dbcd18d6e2d.aspx>

Effective managers use interpersonal and team skills to motivate, communicate, and inspire those around them.

This level focuses on understanding the dynamics of working together, successful ways to handle conflicts, and processes that can be used to support successful team efforts. Level 2 will help you hone the skills needed to make you not only an effective leader, but also an effective manager.

LEVEL 3: *Managerial Effectiveness Skills*

DATES: September 29th - October 2nd, Spearfish, South Dakota

Academy on Campus Level 3 will be offered as part of the CAPP A Annual Meeting. Watch the CAPP A website or your inbox for registration information.

In this level, participants develop and strengthen leadership skills while learning basic principles for organizational and managerial effectiveness. Attendees experience a dynamic learning environment utilizing engaging discussion groups, learning games, discovery exercises, synergy, and project collaboration. The content of this program complements and builds upon the individual skills learned in Level 1 and the interpersonal skills developed in Level 2.

The theme of this year's conference is "Facing the Built Environment." You can get additional conference information by contacting Robert Wall at wallr@uapb.edu or Randy Culver at randy.culver@bhsu.edu

Academy on Campus (also known as Leadership Academy) has been developed for, and focuses on, the educational institution's administrative professionals. These include: facilities staff, buyers/purchasing agents, business/finance professionals, and auxiliary services professionals. The program is designed in levels, with each level emphasizing a different perspective and type of leadership skill.

Leadership Academy is a 5-day, dual instructor offering of APP A. Academy on Campus provides the same information to smaller groups in a 4-day, single instructor session. It can be hosted by regional or state chapters, or individual schools; and, hosting Academy on Campus at your school or state chapter is easier than you think. Contact CAPP A Professional Development for more information:

Lee Mc Queen, Professional Development Co-Chair mcqueenlv@unk.edu

Scott Turley, Professional Development Co-Chair lturley@uark.edu

FREE E-BOOK

from

CAPP A Business Partner

[Sightlines](#)

[*Making the Business Case for Campus Sustainability*](#)

Increasingly, institutions in higher education face challenges on multiple fronts. College and university leaders are considering questions such as: *Is my institution making financially healthy decisions? Are we fulfilling our mission by remaining attractive and accessible to prospective students?*

ONLINE ARTICLE OF INTEREST

[Save money with low wattage T8 lamps](#)

from BetterBricks by the Northwest Energy Efficiency Alliance (NEEA)

Includes:

Video: *"Shedding Light on Low Wattage T8 Lamps"*
 Calculator: *Low Wattage T8 Savings Calculator*
 Case Studies: *Bartell Drugs and Felton Properties*

Connected Buildings—Your Opportunity for Thriving in the Storm?

by Chris Torline, PE, Trane

Facility Management of Post-Secondary Institutions is increasingly more challenging. The 2016 Sightlines report, “State of Facilities in Higher Education,” <http://www.sightlines.com/insight/state-of-facilities-2016/> provides details around what has all the indications of an upcoming *perfect storm* for Facility Managers:

- **Enrollment** – National average is flat in comprehensive institutions and declining in small institutions.
- **Facility Age and Use** – Large percentage constructed prior to 1975 and investment in renovation has largely been deferred.
- **Capital Investment** - Not keeping pace with either inflation or needs per square footage.
- **Facility Department Staffing** - Average maintenance coverage rates (GSF per FTE) have drastically increased.

Given these trends, system failure is inevitable. The coordinated timing and the magnitude of these trends have never been experienced before. Facility managers are on reactive footings and relegated to responding to daily emergencies.

In Trane’s own polling, performed at the 2017 MAPPA/CAPP A Conference, 71% of attendees responded that their current level of funding for deferred maintenance/energy improvements on their campus is *insufficient*.

The Case for Data Analytics

Data Analytics are now exploding because of two reasons: the sheer quantity of available data, and our ability to analyze it. The cost and effectiveness of cloud data storage, coupled with computing speed that can run virtually limitless algorithms on the data, has exploded into nearly every business sector and nearly every aspect of our lives. For instance, wearable devices not only count steps, but based on the data analytics, they also provide workout plan suggestions. Big box retailers utilize data analytics to assess store merchandising and alter purchasing decisions in minutes instead of weeks. And Netflix utilizes data algorithms to optimize user experiences around the world by adjusting bitrate download speeds in real-time on any type of device.

