

Special points of interest:

- Highlights of the CAPPA Technology & Leadership Conference, pages 2-4.
- Synergizing at CAPPA 2013, pages 5-6
- Opportunities for CAPPA members to get involved, pages 10-11

Inside this issue:

CAPPA Tech at a Glance	2
Synergizing Information & Technology at CAPPA 2013	5
Why We're Members of CAPPA	7
Record Archiving Well Under Way	8
Remembering a Friend of CAPPA	9
Opportunities to Get Involved	10
Register Now: CAPPA 2013	17

Visit the CAPPA web site at www.cappaedu.com for more information about the association and our member organizations.

CAPPA Newsletter

Central Association of Physical Plant Administrators

Spring 2013

Issue 148

From the President: CAPPA Strives for Value

Shelton Riley, Texas Christian University

We are now on the home stretch to summer. Graduation looms in the distance followed by a fast and furious summer. Hopefully, you were able to take advantage of the great programs offered at the CAPPA Technology and Leadership Conference that Sue-Anna Miller and Lee McQueen, co-chairs of the Professional Development Committee, provided last month in San Antonio, Texas. What a fabulous place to meet and recharge for the dash to the end of the year. This year we had 17 C/EPF registrations, 36 Toolkit registrations, 87 Education registrations and 41 Business Partners in attendance. Our evening in the park with Tom Dodgen and Lalo Gomez was enjoyed by everyone who attended. Thanks, guys, for being great Texas hosts and providing some fantastic food and beverages.

CAPPA continues to use CVent for Technology registrations and invitations, which seems to be working well. The Professional Development Committee is working with the CAPPA 2013 Host Committee to help their registration website go live.

Exciting things are being planned for this year's Annual Conference when we meet in Galveston, Texas. Mark your calendar now because you will not want to miss this meeting, which will be held Sunday, September 29, 2013, through Wednesday October 2, 2013, at the beautiful Hilton Galveston Island Resort. Twenty first-time attendees will receive a full registration plus an i-Pad mini, complements of CAPPA. CAPPA 2013 Annual Conference attendees with perfect attendance at the educational sessions will be entered into a drawing to win one of 25 i-Pad mini devices we will give away.

Most of the CAPPA committees met while in San Antonio, looking for ways to help us make our organization a better value for the Educational Members and Business Partners.

Tim Stiger resigned his position as CAPPA treasurer due to a change in his employment. His resignation was accepted with the understanding that he would continue to be active with CAPPA since he is now working for a K-12 Institution, Edmond Public School Dis-



trict in Edmond, Oklahoma. Sue-Anna Miller was appointed to fill the vacated position of Treasurer. CAPPA continues to be financially sound.

J.B. Messer reported that the Membership Committee is continuing to work on a new CAPPA brochure and that since October, 41 new members have joined CAPPA. Thanks, J.B. and Committee members. Great job!

In other business, an ad-hoc committee was appointed to make recommendations to the Executive Committee for developing a new Event Planning contract and exploring ideas for moving the Annual Conference around the region.

CAPPA is here to provide you with educational assistance as we learn to Change the World.

CAPPA Tech at a Glance

The CAPPA Technology & Leadership Conference drew 140 attendees and 41 business partners to San Antonio, February 19-22, for technical and Dale Carnegie workshops, professional certifications, Supervisor's Toolkit, committee meetings, networking and fabulous refreshments.

CAPPA Technology and Leadership Conference attendees and business partners received a warm welcome to San Antonio.



At the opening reception Tuesday evening, the good food was matched by the good time had by all.





Supervisor's Toolkit attendees needed that evening reception after a full day of learning about supervision in the facilities management environment. The Toolkit was conducted Tuesday through Friday.



Daren Howard helped attendees develop their personal leadership skills and a work-life balance through a series of Dale Carnegie workshops.



Technology presenters covered topics ranging from energy efficiency to flooring, lighting, battling bed bugs, and more!



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next page*



Attendees were invited to a BBQ dinner, with all the trimmings, at McArthur park, hosted by Tom Dodgen and Lalo Gomez.



Supervisors Toolkit graduates and instructors lined up for a group photo on graduation day.



