



CAPPA Newsletter

From the President

Bob Eckels, Missouri State University

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Reflections on APPA 2012 and Moving Forward

CAPPA remains a major player and contributor to the success of APPA. We were well represented at the Denver Annual Conference, July 16-19. The CAPPA involvement in APPA Committees was very apparent. The hard work of the Regional Relationship Task Force was mentioned numerous times in meetings as well as from the podium. This could not have been possible without the aggressive performance of CAPPA members who recognize the need to be involved for the greater good. Well done to Chairman Mike Johnson (University of Arkansas) and significant participants JB Messer (OCCC) and Shelton Riley (TCU).

Congratulations to CAPPA award winners at the National Conference! They were:

2012 Pacesetter Award. This is designed to recognize significant contributions at the chapter level and encourages further participation within APPA.

Lynne Finn - South Dakota State
David Handwork - Arkansas State
Sue-Anna Miller - University of Oklahoma

2012 Unsung Hero Award. This is to highlight an individual performing significant work behind the scenes to make APPA a better organization.

Mike Miller - University of Texas at Austin

2012 Effective and Innovative Practices Award. This recognizes programs and processes that enhance service delivery, lower costs, increase productivity, improve customer service, generate revenue, or otherwise benefit the educational institution.

University of Texas at Austin (Warm-Up Program for Custodial Services)

Special points of interest:

- APPA 2012 Awards
- Web Enhancements
- CAPPA 2012
- CAPPA Tech 2013
- LinkedIn
- Event Management Software Change
- Calendar



Reflections on APPA 2012 (Continued)

2012 Fellow Award. This is an especially prestigious award for individual members who have made significant, life-long contributions to the profession of education facilities management.

Bill Elvey - University of Texas at Dallas

I have made a number of appointments this year and wish to express my appreciation for those who demonstrated willingness to serve.

- Second Vice President - David Handwork, Arkansas State University
- Third Vice President - Glen Haubold, New Mexico State University
- Secretary - Jeanne Hanson, Black Hills State University
- CAPPa Appointments to APPA Committees
 - * Sue-Anna Miller - University of Oklahoma
 - * David Stapleton - University of Oklahoma

Your Executive Committee has worked diligently to ensure all members have a clear picture of the CAPPa organization. Visit www.cappaorg.edu to see the organization structure, the incumbents serving on all committees, their term of service, and a link to the expectations of each committee member. This was done in an attempt to provide a better understanding to those that may have an interest in serving on CAPPa committees. Positions that are open and need to be filled this coming fall include:

- Third Vice President
- Secretary
- Membership Committee Chair
- Professional Development Committee Co-Chair

If you have an interest or wish to nominate someone for a position, please contact the Nomination Committee Chair, Ted Wiedner at tweidner2@unl.edu.

Also available are At-Large Member vacancies for the following committees:

- Information Services
- Membership (a representative needed from Manitoba and Nebraska)
- Professional Development (a representative needed from Manitoba and North Dakota)

If you have an interest in serving, please contact the respective committee chair.

Much hard work has been put into setting a foundation that will better align CAPPa for the future. Your Executive Committee has taken the initial steps toward execution of the Strategic Plan by laying out the initial strategies of the Plan that was approved last year. It takes commitment and hard work to get some very basic processes in place that are expected to become annual milestones for committees to follow and, in the process, build momentum through the years to achieve goals that will make CAPPa even stronger. The most basic is a budget process that has been put in place for



Reflections on APPA 2012 (Continued)

each committee to follow as a vehicle to support the Strategic Plan strategies to which their respective committee has committed. This Strategic Plan and the associated working document, identifying committee strategies, can be viewed at www.cappaorg.edu/.

I am happy to report the CAPPa 2011 Annual Report has been completed. It is available for viewing on the CAPPa website. It will give you a comprehensive view of what took place in CAPPa from April 1, 2011 to March 31, 2012.

Shelton Riley and Texas Christian University are very anxious to see all who can make it to the Annual Meeting in Dallas this October. Hope to see you there!



From APPA 2012, Denver, CO
Left: Mike Miller accepting award for University of Texas at Austin, 2012 Effective and Innovative Practices Award.

Bottom Right: Bill Elvey is honored with 2012 Fellow Award.





APPA 2012



David Gray recognizes Sue-Anna Miller, Lynne Finn and David Handwork with Pacesetter Awards. Congratulations to all!



APPA 2012



Left: Group photo of Pacesetter Award recipients.

Below: Mike Miller receives the Unsung Hero Award.