Data analytics are now transforming the way facilities are managed. Some HVAC manufacturers now ship every piece of HVAC equipment *standard* from the factory with diagnostic data points. This equipment can be easily connected to the internet allowing data analytics to proactively diagnose needed maintenance and continuously optimize a facility’s system.

The Advantage of Connected Building Systems

Connected Buildings benefit facilities in a myriad of ways. For example, compressor start times are continuously logged to identify and diagnose excessive starts, preventing premature failures. Chillers and condensing units have multiple points of data analyzed to identify cooling effectiveness. Energy consumption can be optimized to identify any demand or usage outside of optimized parameters. And service advisories are generated long before issues are detected onsite. By diagnosing failed units remotely, technicians know what parts are needed prior to arriving onsite and can make the repair quicker, thereby reducing overall service repair costs.

Finally, in current stagnant post-secondary enrollment trends, there is an exception: technical colleges and community colleges with technical programs are seeing a sharp uptick. Colleges who recognize the future expansion of connected buildings and data analytics are setting up their graduates for successful careers and well-paying jobs. Technical colleges, and even high schools, are now connecting their own HVAC systems for students to study in real-time, hands-on, living-learning labs.

The current state of post-secondary staffing levels, skills availability, and budgets are going to continue indefinitely as the new normal. Leverage the smart building tools now available to you, and you will increase the effectiveness of your learning environments while optimizing your staff skillsets and operating budgets.

About the Author: Chris Torline, PE has been working with clients to develop energy conservation projects for over 20 years. He is passionate about helping clients optimize their buildings and operations utilizing cutting edge technologies, including Trane’s Next Generation Data Analytics.



A Decade of Excellence in Energy Management at OSU

In June 2007, Oklahoma State University implemented an energy management program designed to reduce energy costs and consumption at each of its five branch campuses. Since then, OSU has been creating a culture of conservation, with active participation in energy management efforts at all levels across campus.

A Decade of Excellence luncheon was held in January 2018 to recognize the outstanding efforts of OSU faculty and staff to conserve energy. One award recipient Mike Hunsucker, Coordinator of Classroom Scheduling, said “Everyone has something they can do to assist. Things as small as lowering your blinds at night and turning off your computer can have a large impact if many of us make that decision. Saving energy is a campus goal and I am very proud of what we can accomplish

together.”

The OSU-system has saved nearly \$48 million across all five campuses and extension offices. OSU-Stillwater has saved nearly \$38 million since 2007; and, 67% of electricity used on the Stillwater campus is generated by the Cowboy Wind Farm located in Blackwell, Oklahoma. Visit the [OSU Energy Management Program](#) website for more information.

(Source: O’Colly, Friday, Feb. 2, 2018)



Tips for Energy Savings on Your HVAC Systems

Heating and cooling accounts for up to 29 percent of an average building's monthly operating budget. Saving even a little money each month on your gas and/or electric bill can make a big difference to your bottom line. Fortunately, there are several easy and inexpensive things you can do that will make a big impact on your energy usage.

1. Be diligent about replacing your HVAC filters. One of the easier--and most effective--things you can do to save energy each month is to regularly change your HVAC filters. When your system has to push through layers of dust and debris, it uses more energy (and costs more money.)
2. Schedule those annual service calls. Having an HVAC technician examine your systems at the beginning of the cold weather and warm weather seasons will make sure that your systems are clean, that all of the mechanical parts are well-lubricated, that the combustion by-products are well-vented, and that the system is running smoothly and unlikely to break down in the middle of the season.
3. Switch to programmable thermostats. Investing in programmable thermostats is another way to save energy and help reduce your heating and cooling bills. By reducing the heat and turning up the temperature on your cooling system when your building is empty, such as in the evenings and on weekends, you can keep your systems from working any harder than necessary.



Programmable thermostats help reduce heating and cooling bills.