(from left) Conference Co-chairs Lee McQueen and Sue-Anna Miller, with APPA Executive Vice President Lander Medlin and David Millay



Photos courtesy of Miles Abernathy



From the First Vice President: Synergizing Information & Technology at CAPPA 2013

David Handwork, Arkansas State University

If you have not marked your calendars for CAPPA 2013, **STOP** reading, go to your electronic calendar, and reserve September 29 through October 2 (September 27 through October 2 for Supervisor's Toolkit). The planning teams at Arkansas State University are building with excitement and anticipation for hosting the CAPPA membership! The annual conference will be rich with great educational sessions, multiple professional development opportunities, excellent networking occasions, spacious and wonderful venue for engaging business partners in the exhibition hall, and a wonderful host location in Galveston, Texas. Whether you have been a regular CAPPA annual meeting attendee, someone who has not attended in a while, or

you are a first time attendee, this conference is right for you!

The conference theme is *Synergizing Information and Technology*, or S.I.T. The educational programs are centered on equipping facilities professionals in our current work cultural shift by applying best practices and available technology. The sessions are broad, ranging from Integrated Pest Management to Employee Conflict Resolution (and no, these two are not related). Application of current and low cost technology will be highlighted with sessions including BIM in construction and operations management, as well as utilizing QR codes for enhancing student, faculty and staff access to customer service requests. One of the highlights of the sessions will include a full virtual tour of Arkansas State University cam-

pus and ASU managed historic sites, including the Johnny Cash boyhood home restoration project. We will prime the intellectual pump on Monday morning with a keynote session of "60 Ideas in 60 Minutes." Bring your campus's best practices and ideas to share in a high-energy brainstorming forum facilitated by Brad Hyde. Trust me, you won't want to miss Monday morning breakfast and keynote.

Whether you are a seasoned or new Facilities Management professional, CAPPA 2013 will provide the professional development opportunity for the role and stage of your career. The renowned APPA Supervisor's Toolkit will begin on Friday, September 27--an excellent program for supervisors at all levels. If you wish to affirm your Facilities Management knowledge, CAPPA

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CAPPA 2013, *continued*

2013 will offer EFP and CEFP preparation courses and testing. The Educational Facilities Professional Credential (EFP) and the Certified Educational Facilities Professional (CEFP) Program establish a standard for professional practice in the field of education facilities management. Dale Carnegie is a world recognized program for developing leaders professionally and personally. The Carnegie course will run concurrent with the Monday and Tuesday general sessions, providing convenient conference participation.

Galveston is a perfect venue for networking with our fellow Facilities Management colleagues. The newly and beautifully remodeled convention center is conveniently located next to the conference hotel (Galveston Hilton). Open and spacious lobbies will allow conversation between sessions and at breaks. The Sunday night football and Monday night dinner at Moody Gardens Aquarium will provide opportunities for building new friendships and strengthening existing bonds. Facilities Managers all know peer networking is a core strength for APPA and CAPPA members.

The business exposition will be better than ever. Effective business partnerships are key

to any Facilities Management success. Of course, our highly valued CAPPA business partners are vital to the success of the annual meeting as well. The spacious exhibition hall will provide a wealth of opportunities to engage with existing and new partners. We will have plenty of time programmed to explore the array of products and services that are the core to constructing, maintaining and serving our campuses. Business partners are also a valued support for our conference programs, networking opportunities, and guest tours. When you come to CAPPA 2013, I encourage you to express appreciation to our business partners.

Galveston is also an excellent location to bring your family or guest. The event planning team has assembled wonderful tours and events. Guest will also have opportunities to explore the Galveston beaches and Pleasure Pier amusement park and entertainment center.

Don't hesitate--register right away! Access to registration and a promotional video can be found on the CAPPA website, www.cappaedu.com. The Arkansas State University team is ready to welcome y'all to Galveston to come and S.I.T. a spell!

The CAPPA Executive Committee highly values regular annual meeting attendees, and wants to encourage new / first time attendees. To demonstrate this, the registration fee (\$350 value) for the first 20 first-time attendees will be waived, AND those attendees will receive an iPad Mini! All other regular attendees will be eligible for 25 iPad Mini drawings! More details to come on the CAPPA web site.