From the Immediate Past President Ted Weidner, University of Nebraska-Lincoln

Your CAPPA leadership attended the APPA Board meetings in Denver. I'm happy to say, in addition to the many other events, that Larry Zitzow was elected as the Senior Regional Representative to the Executive Committee. That means Larry will be chairing the committee of 12 regional representatives to APPA for the coming year and be dealing with two important issues that we must address.

Last year's Regional Representative Task Force, under the leadership of Mike Johnson, University of Arkansas, identified several recommendations that we accepted and now require CAPPA input. These recommendations will need full CAPPA involvement to succeed. They are:

- Increase regional attendance in the APPA Annual Conference by 5%. This will be accomplished, in part, by rotating the APPA Annual Conference to each region on a 6-year cycle. This year, PCAPPA co-located their annual meeting with APPA; we'll have the opportunity in future.
- Increase the number of Drive-in Workshops. CAPPA has hosted three of these in the last year, we need to identify more so there are between 5 and 10 held in the CAPPA region each year.
- Sponsor at least two Supervisor's Toolkit Training sessions per year. We accomplish this already with our Fall and Winter conference; our larger challenge will be to get more certified trainers to deliver the program.
- Adopt the APPA brand logo; your Executive Committee has already approved some logo changes. Look for a new CAPPA lapel pin at our meeting in Dallas-Fort Worth.
- Work with APPA to expand the credentialing program; EFP and CEFP. If you haven't applied to take get either of these credentials you should discuss them with your supervisor.
- Develop more membership opportunities from HBCU's ("Historically Black Colleges and Universities" and includes Native Americans) and K-12's. CAPPA is fortunate to have J. B. Messer chairing a working group on this subject but he needs our help and support.
- Foster new state and local APPA-affiliated associations. We already have TAPPA and DFW-APPA, what other opportunities are there?
- Increase our coordination with APPA by sharing our calendar with APPA will in advance; we are pretty good at this with our organizational structure but can always improve.
- Continue to focus on membership retention and expansion through the "Top 100" and "Get 6" programs.
- Leverage the Membership Toolbox developed by the Community College Engagement Committee to focus on community colleges, HBCU's and K-12 systems.
- Provide business partners to an APPA International Business Partner Task Group.
- Integrate our membership rules with APPA. This will change CAPPA membership from an individual-based system to an institutional-based system. We want to keep this cost neutral for our membership; a big challenge and will be an important topic at our Annual Conference.

Your CAPPA leadership sees the value in these recommendations and will be working hard in the coming year to provide the support needed to increase the value in CAPPA and APPA membership.

On an additional note ... CAPPA elections will be held at our meeting in Dallas-Fort Worth. Nominations for the positions of: Professional Development Co-Chair, Secretary, and Membership Chair are open. While the nominating committee may have folks in mind, we want to make sure everyone in CAPPA has an opportunity to nominate someone or volunteer to be nominated. We won't close nominations until the Wednesday business meeting. However, don't wait until the last minute; drop me a note if you're interested or want to recommend someone for CAPPA office.



From the CAPP A Junior Representative to APPA Larry Zitzow, University of North Dakota

APPA 2012 in Denver was another successful conference with 562 attendees, three group sessions, and many great education sessions. If you have never attended an APPA conference, you really are missing out on some great opportunities. It was also great to see the professionalism and representation from CAPP A. I could not have been prouder than to be a part of this region. CAPP A members demonstrated why it is one of the strongest regions.

Several CAPP A members received awards. Sue Anna Miller, Lynn Finn, and David Handwork received the Pacesetter Award. Mike Johnson, JB Messer, and Bill Elvy received Presidential Awards for the work on the Regional Relations Task Force.

This year, I will enter my seventh and final year of my term. I reflect back on these years and think of all the wonderful opportunities I have had. The friendships created and the sharing that took place. For those of you considering the Presidency of CAPP A, please do. The experience is rewarding.

In addition, I was elected to be the senior representative to the Executive Committee. This is an honor and a privilege. I look forward to the challenges and will do my best to represent all the regions. APPA is on the move and what greater time than now to belong to such a professional organization. Thanks to all of you for your support.





CAPPA Junior Representative to APPA

Larry Zitzow, University of North Dakota

Larry Zitzow of University of North Dakota has been staying in contact with Bismarck State College for progress reports on construction of a new building. See photos and news release from Bismarck.



Bismarck State College has received authorization from the State Board of Higher Education to name a building after Robert A. Kuntz, BSC's chief buildings and grounds officer who died unexpectedly Aug. 4 at age 50.

The new maintenance building funded by the state Legislature will be named the Robert A. Kuntz Physical Plant Building to honor his memory.

