

# CAPPA Newsletter—Spring 2016



## From the President:

By Ed Heptig, Kansas State University

Kansas State University was honored to host the CAPPA 2015 Annual Meeting in the Little Apple. The conference drew 275 attendees to Manhattan, KS, from October 11-15, 2015. Our meeting theme was "The Future? It's Now!" There were 12 states represented by higher education attendees and there were 41 Higher Ed institutions represented. Our Business Partners traveled from 21 states to be with us through the

week .

CAPPA President Glen Haubold and Ed Heptig opened the conference Monday morning then Shelton Riley gave the days invocation. On behalf of the mayor, City Commissioner Mike Dodson welcomed those present to Manhattan and gave remarks of what a great city Manhattan is and what the future looks like for Manhattan. The Keynote speaker, Kurt Schulz, President of Kansas State University, was introduced by Ryan Swanson, Associate Vice President of Facilities. President Schulz shared his vision for K-State; to be recognized as a top 50 public research university by 2025.

Tuesday opened with a packed day with Glen Haubold introducing APPA representative Norm Young. Mr Young gave an update and presentation from APPA. Kathryn Harth introduced the Keynote speaker KC Wolf, Dan Meers, who gave an amazing comeback story about a man, or a wolf, or maybe both.

Our educational sessions on Monday and Tuesday addressed capital planning and project management, sustainable flooring options, facilities funding, improving chiller plant performance, creating healthy living environments and campus securi-

ty, in addition to other topics. Sustainability, networking, green initiatives and educated use of resources were the common theme across the sessions.

In the Exhibit Hall, 120 business partners representing 60 businesses shared information with conference attendees about services and products geared to the unique needs and interests of CAPPA members. A big "Thank You" to our Business Partners for without them we would not be able to have this type of conference.

Attendees balanced work and fun at the conference. Sunday they were able to network with each other and Business Partners, choosing from a golf tournament or a tour of local Breweries or an afternoon through the Sunset Zoo. The opening of the Vendor booths Sunday night was followed by a football watching party in the KSU West Side Football Stadium. After the first day of the conference, participants enjoyed dining at the Flint Hills Discovery Center. Those of us who are fortunate enough to live in Manhattan count ourselves lucky to be surrounded by such beauty.

On Monday, CAPPA Spouses and guests toured Wamego, home of the Wizard of OZ collection, great small town shopping and historic Theater. Tuesday they visited the KSU Gardens,

were given campus tours and then met up with the CAPPA group as they toured the campus. We all finished up with the famous KSU Call Hall Ice Cream before taking the CAPPA group photo. CAPPA 2015 concluded with a reception and an awards banquet that featured the KC Improv Comedy Troupe.

A large Thank You to Kansas State University and our Administration for approving us to host the CAPPA conference in 2015. My thanks also goes out to our Planning Committee Ed Rice, Al Leikam and Kathryn Harth (Meeting Planner) for without their efforts and support I would not have been able to do this. I really want to thank all the CAPPA Family that were able to attend the conference. I hope you all took something back to your campuses from the conference. We hope you all enjoyed yourself while you were in the little Apple.

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## From the Immediate Past President . . .

By Glen Hubbard



It was honor for me to serve this past year as your President! On a personal note, I think it is important to give something back to your profession, and this has been a great opportunity for me to do so. The year started with the 2014 Conference in El Paso, and the folks at the University of Texas at El Paso and my staff at New Mexico State University enjoyed hosting all of you.

As those who have hosted events know, these take a lot of planning, adjusting, and flexibility, accompanied by no small amount of stress. When I accepted that gavel from David Handwork, I realized that there was no rest for the wicked, and that the duties of President were just entering a different phase.

We had some real accomplishments this past year. While we did not have them as regularly as I would have liked, we began having regular conference calls with Executive Committee (XC) members. We also undertook steps to re-engage our committee representatives to APPA with the XC, so that we can better align our initiatives with those of our national organization.