From the Immediate Past President: Why We're Members of CAPPA

Bob Eckels, Missouri State University

Along the seven year trek of a CAPPA prospective, current, and past President, the role to serve as the Junior Representative to APPA comes into view. That is where I find myself. In preparation for this, I attended an APPA Board meeting this past February. This familiarization tour was very helpful.

During that meeting, a YouTube video on effective marketing was shown to facilitate discussion about how best to market APPA. Lander Medlin, APPA Executive Vice President, recently showed that same video to the CAPPA Executive Board during CAPPA Tech, with a similar follow-up discussion about how we can best market CAPPA. The driving message from this presentation was not

to attempt to sell the product just because we think it is a good one, but rather to inform prospective members on why we believe in CAPPA. The example used in the video was Apple's approach to the sale of their products. Apple focuses on the experience of communicating with the latest technology; it just happens to be an Apple product that will give you that experience.

I think it's a good lesson for us to ask ourselves why we are members of CAPPA. The answer to this question is what we need to convey to those to whom we reach out with the opportunity to join our great organization.

My personal answer to that question was reinforced recently when I heard from some of my staff that attended

CAPPA Tech 2013. I have a policy for those that attend conferences to provide a "lessons learned" brief at my next departmental staff meeting. The intent is to provide facilities leadership with feedback that validates the university spending money to send employees to such events. The recap from CAPPA Tech included two managers from our maintenance unit who spoke highly of the Dale Carnegie training and some excellent sessions on new hardware technologies and project tracking software.

However, the highlight of their time away was the side trip they took to the University of Texas at Austin. Having had meaningful discussions with Juan Ontiveros, UT-Austin's

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From the Immediate Past President, *continued*

Executive Director of Utilities & Energy Management, at a previous CAPPA conference, a utilities/facilities tour was provided that focused on enhancements made and efficiencies gained in their district heating and cooling systems. UT-Austin's system is far larger than that at Missouri State, but engineering principles are the same. Our managers took away some ideas that we can implement on our campus, but they were also proud to note there were some concepts we perform at Missouri State that the UT-Austin managers took away for possible implementation there. The willingness for facilities managers at two different schools of significant-

ly different size, from two different states, to share successes that allow each to become better is awesome! It is my answer to the question of "why Missouri State is a member of CAPPA."

When we can look beyond our own university's issues and be willing and anxious to share with others, something special is going on. It then becomes a "fraternity" of facilities folks that see the value in helping higher education throughout the region. And isn't that the big picture vision that will help us all succeed?



From the Historian: Record Archiving Well Under Way; Some Newsletters Still Needed

Art Jones, Black Hills State University

The recent CAPPA Technology meeting was a great event and was very well attended. The Technology event has always been held in San Antonio. Pat Apel from St. Mary's in St. Louis put the first conference together and served as the coordinator through the 2009 event. Pat worked with the local San Antonio campuses for transportation support and assistance wherever needed.

The conference has been a great opportunity for CAPPA to provide training and networking opportunities for our membership. APPA has been very supportive of the Tech Conference and this year offered the credentialing classes to our membership. Lee McQueen, Sue-Anna Miller and their group are to be congratulated

for an excellent meeting. Please express your gratitude the next time you see them.

In the last newsletter article I shared a need to find older copies of the CAPPA newsletter. The specific issues I am looking for are 1-3, 10-17, 19-28, 31-33, 38, 70-100, and 102-108. Our Information Services Chair, Roy Ruiz, has provided great leadership in the redesign of our website and has set up a good archival process for [our organization's records](#). I am continuing work on getting all the documents that I can find posted to that site. Your help in looking for the newsletters above is appreciated.

Check out the [CAPPA website](#). It is continually improving and is the source for information about your organization.



From CAPPA Senior Representative to APPA: Remembering a Friend of CAPPA

Larry Zitow, University of North Dakota

On January 4, 2013, a ribbon cutting ceremony dedicated a building in honor of a very good friend of CAPPA and many of CAPPA's members, Robert "Bob" Kuntz. This ribbon cutting ceremony took place at Bismarck North Dakota at the Bismarck State College, where Bob had worked since 1987. The ceremony dedicated the "Robert A. Kuntz Physical Plant Building."