Bob Kuntz worked at BSC for 24 years and had long advocated for a new physical plant building. During those years, Kuntz left a huge footprint across campus with completion of numerous new construction and remodeling projects and moving the campus toward energy efficiency.

The day after Kuntz's death, BSC President Larry C. Skogen was reflecting on how much Kuntz had done for BSC and the tragedy of not living to see the new physical plant building.

"It struck me then that the proper response to Bob's passing was that we should name the new building in honor of him. Everyone readily agreed," Skogen said.

The new physical plant building will replace an old white storage building behind the BSC armory. Originally situated off-campus, the white building had been a dormitory to house WWII-era German prisoners and interned Japanese Americans at Fort Abraham Lincoln, now United Tribes Technical College. Kuntz was examining it with staff from the State Historical Society of North Dakota on his last day at BSC. He was stricken that night. (It is expected that the new building will be completed near the end of October.)



From the Information Services Chair

Roy Ruiz, University of Texas at Austin

As an Information Technology professional, my friends and family ask me for help to fix their computers. In general, they come to me once their systems are almost unusable. The computers that are lugged to my home are usually very slow, are displaying pop up windows non-stop, or my family/friend believes they might have “clicked” on something bad. If you’ve never had one of these problems, you are a very rare creature and I want to meet you. Most people do end up having computer problems at one point or another. Why do people have computer problems? The short answer is that the Internet is a hostile place with malicious people trying to make money by robbing people like you and me. Knowing that the Internet is a hostile environment is the first step to modifying our behavior when we surf the digital waves. The approach I recommend is to prevent, detect and repair. Simple.

Benjamin Franklin said that “an ounce of prevention is worth a pound of cure” and when it comes to computers and keeping them running cleanly, this quote hits the mark right on. Hackers out there are trying to hack computers, any computers. They want to compromise your computer so that they can use it to launch attacks on other computers and to try and get any identity information on that computer. They scan for vulnerable systems and individuals are not usually directly targeted, and as such you need to make your computer an unattractive target. Making a computer an unattractive target requires that you have current anti-virus software, enabled software firewalls and non-trivial passwords. Having these protections are even more critical today as statistics show that an unprotected computer can be compromised in less than four minutes. Do you know if your computer has these protections in place? If you are unsure and you use a Windows based computer, you can check by going to Windows Security Center. This is a program on your computer. The ideal would be to have the four bars green.



From the Information Services Chair (Continued)

Having protections is just the first step; we must also exercise judgment before we click. The most common and easiest way to compromise a computer system is for the user to let the hackers in. No amount of anti-virus, firewall or updating can overcome letting the criminals in the door. The criminals trying to get into your computer will use fake emails, ads and even websites. I was once challenged by a manager to get a file on their computer as they had secured it. The file had to have "Roy was here." and the loser had to bring a dozen Krispy Kreme donuts. I am not a hacker and the manager might say that I cheated, but there WAS a file on his computer with "Roy was here." by the date required. I enjoyed those donuts. So how did I get a file on to his computer? I tricked him into letting the file in. Handle emails from unknown or unexpected sources with wariness. If a good friend or co-worker suddenly sends you a message expressing their eternal love and you were hoping for it, good for you, but if you weren't expecting it, treat it with suspicion. You might also give him / her a telephone call and let them know that most likely their email account has been compromised. When you are browsing the web, keep to known company websites. Even then, legitimate websites have been hacked and used by the hackers to infect the visitors.

What this means is that even the most careful people on the Internet can have their computers compromised. How can you tell if your system is infected? There are several tell tale signs. Is your computer really slow? Do you have many toolbars on your browser? Do you get incessant popups on your screen? If you answered yes any of these questions, you need to check if your protections are still in place. Some malicious software poses as the software used to protect your computer and disables the legitimate software. The image below is a popup that looks a lot like the legitimate version seen above but has "Anti-Virus 2010" instead of Microsoft. As soon as you see popups like the one below, close your browser and if it doesn't want to close, restart your system.



If you believe your system has been hacked, what should you do? Most of the malicious software (malware) on the Internet is insidious. Once it gets on to your system it is extremely difficult to remediate. What do I do if I need to clean a computer? I backup my data, reformat the computer, and reinstall the operating system and software. This approach is no more time consuming than remediating the stubborn malware and it has two other benefits. I can predict how long it will take for me to fix and I will be sure that the problem has been fixed when I am done.

Once you have repaired the system, get your protections in place. Install the anti-virus software, turn on your firewall, and setup a password. To stay clean, be careful what you click on and stay on websites that you are familiar with. If you do get infected, the most effective way to deal with the situation is to reformat and restore your data. It's a do over.