Submitted by Building Controls and Services, Inc. (BCS) from: <https://bldgcontrols.com/blog/tips-for-energy-savings-on-your-hvac-systems>

Cooling Season Occupied Set Points¹: 74°F—78°F

Unoccupied Set Point: 85°F

Heating Season Occupied Set Points¹: 68°F—72°F

Unoccupied Set Point: 55°F

¹Set points are in accordance with ASHRAE 55
"Thermal Conditions for Human Occupancy"

(Taken from [OSU Energy Guidelines](#))

Facilities Managers: Focus on the Big Picture AND the Details

By Tony Simpson, ISES

We sometimes hear that owners have billions of dollars in deferred maintenance (DM) backlogs and that the backlogs will only get worse because they don't have the budget to do it all – and never will. These numbers can be inflated sums when they are developed using simple lifecycle modeling. A better approach is to document the individual pieces of equipment of the building or utility infrastructure system.

The fact is, certain parts of mechanical, electrical and plumbing systems are replaced just one or two years after a new building comes online. Rather than assuming that every component in the system is as old as the building, document the replacement dates of the components and then track their lifecycles individually. This will provide you a specific list of components that need replacing, and their anticipated costs. Such a list of components allows wiser replacement decisions based upon needs and risk.

To keep up with all the needs, facilities managers need a database. The best database allows tracking of both system-level status and details. It would allow easy generation of reports that:

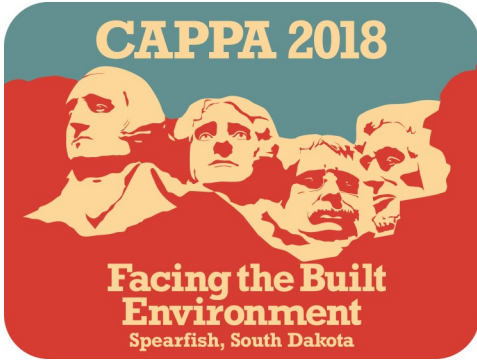
- Prioritize your needs by component, age, building, risk, importance or any combination of these.
- Catalog five-year DM needs by building, group, site, year or component. For example, this would not be a list with large HVAC system replacement numbers, but a list of the parts of these large systems that need replacing.
- Itemize ADA needs by year and by priority.
- Inventory all your roofs, with the installation year and replacement cost.
- Enumerate, at a mouse click, the number of doors in all your facilities.
- Identify the percentage of DM that is HVAC, electrical or plumbing.

About the Author: Prior to joining ISES, Anthony "Tony" Simpson had 20 years of experience in higher education facilities management at California State University, San Bernardino (CSUSB), which is part of the California State University System (CSU). He earned a well-deserved reputation for exceptional leadership locally within the CSU system and nationally for Facilities Management and Energy Reduction strategies. Tony served in a variety of senior management positions, culminating in his appointment as Senior Director of Facilities Services, with responsibility for all aspects of the facilities operations and maintenance departments.



**"Quality in a service or product is not what you put into it.
It is what the client or customer gets out of it." ~ Peter Drucker**

Source: <http://blog.proqc.com/quality-quotes/>



About This Year's Conference Hosts

This year's CAPPA conference is being hosted by two outstanding universities: [The University of Arkansas at Pine Bluff](#) (UAPB) and [Black Hills State University](#) (BHSU). UAPB is a land-grant institution established in 1873 as a public comprehensive HBCU 1890 Land-Grant institution dedicated to providing cutting edge research, teaching, outreach, and service programs responding to the needs of the state and region.

Local host Black Hills State University is a 134-year old institution that sits on 123 acres and consists of three colleges, has more than 4,000 students and is the regional leader in sustainability efforts. Spearfish is among the top ten most livable small towns in the U.S.

The collaboration of these two excellent universities ensures a great CAPPA conference for 2018.

Mark Your Calendars for the

2018 CAPPA Annual Conference

*in
beautiful Spearfish, South Dakota*



Destination for Fun

Popular Attractions

DC Booth National Historic Fish Hatchery
 Matthews Opera House
 Spearfish Art Center
 High Plains Western Heritage Center
 Spearfish Rec and Aquatics Center
 Termesphere Gallery
 Spearfish Canyon National Scenic Byway

Central Location

A midway point between Mount Rushmore National Memorial & Devils Tower National Monument

Outdoor Recreation

Hiking & Nature Walks
 Mountain & Road Biking
 Rock Climbing
 Fishing & Hunting
 Horseback Riding

Preferred Lodging

Affordable lodging at more than 30 hotels, resorts & campgrounds



For more information on attractions and events in Spearfish, visit our website at www.visitspearfish.com or call us at 866-349-2576.



