



CAPPA NEWSLETTER

Spring/Summer 2024 | Issue 178

IN THIS ISSUE...

- From the President
- From the Business Partners
- My CAPPA Story—Jennifer Kindt
- The 2024 CAPPA/MAPPA Annual Conference
- CAPPA Officer & Award Nomination Ballots Coming Soon!
- Congratulations to our Supervisor's Toolkit Classes!
- Historically Speaking #5
- Tech Tips



FROM THE PRESIDENT

Matthew Rom

*Associate Vice President for
Facilities Management
University of Oklahoma*

"CAPPA will soon begin accepting nominations for various board and committee positions."

~Matthew Rom

Colleagues,

It is hard to believe that the spring term is over. I hope everyone had a successful spring and that summer projects are progressing without too many complications. Students will be back on campus before we know it!

It has been a busy few months. CAPPA presented numerous Supervisor's Toolkits and a few more are scheduled for this summer. TAPPA held its annual conference in April, and APPA brought back its annual conference as well. I hear both were great events. If you didn't get a chance to attend professional development in the spring, you are in luck as APPA will host a Leadership Academy and Institute for Facilities Management June 24-27, 2024, in San Antonio, Texas.

A joint planning committee continues to work hard planning the 2024 CAPPA/MAPPA conference. We will come together October 14-16, 2024, at the beautiful Union Station in downtown St. Louis, Missouri, to engage in professional development, networking, and fellowship. The educational sessions are being finalized and we hope to have a preliminary schedule available soon. Numerous folks are working to make the event a success. I want to specifically complement our President-Elect, Luis Morales, and Conference Coordinator, Sue-Anna Miller, for their diligent efforts.

As many of you know, Lander Medlin retired as the President/CEO of APPA this past year. The APPA Board of Directors has worked diligently to find a successor. It is no easy task to replace someone as influential as Lander. A search committee was formed, and a search firm was hired to develop a slate of qualified applicants. There was great interest in the position, and the search committee is currently reviewing applicants and will soon begin the interview process. While these types of searches are fluid, the goal is to select a new President/CEO by the end of the summer. Our very own President-Elect, Luis Morales, is on the search committee representing CAPPA. I have the utmost faith that Luis is representing the institutional members of CAPPA well.

CAPPA will soon begin accepting nominations for various board and committee positions. Board positions include President-Elect, Vice President for Membership, and Secretary. We will also be accepting nominations for appointed positions such as Historian, Business Partner Representative, Recruiter, and Membership Chair just to name just a few. I encourage anyone interested in making themselves available for the position to reach out to the person currently in the position to understand expectations and time commitments. More information on the nomination process will be available this summer. Looking to get involved without being in a formal leadership position? Reach out to any member of the CAPPA board and we will be happy to help you out!

It has been a pleasure serving as your president. I look forward to working with everyone this summer and into the fall. See you all in St. Louis!!

Take Care,

-Matt

Matthew C. Rom, Ph.D., CFP
University of Oklahoma

From the Business Partners

Hello BPs!

I attended my first APPA-related event when I was at Texas Christian University. It was in San Antonio, and Henry Cisneros was the mayor. The year: 1983. Since that beginning at a very early Facilities Management Institute, I've been on the CAPPA board, the RMA board, and the APPA board. I've been a CAPPA President, and I ran for APPA Vice President of Professional Development, losing out to Chuck Scott. It's kind of like the commercial; I know a thing or two because I've seen a thing or two.

That was just as a member. Since I retired from NMSU in 2019, I've kept GHaubold Consulting going and started another firm, a partnership, FM Excel, to complete the larger-scale organizational assessments and staffing analyses. I'm an emeritus-slash-business partner.

As an active member, I worked to make sure that we met the needs of our business partners. Now, I am one. As a rule, CAPPA tries to keep a mix of business partners on the board, but all of us in the APPA family have always sought to provide value to our business partners. CAPPA business partners consist of service firms and those who sell products; there are design professionals, software folks, and golf cart manufacturers. Some business partners sell large pieces of equipment that cost millions of dollars, while others sell supplies that can be purchased under a discretionary procurement threshold.

Each business partner has a different way of selling to the membership, and we try to accommodate all of them. However, whether it's a vendor fair, lunches, time for dinners, golf events, or speed dating, CAPPA has one significant goal with our business partners: to make the introduction for business partners to a member of CAPPA who can use their services.