From the Professional Development Chair

Sue-Anna Miller, University of Oklahoma

Wow, the CAPPA Professional Development Committee is really charged up! This committee has done outstanding work this year, and we just wanted to let you know a little bit about what's been going on.

Under the direction of Lynne Finn from South Dakota, the Committee developed a new Scholarship Guideline and Application Worksheet. One of the ways that CAPPA serves its membership is through the offer of scholarships for an APPA or CAPPA sponsored educational opportunity, and if you haven't applied for one of the scholarships in awhile (or maybe ever!), remember to do so. The current application form is available on the CAPPA website, and the new form, when approved, will make the application and award process even better.

Under the direction of Chris Snow from Oklahoma, the Committee has a flyer in the works that will guide CAPPA members who are interested in hosting regional workshops. These workshops are a great opportunity for institutions to host, with very little effort and even less money, local educational offerings within a few hours' drive of attending institutions. We are excited about the chance to bring outstanding professional development workshops right to your doorstep!

Under the direction of Cleotis Williams from Arkansas, the Committee is developing a needs assessment survey. We hope that each of you will provide input when this survey is completed so that we can continue to mold and shape CAPPA professional development activities to meet the challenges that you face every day.

The Committee is already working on the 2013 Technology and Leadership Conference in San Antonio. Be sure to mark your calendars for February 26 through March 1, 2013, as we are certain that this will be another outstanding conference that you will not want to miss!

See you in Dallas!



2/27 - 3/2

CAPPA 2012

Learning to Change the World!



Have you registered yet for this year's CAPPA Conference, *Learning to Change the World?*

If not, you can sign up now at:

<http://www.cappaedu.org/Annual201128/ACMeetingHighlights.aspx>

You won't want to miss it!

This year's conference is jam-packed with exciting and informative classes such as:

If People Work for You, You've Got to Pay 'Em

Sustainable Campuses and Eco-District Planning

Conflict Resolution for the 21st Century

Feasibility of LEED Operations and Maintenance on College Campuses

And much, much more!

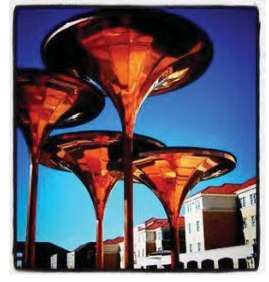


And much, much more!



You'll also get to hear our dynamic and innovative key note speaker, Bryan Dodge, host of the "Build a Better You" radio program. The show airs on two of Dallas/Fort Worth's premier radio stations. You'll come away inspired!

After each day full of exciting and stimulating learning, you'll be ready to play – *Dallas Style!*



CAPPA 2012 Dallas
Learning to Change the World




Where
Fairmont Dallas Hotel at the Arts District
1717 North Akard Street
Dallas, TX 75201

Attire
Casual

Fees
[View Event Fees](#)

[View Event Summary](#)

[View Event Agenda](#)

RSVP
Friday, August 31, 2012

Please respond by clicking one of the buttons below

Things to Come: CAPPa Web Enhancements

Vickie Younger, Missouri State University

As we approached time for this newsletter, I asked for input from members of the board, committees and the membership in general. I was pleased to see that some new authors have begun to share their experiences and information with us.

I contacted Roy Ruiz, who was elected as the chair of CAPPa's Information Services Committee in October. I asked him what we might expect to see in the future; technology is always changing. He said that it is time for us to make some changes. Here are some things he said to expect over the next few months.

1. We will have a new website at a new hosting partner
2. The site will have a new look and feel (mockup is due next week)
3. Members will have the ability to login to the site to get additional CAPPa content and form networks / focus groups.
4. The site will have a connection to linked-in
5. The new site can be accessed via an iPhone app

If you have an iPhone, you can download the app here:

<http://itunes.apple.com/us/app/memberclicks/id410410762?mt=8>

Wow! I can hardly wait.



Lalo Gomez (right) was seen hanging out with the guys at the recent APPA 2012 Meeting in Denver.