I made it a personal goal to fill all committee chair and XC positions, and by the end of the conference in Manhattan, Kansas, we had one remaining position vacant, that of the Business Partner Liaison to APPA. Every time I asked for volunteers for service, the CAPPA membership really stepped up, and we all appreciate it. We also

took a hard look at the by-laws, and realized that they are somewhat restrictive and out-of-date. At the annual meeting, you, the membership, gave the XC authority to make changes under certain conditions.

Finally, I have something I would like to get your feedback on. Higher Education is changing at an extraordinarily fast rate. All of us are coming under more and more pressure to

reduce our costs, and that includes professional development, travel, and conferences. I say "all of us", because even if you have not felt that pressure yet, my guess is that you will.

Yet, in CAPPA we still use the same conference format that we used when I first attended one – and that's been a while. If you have changes that you would like to see, let us know. Better yet, let me help you find a committee to serve on, and give us the feedback yourself!

## CAPPA 2015 Awards and Elections

### APPA awards presented were:

#### **Unsung Hero:**

Steve McClain, Roy Ruiz and J.B. Messer

#### **President's Award:**

Glen Hubbard, Lalo Gomez & Carlos Vasquez for their work on the Mexico Initiative

#### **Recipients of CAPPA awards presented were:**

#### **Newsletter Award:**

Ana Thiemer & Sterling Miller

#### **Certificate of Meritorious Service:**

Julio Cisneros and Mike Miller

#### **Distinguished Member Award:**

Shelton Riley & Miles Abernathy

#### **Presidents Award:**

Bob Eckels & Sue-Anna Miller

#### **2015-2016 CAPPA Officers**

**President** – Ed Heptig, Kansas State University at Manhattan

**1st Vice President** – Ian Hadden, University of Arkansas at Little Rock

**2nd Vice President** – Angela Meyer, Southeast Missouri State University at Cape Girardeau

**3rd Vice President** – Robert Wall, Jr, University of Arkansas at Pine Bluff

**Immediate Past President** – Glen Hubbard, New Mexico State University

**Senior Representative to APPA** – Shelton Riley, Texas Christian University at Fort Worth

**Junior Representative to APPA** – David Handwork, Arkansas State University at Fayetteville

**Treasurer** – Tim Stiger, Edmond Schools, Edmond, Oklahoma

**Business Partner Representative** – Keith Macejewski, Sightlines

**Business Partner Representative** – Armand J. Harpin, KJWW Engineering Consultants

**Information Services Chair** – Roy Ruiz, University of Texas at Austin

**Membership Chair** – Jim Schreiber

**Secretary** – Sheila Awalt,

**Professional Development Co-Chair** – Lee McQueen, University of Nebraska Kearney

**Professional Development Co-Chair** – Priscilla Carabajal

**Historian** – Randy Culver, Black Hills State University, Spearfish, South Dakota

**Newsletter** – Angie Mitchell, Southeast Missouri State University at Cape Girardeau

## CAPPA Technology and Leadership Conference 2016



*By Lee McQueen  
 Professional Development  
 Co-Chair*

The 2016 CAPPA Technology and Leadership Conference was held February 24-26 in San Antonio, Texas.

This conference is a mid-year offering unique to the CAPPA region. The conference this year drew participants from three APPA regions and offered quality educational programming at an exceptional rate.

The conference was attended by 150 higher education and business partners. Included in this group were 11 higher education participants who received Continuing Education Grants that paid their registration and much of their travel expense. More information on these grants is available at

<http://www.cappaedu.com/education>.

For this year's conference we again offered two plenary sessions. Professional Development Committee asked Don Albinger, to speak about the topic Technology Futurist/Dreamer. Mr. Albinger is Vice President, Global Product Management for Johnson Controls. He discussed how "The Future of Higher Education Technology, Sustainability, Climate Change and the 'Internet of Things'" will connect the value of big data and technology convergence with the higher education campus.

Professional Development also asked Joseph Han, Ed.D., to speak about the topic Creative Vision/Lateral Thinking/ AHA! Moments. Dr. Han is Associate Vice President of

Administration and Operations at Cleveland State University, and has received the President's Award from APPA. He told us that "Innovation is heralded as the new Darwinism - Innovate or perish!" He talked about what organizations can and must do to remain relevant and effective.