Years ago, a business partner who had been coming to CAPPA and RMA for years told me: *Glen, I have never sold a job while at CAPPA or RMA, but I have developed relationships and sold millions of dollars in jobs over the years because of the contacts I made. It's an investment with a significant return.*

Business Partner Committee Co-Chair Debra Jones, Sr. Energy Solutions Specialist with Schneider Electric, recently wrote our committee:

Exciting times are ahead as we approach the fall conference in St. Louis, just 150 days away. I urge you to ensure your CAPPa membership is up to date and secure your booth space promptly. This is a prime opportunity to showcase your services and connect with potential clients.

*You can go here <https://prezi.com/view/Oh7ZvU6msOyVmIQVTtFB/> for ideas on how to make the most of your conference experience. Special recognition will be awarded to the booth that best reflects the conference theme: **"Arching Forward – The Future of Facilities."***

You can reach out to us anytime for help and support.

That was two weeks ago, so we are now 135 days out. Be sure to watch Debra's Prezi – and start planning! We'll have a great conference. See you in St Louis!!

-Glen Haubold

Upcoming Events

2024 Conferences

- KADPF Annual Training Conference/Trade Show will be held in Topeka, KS on October 6-8, 2024.
- CAPPa/MAPPa Annual Conference will be held in St Louis, MO on October 13-16, 2024.

APPA U

- Institute for Facilities Management - San Antonio, TX - June 24-27, 2024.
- Leadership Academy - San Antonio, TX - June 25-27, 2024.
- Supervisor's Toolkit (Bilingual) - San Antonio, TX - June 25-27, 2024.

MY CAPPa Story—Jennifer Kindt

Director of Facilities Business Operations
South Dakota State University



In the fall of 2006, South Dakota State University hosted our very first APPA Supervisor's Toolkit on our campus. I had the task of planning the event, and it was such a huge success that we hosted a toolkit again the following year. During that following year, my AVP encouraged me to become more involved in CAPPa as a toolkit trainer. The whole toolkit program impressed me and I was excited to learn more about CAPPa, APPa, and the toolkit process. I attended several toolkits in the Midwest, training with others and learning each toolkit module. What a great opportunity I had to network with others, to gain knowledge of the organization, and to grow professionally.

My first CAPPa Conference was in St. Louis, Missouri in 2017, also a joint conference with MAPPA. While at the conference, the CAPPa Board announced the open spot to fill the new Assistant Treasurer role. The open position intrigued me, so I visited with a couple CAPPa board members who encouraged me to get involved. Their enthusiasm piqued my interest even more so I threw my name into the nominations, the members voted and I earned the spot on the board. After my two terms as Assistant Treasurer, I have served two terms as the Treasurer and have stayed on an extra year training in a newcomer into the Assistant Treasurer role. In these roles, I have also served on several committees and sub-committees as well, from the Finance Committee to Professional Development to Business Partners. Each area has expanded my knowledge to more than just the financial aspect of higher education; offering me newer insights and a broader perspective across all areas within the facilities profession.

After attending two of the four sessions in the APPA U, I decided to become a Certified Facilities Professional and study for the CEFp exam. Joining a cohort of fellow members, we studied with an APPA professional who prepared us for the exam. The CEFp was another experience where I gained further knowledge within all areas of facilities, as the CEFp program focuses on the four components of facilities management. I am grateful to CAPPa for offering a discounted price to members which assisted me with this professional designation.

Additionally, being involved in CAPPa has allowed me to gain confidence to become a presenter at the recent annual conferences. I want to give back to the members by helping others to learn more about the financial aspects of higher education facilities. My first presentation was at the 2022 CAPPa Conference in Lincoln Nebraska, where I co-presented with Megan Telecky from the University of Nebraska-Kearney. We enjoyed it so much that we participated another presentation at the 2023 CAPPa Conference in Dallas Texas last October. Our presentations focus on the benefits for everyone in their facilities organizations to be aware of their budgets and how decisions impact other facilities areas. The sessions are called: "Budget Controls for Dummies – How Budgeting Benefits Boots on the Ground" and "Building a Budget from the Ground Up – Understanding Facilities Budget Line Items." It has been both a fun and rewarding experience!