From the Historian

Art Jones, Black Hills State University

Historically Speaking

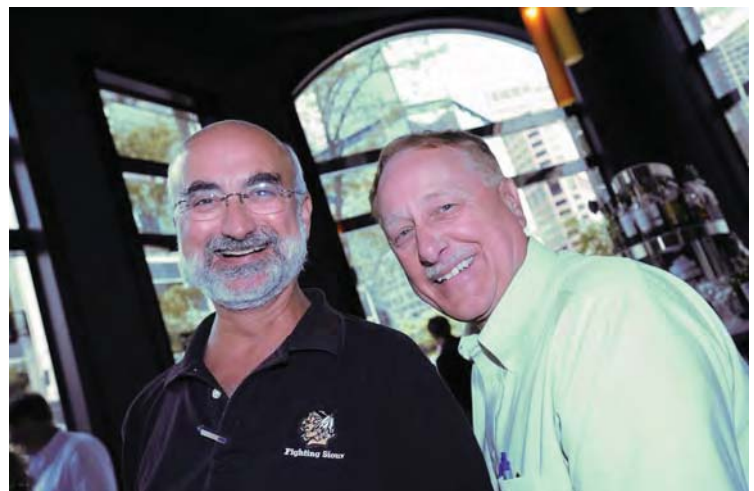
CAPPA will begin its 60th year as an organization this fall. As an affiliate of APPA, CSRA (Central States Regional Association) held their first annual meeting in Manhattan Kansas in December of 1953. APPA has been in existence for almost 100 years and CAPPA members have been a part for most of that time. Originally APPA was known as "The Association of Superintendents of Buildings and Grounds of Colleges and Universities". In 1952 the national association began dividing into regions and in 1955 the United States and Canada were officially divided into 6 regions. In 1948 the National Association changed its name to "The National Association of Physical Plant Administrators" (NAPPA) and in 1968 "National" was dropped from the name due to international interest in the association. In 1987 CSRA voted to change their name to Central Regional Association (CAPPA).

The newsletter for CAPPA was first published in January of 1977 with Rex Dillow as the editor. Rex served in that capacity until 1987 when John Rulfs became the editor. Leo Yanda served as editor and Rex came back as editor for several years after that. Ed Bogard became editor in 1999 and Vickie took over in 2004.

Vickie served as editor for eight years and was responsible for transitioning the newsletter to an all electronic format. During her tenure as editor the newsletter has been expanded to as many as 40 pages and has become the great publication that it is. This edition will be Vickie's last as editor. Thank you, Vickie, for your many years of service as editor, and all of the other positions of service that you have given to our membership. We will miss you but wish you the best in your retirement.



The SFO (Senior Facilities Officers) Summit was held in conjunction with APPA 2012. Ted Weidner and Larry Zitzow attended.



LinkedIn, A Free Resource for Every CAPPA Member

Miles Abernathy, Emeritus



LinkedIn.com is a website for professionals, sort of the Facebook for people with jobs. Over 160 million people have LinkedIn profiles. I know that a lot of CAPPA members have been on LinkedIn for awhile, but there are still some holdouts. If you haven't already created your profile, or if you have a zombie profile with little or no information, you are missing out on a valuable resource.

LinkedIn built its reputation as a site for men and women looking for a (better) job, but it's good for more than that. Like Facebook, LinkedIn automatically keeps you up with what your friends and colleagues in facilities management are doing. When they make a change to their profile...say, they got a promotion, or transferred to a different university, or a new skill...you will be notified by an email from LinkedIn.

Your profile on LinkedIn starts off with some basic information, like name, education, past and current positions, skills and expertise. There is also space to enter a variety of optional information, including a paragraph or two about yourself, the name of a book you've enjoyed, language proficiencies, honors and awards you've received, etc. It seems that lots of people hesitate to fill in this supplemental information, at least at first, but completing it will show others aspects of yourself and your abilities that mere job titles can't.

Another item that is missing from many profiles is the photograph. This is a mistake, because your photo is often the most important way to help others remember you. Unless you have a good reason to do otherwise, you should use a standard headshot on LinkedIn. The photo should be well lighted, in focus, without weird color shifts or angles. A plain non-distracting background is best. Your profile photo on LinkedIn is only about an inch tall, so don't use a head-to-toe photo that leaves your face too small to recognize.

Soon after you create your profile, you will begin to receive weekly emails from LinkedIn listing the names of people at your university and suggesting that you link with them. It seems almost spooky how the website knows who to suggest, and I'm not really sure how they do it. There is generally no harm in agreeing to link with someone. But be careful: If you send link requests to a bunch of strangers, some of them will complain that you are a spammer and LinkedIn will "encourage" you to stop.

Creating a simple personal profile on LinkedIn is simple and quick. If you wish to delve deeper, there is lots more to know, such as "LIONS" (people who will link to anyone), Groups (including the CAPPA group, which you should join), and the difference between profiles of regular employ-



LinkedIn (Continued)

ees and of entrepreneurs. A Google search will find a wealth of information on these and other topics.