Bob was a plant director for 24 years, a loving father of two children, and dedicated to helping the community by coaching and officiating football for 28 years. He was well known in the community and was always there to help. On August 4, 2011, Bob was called to his eternal home at age 50.

During his last years of life, Bob was working on obtaining funding for a new physical plant building. The one he and his staff had been working in was constructed in the

1930s by the Civilian Conservation Corp. The building was deemed historical and was taken apart piece-by-piece and salvaged for relocation to Buckstop Junction in late 2011. Bob successfully obtained the funding needed for a new building and had started the design of this building when his life ended.



The college continued moving forward with the construction and completed a 12,520 square foot structure. This building now houses the entire physical plant staff under one roof and carries Bob's name as well. In addition to naming the building after Bob, the college also established scholarships for two students that participate in the HVAC program from which Bob graduated.

Thanks, Bob, for being a friend and coworker. You will be missed, but your name and memories will carry on for many years to come.



CA_PPA

Dan Whitezell, Business Partner Representative

“It comes back to people, and while a vendor still has to have a product or service that fits the higher-ed market, it’s the people and friendly business relationships developed over time that make it happen.”

Many readers who pay attention to headlines will probably be asking “what’s that all about?” Well, despite the best creative thoughts, there just was not an acronym that fit the existing letters and would accurately describe what makes CAPPA truly special. The missing letter is nothing more than another “P” for *people*. One could say the Central Association of People who also are Physical Plant Administrators or some such thing, but it’s really the people who make the organization. And it’s more than just administrators, which is probably why the international organization no longer spells it out. Looking closely one will find that the people range from vice chancellors to vice presidents, directors, supervisors, managers, custodial staff, technicians, and maintenance personnel. All of them

share a common purpose, which is to provide the best academic and social environment for learning and personal growth in institutions of higher education. Yes, quite a mouthful, but since my first business exposure to the facilities side back in the early ‘80s, it has not changed much. That is to say the primary goal has not changed much, but the challenges are much greater with the current trend of trying to do more with less as the square footage continues to increase.

What makes CAPPA unique is the diverse blend of all those various levels and types of positions who without a doubt make everyone else feel welcome. Writing from a business partner’s perspective, the word *inclusive* sums it up rather well. It does not happen immediately, and correctly so. If a business

partner comes to an annual conference, treats it like a trade show, and thinks that orders will be forthcoming, think again. It takes time, networking, building relationships, and, well, paying one’s dues so to speak. If the institution has a need and budget money available, those that have built relationships may find the road to an order just a little bit easier to travel.

Thinking back to our first annual conference more than a decade ago, it was overwhelming. People were laughing, joking, catching up, and visiting some of the vendors. Many attendees also had family members accompanying them. We knew nobody and were not quite sure what to make of it. In true CAPPA fashion, the host committee and gradually some of the other attendees

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made their way to our booth to say thanks for the support. Year two improved with a little more attention and visibility, and by year three people actually wanted to know what we did. From that point forward the annual CAPPa Conference, along with the CAPPa Technology Conference, have become fixtures on our calendar, and we would not miss them for just about anything. Each venue has allowed for fond memories on its own, but the best part is always about the people. Where else in today's hectic business world can a vendor talk to a VP's spouse about grandkids and look at each other's photos? Or how about a vendor getting a hug from a VC's wife and catching up since they last saw each other a year ago? Believe me, that does not happen very often to those of us on the vendor side.

OK, so it's not just about the social aspects and some business has to be done to keep the bean counters happy. In this regard CAPPa has proven to be an exceptional investment, as much as I personally don't like to look at it that way. Some of our best customers exist within the membership, but it has been a two-way street and always with no pressure from either side. It comes back to people, and while a vendor still has to have a product or service that fits the higher-ed market, it's the people and friendly business relationships developed over time that

make it happen. It is a continuum or circuitous route of meeting people, understanding their needs and roadblocks, supporting an organization and their mission, and then being patient. There are those in our company that would chuckle with anything resembling patience being attributed to me, but it's the truth.