With CAPPa's purpose of developing and maintaining high standards in the administration, maintenance, operation, planning, and development within educational facilities management and promoting and engaging in professional ideals and standards to better serve the objectives of education; there is a wealth of benefits for all facilities professionals. A great first step is to attend a Supervisor's Toolkit or an annual conference; there really is something for everyone in CAPPa! CAPPa has been a big part of my professional career, to which I am grateful for everyone who has mentored me and assisting in my learning along the way. A huge benefit that I have found is the network of fellow facilities professionals who can offer their insights; maybe they have experienced the same issue and have found a solution to the same issue you are currently experiencing. It is comforting to know that you are not alone dealing with the same experiences, successes, and challenges – we may be in different parts of the nation, but we are all in the same boat rowing towards the success of each of our institutions. I look forward to seeing many of you at the upcoming annual conference this October in St. Louis as we "arch" forward on the future of facilities!

The 2024 CAPPa/MAPPA Annual Conference

CAPPa and MAPPA, the Central and Midwest regions of APPA, are excited to announce the 2024 CAPPa/MAPPA

Joint Conference in St. Louis, Missouri. Together, we are “Archiving Forward” into the future of facilities management, and we want you to be a part of the experience!



Registration is now open for the
2024 CAPPA/MAPPA Joint Conference!
Sunday, October 13, 2024 – Wednesday, October 16, 2024
St. Louis Union Station

[Register Now!](#)

The agenda for this conference is already shaping up to offer outstanding educational sessions along with networking opportunities for you to interact with peers and business partners. Conference activities for most begin on Monday evening, with the conference ending on Wednesday afternoon. This year, we will be offering Academy on Campus, Level 3, with no out-of-region non-member fees. We invite all APPA members to this 3-day leadership training, and all of the perks of the conference are yours when you register. Visit the website often to see new additions to the agenda.

Full details, including a list of fees, are available at the [event website!](#)



Would you like to showcase your institution on the homepage of the [CAPPA](#) website?

Submit your institution photos to the Newsletter Editor, [jeannie.knott@utdallas.edu!](mailto:jeannie.knott@utdallas.edu)

CAPPA Officer & Award Nomination Ballots Coming Soon!

Ballots for CAPPA Officer Nominations and Award Nominations will be heading your way soon, so be on the lookout for future emails!

CAPPA is looking for volunteers to fill some positions that are available both on the Board of Directors, and other appointed positions. Here are the positions are available and what their duties are!

President-Elect: shall automatically become the President following service the preceding year as President-Elect. The President-Elect shall be elected at the Annual Meeting by a majority vote, provided they all are a member of CAPPA and APPA. They shall assume the appropriate office at the Annual Meeting and shall serve a term of one year or until the next Annual Meeting, assuming they are still a member of CAPPA and APPA.

Power and Duties

- a. Shall accept the office of President following the term of office as President-Elect;
- b. Shall, in the absence of the President, perform the duties of the President as herein stated;
- c. Shall, in the event of a vacancy in the office of President, serve as President as herein stated until a new President is named by the Board of Directors to serve out the unexpired term.

Vice President for Membership: Vice Presidents shall be elected at the Annual Meeting by a majority vote to serve a two-year term, provided the candidate is a member of CAPPA and APPA; shall assume office at the close of the Annual Meeting; and shall be eligible for reelection to a second two-year term; to serve a maximum of four consecutive years. The Vice President – Membership shall be elected in even years, with the Vice President – Professional Development elected in odd years. The Vice Presidents shall each be a member of the Board of Directors.

Powers and Duties

- a. Shall oversee the following CAPPA Committees: Membership, Nominations, Information, Communications, Newsletter, and Awards
- b. Shall oversee the CAPPA Recruiter and Historian

Secretary: shall be elected on even numbered years at the Annual Meeting by a majority vote, provided the candidate is a member of CAPPA and APPA; shall assume the office at the close of the Annual Meeting; and shall be eligible for reelection to a second two-year term; to serve a maximum of four consecutive years.

Power and Duties

- a. Shall record and maintain the minutes of the Annual Meeting and of the Board of Directors meetings;
- b. Shall under the direction of the President be responsible for all business records of CAPPA;
- c. Shall be responsible for conducting the correspondence of the association;
- d. Shall in a timely fashion, assist the President in providing information for the Annual Report;

- e. Shall be a member of the Executive Committee;
- f. Shall be a member of the Bylaws Committee.