Speed Networking again opened the conference by providing a five-minute forum for higher education members to meet and discuss with business partners poised to help solve campus facilities issues. The opening reception provided opportunities for attendees to meet and greet each other in an informal setting.

Fourteen higher education members from six states completed APPA's Academy on Campus: Level 1 under the guidance of Glenn Smith, former APPA President.

Two stand-alone sessions were offered on Wednesday. The "Emerging Professionals Regional Summit" was the first-ever regional offering of this popular APPA program. This facilitated program offered networking opportunities, guided discussion and leadership skills development. It gave participants the opportunity to share their knowledge and best practices. The program focused on identifying individual and department roles in aligning with the institutional mission, and answered key questions: How do you as a facilities management professional support the institutional mission? How can APPA help you? How can you use data to get the resources you need?

"Key Performance Indicators and Metrics" was available to all facilities

professionals regardless of the CMMS or IWMS they use. It provided significant information about defining, establishing and using key performance indicators and metrics to guide and improve organizational efficiency. This optional, pre-conference session was free to those registrants.

The conference ended with the traditional ice cream social. Door prizes awarded included seven scholarships to future CAPPA events, including two for the 2017 Technology and Leadership Conference (Arkansas Tech, Texas State), two for the fall CAPPA conference in Little Rock (Texas State, New Mexico State), two for attending future Supervisors Toolkits in CAPPA region (San Jacinto College, University of Texas – El Paso), and one for a CAPPA-region Leadership Academy (Arkansas State). Congratulations to those schools!

We are excited to begin planning for next year's conference. Mark your calendars for the conference to be back in San Antonio the week of February 27, 2017. Professional Development Committee is already seeking input from interested business partners and other educational presenters, so if you think that you have a topic of interest, contact the Professional Development Committee at [cap-paedupd@cappaedu.com](mailto:cap-paedupd@cappaedu.com).

We've got some great ideas for extra sessions that we think you will enjoy. We'll see you next year!



## 4 Steps for Successful Capital Planning



By Keith Macejewski  
 CAPPA Business Partner Rep  
 Sightlines

Campuses across North America are

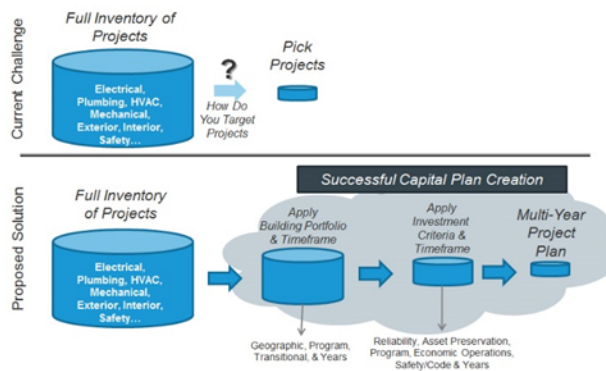
struggling to manage project backlogs amidst a backdrop of inadequate capital investment. Traditional backlog inventories produce a database of projects, often with mind-bogglingly large projections of total investment needs. The struggle for campus leadership then becomes figuring out how to tackle the list. Unfortunately, the enormity of the situation often leads to the inventory sitting on a shelf collecting dust. While cataloging projects is important, having a strategy to address them in an orderly manner is the key to success. So, how can institutional leaders focus their efforts and show progress towards outcomes that can be articulated across campus?

There are a number of steps that finance and facilities leaders should consider when evaluating a project inventory. First, the cause of the backlog must be understood and the impact of funding (or underfunding) must be defined. Knowing where your institution has been historically can help provide context for where the institution is today, which in turn can help leaders chart a course for future success. This also gives a foundation for addressing the project inventory.

Second, the project inventory

must be created. Many institutions have conducted independent studies over the years, but too often the information these studies provided remained in individual “silos.” Also, significant campus knowledge may not have been captured by these outside studies. A project inventory should merge any existing studies while pooling institutional knowledge from facilities and maintenance personnel into one working, living document. It should be more than

### Select Projects that Support Plan



just a list of what is broken; it should consider issues such as repair and replacement, modernization, utility infrastructure, future programmatic and technological shifts, and master planning.