As the light at the end of the career tunnel becomes brighter, I wanted to take the opportunity offered to write an article and just say thanks to the CAPPa members for their collective hospitality and consideration. As a final thought to the business partners and while perhaps old school, you will find that being there and talking to people will just about always surpass all the technology shortcuts available today, especially with the CAPPa organization.

Dan is Senior Vice President, Marketing and Sales for Spirotherm, Inc., in Glendale Heights, IL. He served on the CAPPa Business Partner Liaison Committee from 2004 to 2009 and 2011 to 2013, the Education Committee in 2006, and the Executive Committee from 2011 to 2013. He also served as the At Large Member to the APPA Board of Directors from 2008 to 2011.

"What makes CAPPa unique is the diverse blend of all those various levels and types of positions who without a doubt make everyone else feel welcome. Writing from a business partner's perspective, the word inclusive sums it up rather well."



From CAPPA Junior Representative to APPA: Opportunities To Get Involved

Ted Weidner, Purdue University

“The work of the council is important for all APPA and CAPPA members. Individuals with specialization in HVAC, electrical, structural, architectural, and other areas are encouraged to participate and help with this enormous but important work.”

APPA Standards & Codes Council

There’s a great deal happening with APPA at the national level that affects CAPPA members and provides an opportunity for CAPPA members to be more involved. Most important is the formalizing of the APPA Standards and Codes Council (ASCC). The council was formed following several years of work by representatives of all APPA regions. The leader of the council is Michael Anthony, University of Michigan. At present, CAPPA is represented by David Handwork, Arkansas State University, and Ted Weidner, Purdue University. The council identifies potential changes to building codes and standards and makes recommendations in APPA’s name. The council meets in person twice annually and weekly via teleconfer-

ence. The frequency of meetings is an indication of how much is going on internationally with codes and standards and the importance for higher education facilities officers.

Recent topics of interest include: fire sprinklers for animal facilities, Smart Grid standards, International Lighting Standard, campus security, rainwater catchment, Legionnaires Disease, ventilation of health care facilities, and increased lighting controls standards to name a few. Some of these topics are being addressed by volunteers from other APPA campuses, but several are not and could use a champion or expert.

The work of the council is important for all APPA and CAPPA members. Individuals with specialization in HVAC, electrical, structural,

architectural, and other areas are encouraged to participate and to help with this enormous but important work. If you have expertise in building codes or standards, please contact Ted or Dave, and we’ll get you included in the emailings and teleconference meetings (most Wednesdays, 10:00 a.m., CT).

Professional Programs

Exciting things are happening in APPA and CAPPA as the Education Facilities Professional (EFP) and Certified Education Facilities Professional (CEFP) program grows. CAPPA is represented on the Credentialing Board by Yvette Halverson, University of North Dakota, and Ted Weidner, Purdue University. At CAPPA Tech in February, 17 people from CAPPA and other regions

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Opportunities To Get Involved, *continued*

attended the C/EFPP Prep Course and then took the exam to get credentialed. There are now over 25 CAPPA members who are CEFP holders. This credential recognizes individuals for their knowledge and expertise in education facilities management. A similar, but not as rigorous program is operated by IFMA. APPA's program will continue to grow, and getting certified will become increasingly important as new, young

facilities professionals enter the workplace. The Prep Course and exam will be offered at the CAPPA Annual Conference this fall; don't miss the opportunity to demonstrate your knowledge and expertise and get certified. Eventually, the Prep Course will be offered on-line for those who prefer that mode of instruction or who are unable to travel but still want to get credentialed.

Register Now: CAPPA 2013

Arkansas State University is hosting the CAPPA Annual Conference in 2013, in Galveston, Texas.

[Registration is open](#). Visit the [CAPPA web site](#) to see the promotional video and add the event to your calendar!

Planning for CAPPA 2014 in El Paso, Texas, is already under way!



Did You Know?

The CAPPA web site features [job postings](#), [events](#), [education opportunities](#) and more!