D.C. Booth Historic Fish Hatchery



The Hatchery's colorful history, pristine setting and century-old buildings are preserved as an educational center devoted to fish culture. The hatchery grounds include original ponds, underwater viewing areas, a museum and gift shop and much more. Grounds are open from dusk to dawn with no admission fee.



High Plains Western Heritage Center

Founded in the 1970s by two local ranchers, the High Plains Western Heritage Center honors the old west pioneers of South Dakota, North Dakota, Montana, Wyoming and Nebraska with furnished log cabin, rural schoolhouse and antique saddle and blacksmith shop.

Earn APPA Credentials



Need a new challenge for 2018? Don't miss the opportunity to earn professional credentials with APPA. Special discounts are available to CAPP A members to help them achieve the only facilities credential that is specifically focused on professional development for those working in educational facilities.

The APPA Credentialing Course is a 90-day (13-week) online course designed to help you prepare for either the CEFP or the EFP exams. To clarify, the EFP is designed for those with less than five (5) years experience in the educational environment; whereas, the CEFP is designed for those with over seven (7) years experience and a desire to become higher level managers or administrators. The Certified Educational Facilities Professional (CEFP) credential represents the highest standards of performance and understanding in educational facilities management, including the principles and practices related to:

- Planning
- Design & construction
- Daily operations
- General management

The CEFP curriculum includes two core instructional components: 1) CEFP Professional Development Course, and (2) Customized Interactive Learning (CIL), to help track your learning and prepare you for the exam.

For more information, contact Kelly Ostergrant, Credentialing Coordinator at kelly@appa.org. You may also visit the APPA Credentialing [website](#) or [download the brochure](#). Wondering why it matters? [Read more!](#)

Never
STOP
learning

Graphic image by [Lilly Parr](#)



2018 CAPP A Board

L-R (front): Angela Meyer, President; Robert Wall, Jr., 1st VP; Markus Hogue, 3rd VP; Virginia Smith, Treasurer; Sheila Awalt, Secretary; Jennifer Kindt, Asst. Treasurer; Glen Haubold, CAPP A Sr. Rep to APPA; Angie Mitchell, Conference Coordinator; Helen Bailey, Professional Affairs and Awards Co-Chair; Jenny Cundiff, Newsletter Editor

L-R (back): Barry Mielke, 2nd VP; Ed Heptig, CAPP A Jr. Rep to APPA; Ian Hadden, CAPP A Immediate Past President; Art Jones, Historian; Scott Turley, Professional Development Co-Chair; Lee McQueen, Professional Development Co-Chair; Ron Tarbutton, Professional Affairs and Awards Co-Chair; Cheryl Aquadro, Business Partner Representative; Randy Culver, Membership Chair.

Not Shown: Armand Harpin, Business Partner Representative; Jim Schreiber, Finance Chair; and Roy Ruiz, Information Services Chair

CAPP A Business Partner Info Needed

Per APPA, Business Partners are those "corporations that provide products and services to the facilities management marketplace and who have an interest in reaching facilities managers in the education environment." If you are a current APPA or CAPP A Business Partner, we need your information in our database so that you can be located on the CAPP A website.

Please go to the [Business Partner Information](#) page and enter your information. If you have any questions, please contact [Markus Hogue](#).



FROM THE EDITOR:

Thank you to all who submitted articles and photographs to be included in the CAPP A Newsletter!

Please write and submit articles for the CAPP A Newsletter at any time for consideration. Preferred articles will be BETWEEN 300 words (ex: 1/2 page w/graphic or photo) and 700 words (ex: full page with small graphic or photo). Please include names and descriptions with photos. Graphics and charts are always welcome to help tell your story. If available, please provide a link to full articles. Email articles and photos to Newsletter Editor: jenny.cundiff@okstate.edu

PLAN AHEAD...
The 2019 CAPP A Conference
will be held in Manitoba, Canada.

Do you have a
current **US Passport?**



Share Your
Thoughts