Of course, LinkedIn is the best way to be considered for a new position, especially if what you are seeking pays over \$50,000. Lower-paid jobs can be found on Monster.com. While creating and maintaining a regular LinkedIn profile costs you nothing, recruiting firms pay up to \$8200 per seat per year for access to tools to hone in on prime candidates. According to Forbes magazine, Adobe pays LinkedIn for 70 recruiter seats; in fact, LinkedIn earns most of its revenue by selling recruiter access.



LinkedIn is how recruiting firms and large institutions find highly qualified professionals. If you have a complete profile, good skills and work history, and some recommendations on LinkedIn, don't be surprised if you start getting lots of calls from headhunters with amazing offers.



Miles retired from his day job a couple of years ago, but he has not slowed down at all. Besides being a great CAPPA photographer, he is quite the travel guru. These pics show his latest adventure to Corpus Christi where he was able to watch the beach release of some baby Kemp Ridley turtles. That was fun and educational.





OACUPPA Spring Meeting 2012

Chris Snow, Oklahoma City Community College



OSU-Oklahoma City, with support from Building Maintenance and Construction Director, Wade Reed, hosted OACUPPA's spring meeting on April 13th, 2012. With the OKC area having deal with a week of reoccurring storm systems and on this afternoon/evening proving itself to be the worst of storm systems yet to come for the season, many members still left the needs of their respective campuses to participate in the semianual meeting.

The meeting started off with Wade providing the history to date involving OSU-OKC, a fifty year old institution, and closed his presentation by sharing the institution's vision inspired by a new President for the institution, Dr. Natalie Shirley. Wade is on fire in support of the future of OSU-OKC and their new President's vision and it was a pleasure to see a member of the Facilities Management profession engaged and in support of the institution even with limited financial/personnel resources available to Wade as Director.

Two educational sessions occurred during the meeting. One session presented by Monty Taylor representing P&L Equipment on the topic of "Wind Generators and the Future of Wind Energy Technology" and the second session was presented by Steve Starz representing Green Wind and Solar on the topic of "Solar Panels and the Future of Solar Power Technology". OSU-OKC has constructed a new Engineering Technology Center in which solar, wind, and geothermal systems are utilized, studied, monitored, and reported on the outcome involving the efficiencies of the systems. Wade even has responsibility for a reinforced turf parking lot, but that in itself is another story. The association meeting also allows time for round table discussion where members of the participating institutions share success stories or communicate concerns and/or challenges. This process always proves itself to be invaluable as it always amazing to me to see how we as institutions are facing the same types of challenges within our profession.

During the round table discussion process, J.B. Messer, Director of Facilities Management at Oklahoma City Community College, shared the many opportunities that APPA and CAPPa can provide our professional membership and they were encouraged to take advantage of every opportunity that exists. Sue Anna Miller, Assistant Director of Operations at Oklahoma University, shared with the group the opportunity to host facilities educational based "Drive In Workshops" hosted at your institution at potentially no cost (supported by business partners).

The meeting concluded with addressing association business topics and two that were at the top of the list were the potential for OACUPPA to allow for business partner memberships and APPA affiliation. Yet another



OACUPPA Spring Meeting 2012 (Continued)

exceptional association meeting is now under OACUPPA's belt and these meetings always reinforces what I believe is true, individuals who work within Facilities Management are the salt of the institution (earth), they care for their institution like no other, and are willing to do whatever is necessary in support of its vision and goals.





CAPPA Membership, CAPPA Friendship

Tom Lee, Southeast Missouri State University

If you didn't make it to the APPA conference in Denver, Colorado, you missed out on a good time. There were outstanding classes, programs and events. There were also chances to hang out with some fellow professionals, and an even more good times getting together with some fellow CAPPA friends. One of the big catch words now is mentoring. Wikipedia describes mentorship as a "personal developmental relationship in which a more experienced or more knowledgeable person helps to guide a less experienced or less knowledgeable person." There are several ways to be a mentor. One thing gained is the satisfaction in teaching others, helping someone to learn something new. Weather you have the desire to teach or simply the desire to see others succeed; being a mentor affords much the chance to feel that satisfaction. Another thing gained is you learn by teaching. No matter how knowledgeable you may be on a given subject, there is always something to be learned. As a mentor, you are continually evaluating your methods, practices and knowledge base because you have to be able to explain it to someone else. Mentoring to others is also about giving something back. Most examples of leadership are about taking what you have been given and showing your gratitude by passing it on or sharing it with others.