What happens once the inventory is created? Well, you’ve probably heard the old joke: how do you eat an elephant? One bite at a time. This same idea applies here. The projects must be filtered and prioritized by investment strategies or portfolios. This should not be a “one-size-fits-all approach;” each campus should carefully consider cur-

rent situations and future goals. Strategies may be defined around various criteria, such as:

- ◆ Mission (e.g. retention, recruiting) Function (e.g. academic, student life, transitional)
- ◆ Financial criteria
- ◆ Programmatic value

These criteria can be further segmented, with the needs broken down by system, priority, or project impact. This allows facilities leaders to understand the unique investment needs of individual segments of their campus.

At this point, institutional leaders must match funding to projects. Nearly all campuses struggle to fully fund capital needs. To help prioritize capital spending, campus leaders should create investment criteria specific to each of the segments they created when evaluating their project inventory. For instance, a campus may

aim to reduce renovation age of their housing portfolio or an institution may choose to reduce expenditures on buildings with low programmatic value. These targets create the framework against which projects are prioritized. Facilities leaders then use their industry knowledge to select projects that will achieve the targeted goals. Plans are projected into the future, and mechanisms are put into place for measuring and reporting performance. This allows key decision makers to track progress against institutional goals and readjust strategies to

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changing circumstances.

A successful capital plan will be flexible, inclusive, credible, affordable and sustainable. Resources are aligned with affordable capital plans that support mission and mitigate risk. With this plan in place, projects are no longer “picked” arbitrarily; they are funded based on priority and their ability to support the plan. With this new level of transparency, leaders who have successfully implemented this process have seen results including:

- ◆ Reduction of the campus footprint by removing high-need facilities
- ◆ Increased funding earmarked for deferred maintenance
- ◆ The creation of a multiyear capital plan, which included renovations, relocation of offices and improvements to the utility infrastructure
- ◆ Increases in overall campus facilities asset value

Once the plan is established, it's important to remember that no plan should be set in stone. This is not a document that gets put away and forgotten. It requires frequent updates and evaluation because things change on campus. However, some things won't change. Your institution will never have enough funding. New programs and needs constantly arise, so contingency management is key. Continuous communication across constituent groups is necessary to keep buy-in levels high and expectations aligned with overall goals. Measuring and reporting performance of the plan will help your institution chart a solid financial course for the future and keep the project list in check.

### Segmenting Campus Needs



## News from North Dakota . . .

By Larry Zitzow

University of North Dakota

Greetings from the north country!! North Dakota has been going through some drastic changes in the last few years and UND is no exception.

Some of the changes include some major construction projects. They include the following:

- ◆ New Med school— A \$125 million dollar project funded by the State to double the number of doctors they produce. This is the largest higher ed funded project in our history.
- ◆ Law school addition and renovation
- ◆ A high performance facility to house a 300 meter track and a football field under one roof
- ◆ Renovation and addition to our largest dining hall
- ◆ A new unmanned aircraft program is being developed along with a new facility

A new president is being sought as our current president is retiring.

The logo and nick name that UND had was the “Fighting Sioux” which has now been replaced with the “Fighting Hawks”. We are searching for a logo at this point and hope to have that in place by summer.

With the oil price decreasing, we are all enjoying low prices at the pump, we now see a large number of workers leaving the oil fields. Still not back to normal, but there is far less people and activity in the oil fields. This has also helped us to obtain workers, especially in the trades.

Life is good in North Dakota!



## Facilities Techs Test-Drive Building Automation Simulators

By *Laura Illanes*  
*University of Texas at Austin*

The advent of direct digital controls (DDC) has propelled the technology, capability, and complexity of building operations forward over the last 15 years. The combination of DDC and intelligent operating systems creates a Building Automation System (BAS). A BAS centralizes the control of a building's heating, ventilation and air conditioning (HVAC), lighting, and other systems. "Intelligent" buildings improve occupant comfort, provide efficient operation of the building systems, and reduce energy consumption and operating costs. However, they are much more complicated and technical than earlier control systems and require a new generation of employees who are computer literate and technically savvy to maintain and operate them.

At the University of Texas at Austin campus building automation systems are operated and managed by the technical specialists of the Building Operations group led by Mark White, Building Operations manager. The group is a branch of the Facilities Operations & Maintenance (FOM) division of the university's Facilities Services department. The Building Operations group is responsible for programming, monitoring, and analyzing the campus building systems. White knows better than anyone how complex these systems are and set out to ensure the university's BAS operators and instrumentation and controls (I&C) technicians are proficient at diagnosing, troubleshooting, and re-

pairing these systems. With more buildings coming online, and the number of intelligent buildings increasing with the transition from pneumatic to digital controls, White needed a hands-on training method that would give technicians field experience they need without affecting real systems or building occupants.

The solution was to design two training and simulator devices. At first glance, the devices look like they belong in a jetliner cockpit or perhaps a control tower. But, they are in a warehouse-turned-office space at the university's Facilities Complex—the new home for two highly technical simulators that serve as training and testing devices for the Facilities Operations & Maintenance staff. The simulators provide technicians with hands-on experience on the campus's two primary BASs: Andover Continuum and Siemens Apogee.

The two training benches are comprised of a BAS workstation and several BAS controllers and hardware components common to the BAS systems used on the campus. The benches also include an interactive air handler simulator panel to mimic operation of an actual air handler unit in the field. Designed to be mobile and self-contained, these benches can be used in conference and training rooms for larger groups.

White anticipates that the benches will help develop staff ability to use the operating systems' software, diagnose and troubleshoot BAS components and field devices, and test control programming and system hardware.

The simulators are incorporated into courses developed as part of the FOM division's in-house training system, which provides more efficient use of the university's resources. White began administering the courses using the training benches in early August 2015. As he points out, "We've trained 48 technicians to date, with more classes in development. The feedback from the first few classes has been excellent, with an average survey score of 34 out of 35 (96 percent positive)."

"We can also talk about the economics of the in-house training system," White says. "It costs approximately \$3,000 per person, including travel, to send technicians to off-site manufacturers' week-long training. We've trained nearly 50 people so far. By using a train-the-trainer concept, the benches have already paid for themselves. Given our limited budget for training, it would have taken three to five years to send that many people to an off-site class, and many of them would probably not have had the opportunity to attend at all. We now also have the capability to retrain and reinforce what they learn anytime we want."

Building operations at the university have evolved as the technology that drives them has evolved into the digital age. The technicians who keep these complex

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## From the APPA Junior Representative . . .



By David Handwork  
 Arkansas State University

Greetings to the CAPP membership!

I am very honored to report to you as your CAPP Junior Representative to APPA. I will complement and hopefully fulfill this role as effective as Shelton Riley (your Senior Representative) and others before me. Part of my duties as Jr. Rep is to be a voice of the CAPP membership interest at the APPA level, and to communicate information back to you. As your representative, please feel free to contact me directly if you or your institution have a specific need or concern that should be communicated

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systems running must now possess more technically advanced skills and knowledge. The university's Building Operations group has risen to the challenge through innovative solutions such as the training benches. As President Fenves took office, he spoke of his commitment to [pursuing excellence in innovative ways](#), and we in Facilities Services stand behind that commitment.

"We are really excited to have these two benches as a training tool for our staff," White says. "If you have any ideas on training opportunities where these systems might be used, please don't hesitate to contact me."

For more information or to see a demonstration, contact Mark White at 512-232-1953 or at [mark.white@austin.utexas.edu](mailto:mark.white@austin.utexas.edu).

to APPA leadership. Here are some specific activities you should be aware:

**APPA Credentialing** – APPA is committed to supporting and advancing Education Professionals. One advancement aspect is providing professional accreditation in Education Facilities Professional (EFP) and Certified Educational Facilities Professional (CEFP). In late 2014, all of the EFP and CEFP preparation and testing was moved to online format for convenience and accessibility to users. Cost of credentialing is the current barrier for most prospects. CAPP and APPA will be exploring means of reducing cost to minimize this barrier in 2016 and 2017. More details in the spring newsletter.