Although there were several great classes at the APPA conference, one that I thought was outstanding was "Unleash the Potential in Others." The class was given by Joseph Han and Cheryl Hanson, both from Idaho State University. They used the analogy of a glass jar with a lid on it and you having the opportunity to become a lid lifter. What is a lid lifter? It is a person who creates an environment to help discover and unleash potential in others. It is becoming a mentor. We were asked to think of 2 or 3 lid lifters in our life. Someone during the course of your life took time to show you how to become the person you have become. Even if only in small ways, your work ethic and professional personality were influenced by someone who felt it was important to advise and teach you what they found to be important. I can think of a couple but one really sticks out in my mind. He took the time to help me get started when I was just a 21 year old who thought he knew everything. He was an assistant fire chief and I was a rookie firefighter and why he took so much time to become the friend he has become, I will never know, but I am forever grateful that he did. He gave me a chance to succeed, believed in me and what I was capable of doing, and always had (and still does) a word of encouragement. We need to always be on the lookout to pay it forward to someone when we can. As a professional, you have considerable knowledge in your field that you can share with others.



Sue-Anna Miller



Al Stoverink



Vickie Younger



CAPPA Membership, CAPPA Friendship (Continued)

I have also learned from so many of my CAPPA friends. There have been contacts made and friendships made that I will always remember. Friends are people we know and trust, and who are special to us. Friends contribute to our satisfaction; give us a sense of belonging, competence, and self-worth. I have made several friends belonging to CAPPA. I could name several but at the chance of forgetting someone, I will not do so. There are several who have helped me out more than they realize, but that is the benefit of CAPPA. Another person who I have to mention is Al Stoverink. He got me started in the APPA, CAPPA, MOAPPA, groups and I will be forever grateful in the chance he took. I hope I have not been too much of a disappointment for him. HA... Another person who I count as a great friend is someone I met through the CAPPA group. She has turned out to be a great friend, a co-grandparent, and my Oklahoma prayer partner. She has been a mentor to me and probably doesn't realize it. Thank you for being a friend. There are few people who cross your life such as Al and Sue-Anna. I look at these people and try to learn from them what they have done for me and hope I can do that for someone else. Wouldn't you like to be on someone's lid lifter list someday? We could only hope to be that lucky, to have a positive impact on someone, and to help someone unlock their potential.

CAPPA is an outstanding group to learn from but not worth your time and effort if you don't take back what you learn and share it with co-workers. I think we could all learn to share more and I also think we could all learn to say thank you to people who mean something to us. I have also learned that Vickie Younger is retiring soon. Will I ever see her again? Did I ever tell her how much I appreciate her and all her work she has done? She has taught me more than she will ever know. The supervisor toolkits were life changing! Do we ever say enough? Take time before it's too late.

Remember the 3 L's..... **L**ive, **L**ove, and **L**augh

CAPPA 2012
Register today!

<http://www.cappaedu.org/Annual201128/ACMeetingHighlights.aspx>



MOAPPA Spring Meeting Ember Davis, Columbia College

Columbia College hosted the March 26-28, 2012, Missouri APPA Meeting. Approximately 135 participants and 35 business partners gathered in Columbia, MO for this excellent program. Bob Hutton and his staff did an outstanding job from the kick-off golfing event to the conclusion with business meeting and elections. There were 14 educational sessions covering topics related to current facilities issues such as Revitalizing Historic Buildings, New Lighting Technologies, Common Mistakes and Pitfalls in Roofing Design, Top Ten Things a Supervisor Should Know and Trees and Campus Infrastructure—Creating a Sustainable Alliance.





CAPPA Selects New Event Management Software Company

Vickie Younger, Missouri State University

About two years ago the CAPPA board members and the host committees for upcoming meetings began to realize that we had outgrown the services that Element 74 and EasyPost were providing for our conference registrations. We wanted to utilize a software package that was user-friendly for participants, easy to program and update for the Webmaster, and one that provided all of the reports and functionality necessary to make registration accurate and pleasant.

We wanted to be able to edit and update the web site at our own pace. We wanted registrants to access the registration site without being challenged for a password. And we wanted several options which allow them to register for just one person or multiples from the same organization.

We were also very interested in the ability to target different groups in our mailing list to encourage registration, communicate about events for which they registered and we wanted to be able to send any updates regarding the conference with a quick email to the group already registered.

Terry Major and Sue-Anna Miller began researching companies that provided this type service and narrowed the field to Cvent, a well known event management software company. They provided on line demonstrations and helped to create a presentation that could be shared with our CAPPA committees to help explain the options and services they could provide. One of the most appealing pieces of this demonstration was the ability to import our membership list and do targeted marketing and invitations. The program even allows for one recipient of the invitation to pass it along electronically to someone they think may be interested. What a great way to help spread the word and perhaps increase our membership at the same time.