**Book of Knowledge** – One important role of APPA regional representatives is continuous review, additions, and modifications of the APPA Book of Knowledge (BOK). If you are not aware of the tremendous resource found in the BOK, you should go to [www.appa.org](http://www.appa.org) right away and explore the BOK contents. The BOK is the quintessential source for higher education professionals, as well as the study and course resource for the professional credentialing program. Work is ongoing for review. CAPP members are encouraged to provide input and peer review of BOK

**Mentoring Program** – APPA recognizes with influx of more emerging professionals in higher education, mentoring is a valuable resource for staff development and institutional continuous improvement. Regional

reps are sharing best practices from their regions that are effective actions for starting and sustaining mentorship. CAPP will be learning and planning ways to pass on the mentorship to the membership over the coming months.

I'll leave you with an encouraging word from the late and great Yogi Berra:

"You've got to be very careful if you don't know where you are going, because you might not get there". So true. I'm very encouraged CAPP and APPA has a vision of where we want our membership to be short term and long term, and more importantly, a plan for our membership to achieve this vision.



CAPP Tech 2016—Networking



# Learning & Growing ...







## Your Name in Lights . . . APPA Awards & Recognitions

*By Glen Hubbard*

The Executive Board of CAPPA has tried to “step up our game” with regards to engagement with APPA. We are making sure that our representatives listen to the initiatives, provide feedback, and bring back reports.

Why? Because APPA has a lot to offer that we should take advantage of.

A visit to the APPA Awards and Recognition page <http://www.appa.org/membershipawards/> will reveal a number of opportunities:

- ◆ APPA's Effective and Innovative Practices Award recognizes programs and processes that enhance service delivery, lower costs, increase productivity, improve customer service, generate revenue, or otherwise benefit the educational institution. Award nomination entries must describe either a new program or significant restructuring of an existing program or process. Up to five ranked submissions will be eligible for a cash award sponsored by Sodexo.
- ◆ APPA's Sustainability Award in Facilities Management

is designed to recognize and advance sustainability excellence in educational facilities. This is APPA's newest award and is reflective of APPA's "Sustainability Statement" and was introduced for the first time in the 2012 annual award cycle. This award recognizes the facilities management department that has integrated sustainable policies and "green" practices throughout all facets of the organization and embedded them within the educational institution.

- ◆ The Rex Dillow Award is presented to the author or authors of the best article published in Facilities Manager magazine during the previous year. Recipients are selected by the Information and Research Committee.

I can tell you personally that submitting for the awards is rewarding, whether you win or lose. This year, my team and I worked very hard on the APPA Award for Excellence, and NMSU has been selected for a site visit to see if we are wor-

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## Central Association of Physical Plant Administrators

2108 S. 19th St.  
Chickasha, OK 73018

Editor: Angie Mitchell  
E-mail: amitchell@semo.edu

Information at your fingertips! <http://cappedu.org>

### FROM THE EDITOR:

*Thanks to all that submitted articles for Spring edition of the CAPPED Newsletter. You can write and submit articles for the next Newsletter at any time. The next Newsletter should be issued some time in August. I look forward to hearing from you. You can email the articles to amitchell@semo.edu.*



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thy or not; we are honored just to make it this far.

I know that some of you can think of something to submit for the Effective and Innovative Practices Award and / or the Sustainability Award in Facilities Management. And, you can't win a Rex Dillow Award for an article in Facilities Manager unless you write about something – but I also know that many of you are good writers and have plenty to write about.

**So get writing because these are due next fall – and we'll see you pick up your award at the APPAL national conference in 2017!**

**SAVE THE DATE**  
Oct. 8 – Oct. 12, 2016

Hosted by:  
 UNIVERSITY OF ARKANSAS AT LITTLE ROCK

University of Arkansas at Little Rock is very excited to welcome CAPPED members back to Little Rock in October 2016. Our theme is Energizing Your People and Your Utility Plants. The call for presentations was released in February (web-link to call). Business Partner registration opened on March 7 and Higher Education registration will open by the end of April. Registration can be completed at <http://www.cappedu.org/events>.

We're looking forward to a great event and hope to see you in October!

**Thanks to Miles Abernathy for all of the photos from CAPPED 2015 Conference and CAPPED Tech 2016!**



## CAPPED 2015 Conference—Manhattan, KS—