At the February 2012 board meeting, we made the decision to contract with Cvent for one year with multiple year options. This allows us to see if the program is really what we hoped it would be and still take advantage of pricing options.

Shelton Riley and Beth McLaughlin (CAPPA 2012 at Texas Christian University) were the first team to utilize the new program. Beth wrote early on, "I love CVENT! And I can tell you that people at CVENT are wonderful to work with."

These are not the typical words you hear at the opening of registration; sometimes we would not even be able to print those words. We are optimistic that this relationship will continue and that our members will benefit from our ability to communicate more easily with them regarding everything about upcoming conferences.

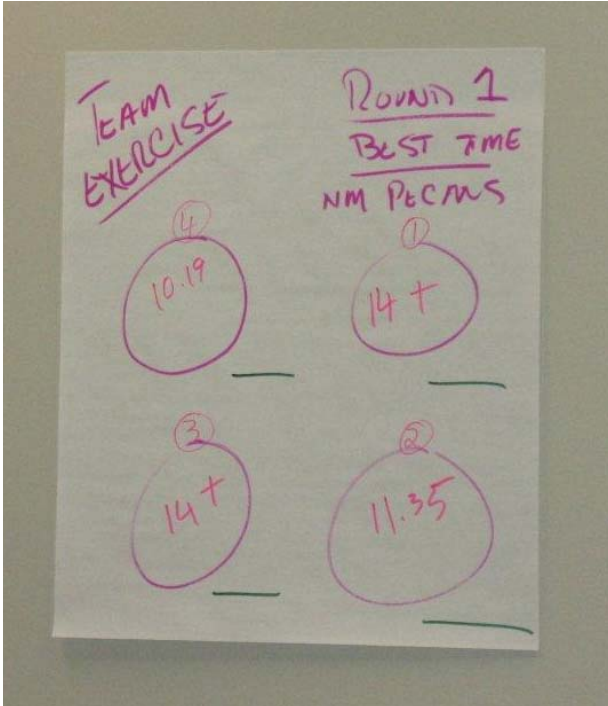


Supervisor's Toolkit Offered in Arkansas Glen Haubold and Kim Graves, Presenters



APPA's Supervisor's Toolkit continues to be a strong and valuable program in our region.





The concept of team is pretty basic. But, taking it a step further and developing effective plans that involve the expertise of each member of the team creates the win we are all after!

“In response to the demands of a highly competitive global market, APPA developed a comprehensive supervisory training and development program, Supervisor’s Toolkit: Nuts and Bolts of Facilities Supervision. This training and development package has been specifically designed for the needs of the facilities management employee. It is a structured, open-ended, and pragmatic approach to developing supervisors. It is not a “teach” program but a development process designed to help supervisors realize both personal and professional growth. “

Taken from the Facilitator’s Guide, Supervisor’s Toolkit: Nuts and Bolts of Facilities Supervision



It might appear to be play, but you can be sure that this Lego exercise brings home the concepts of planning and execution. More planning up front may seem to take up valuable time, but when it comes to execution, the time is quickly recovered.



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Calendar

CAPPA 2012 Texas Christian University Fort Worth, TX	October 14—17, 2012
CAPPA Technology 2013 San Antonio, TX	February 26—March 2, 2012
APPA Institute for Facilities Management Vancouver, British Columbia	September 23-27, 2012
APPA Leadership Academy Vancouver, British Columbia	September 23-27, 2012

Parting Shots

Vickie Younger, Editor



In October 2004, Ed Bogard approached me with the idea of taking over as Newsletter Editor as he transitioned into retirement. I thought it sounded like a new way to contribute to the CAPPA organization and might even be a bit of fun. So, from that date until the end of the 2012 Annual Meeting in Dallas/Fort Worth this year, I have attempted to share highlights of our organization's activities, history, accomplishments, and even a bit of fun. At that point I shall conclude the lessons that Ed taught me that year; I will also head off to experience retired life.

As friends ask me what I plan to do, my easiest and favorite response is, "Whatever I want." And that is the truth. I have worked pretty much since I was 12 and I am looking forward to not having to set the alarm or meet a deadline or plan for a meeting-for a while at least. Joe and I have places we want to go and grandkids to visit. And, then when I find time, I have sewing to do and books to read and probably some new things that even I don't know about yet.

CAPPA has been just like family to me over the years and I wish to thank all of you for making that so. (Much to my mother's dismay there were times I attended a CAPPA meeting instead of a family reunion.) I look forward to seeing you at future meetings with the new distinction of "Emeritus" on my name tag.