APPA Regional Director: shall be selected and appointed by each APPA region. The APPA Regional Director shall be elected at an Annual Meeting by a majority. The APPA Regional Director shall be appointed to a three-year term and will not be eligible for reappointment to a second term. The appointee shall be a member in good standing of CAPPa and APPA. Retirees and individuals who left the education facilities management profession are eligible to serve, unless further restricted by the authority making the appointment.

Power and Duties

- a. Shall be a member of the APPA Board of Directors and the CAPPa Board of Directors. In this dual role, shall participate in the governing of both organizations including voting on all matters brought before them;
- b. Shall be responsible for liaison between APPA and CAPPa, keeping the APPA Board of Directors advised of CAPPa functioning as it relates to APPA, and informing the CAPPa Board of Directors of APPA functioning as it relates to CAPPa;
- c. Shall keep the CAPPa President advised and shall seek out the opinions and recommendations of the President and other officers of CAPPa as necessary;
- d. Shall recommend to the CAPPa President, CAPPa members to serve on APPA appointed committees;
- e. Shall, with consent of the CAPPa Board of Directors and consent of the individual member, submit such member as a nominee for APPA office;
- f. Shall provide a written report of all APPA meetings for inclusion in the CAPPa Newsletters.

Professional Development Co-Chair: shall be appointed by the CAPPa President with the approval of the Board of Directors in alternating years provided the candidate is a member of CAPPa and APPA; and shall be eligible to serve a maximum of four consecutive years.

Power and Duties

- a. Shall be responsible for all professional development programs for the CAPPa organization;
- b. Participate in the APPA Professional Development Committee; attend necessary meetings;
- c. Shall render an itemized, written report and budget; describing activities and anticipated expenses and income for professional development programs;
- d. Shall receive, review and recommend to the Board of Directors the award of all continuing education grant applications submitted by CAPPa members;
- e. Shall provide the President a list of recommended members to the Professional Development Committee, for the upcoming year, within twenty-one days of the Annual Meeting;

Membership Chair: shall be appointed by the CAPPa President with the approval of the Board of Directors to serve a maximum of four consecutive years.

Power and Duties

- a. Shall in conjunction with the Treasurer, serve a dual role of fostering and recruiting members and

- promoting membership in both CAPPa and APPA;
- b. Participate in the APPA Membership Committee and attend necessary meetings;
- c. Shall keep accurate records of the active membership;
- d. Shall render a written report at the CAPPa Annual Meeting and at the Board of Directors Meetings;
- e. Shall provide the President a list of recommended members to the Membership Committee for the upcoming year, within twenty-one days of the Annual Meeting;

Historian: shall be appointed by the CAPPa President with the approval of the Board of Directors. The term of the appointment shall be open-ended and shall continue as long as it is mutually agreeable to the Historian and to the Board of Directors.

Power and Duties

- a. Shall be responsible for the care and protection of all historical memorabilia of CAPPa;
- b. Shall provide a minimum of one article concerning CAPPa history, per fiscal year for the Newsletter;
- c. Shall attend the annual meeting and provide a display of the memorabilia;
- d. Shall provide the President a written budget for review and approval prior to submittal to the Treasurer for any activity regarding expenditure of funds prior to obligations of any funds;
- e. Shall be a member of the Information and Communications Committee and the Awards Committee;

Business Partner Representative: The President shall appoint, with the approval of the Board of Directors, up to two current CAPPa members (alternating years) of the Business Partners to serve as co-chairs of the Business Partner Committee. The term shall be for two years; to serve a maximum of four consecutive years. One of the co-chairs will serve as a non-voting member of the CAPPa Board of Directors. The Business Partner Committee will elect their board member representative at their first meeting following the CAPPa Annual Meeting.

Recruiter: shall be appointed by the CAPPa President, with the approval of the board of Directors. The appointee shall be a member in good standing of CAPPa and APPA. The Recruiter shall be appointed to a three-year term and will be eligible for reappointment to a second term.

Powers and Duties

- a. Shall recruit individuals from all geographical regions of CAPPa membership for nomination to open Board of Director and Committee positions;
- b. Shall serve on the Nominating Committee;
- c. Shall organize and preside over periodically scheduled meetings throughout the year;
- d. Shall be a member of the Membership Committee;

CAPPa will also be honoring a few of our members with awards at the upcoming 2024 CAPPa/MAPPA Annual Conference. Here are what awards are available!

Distinguished Member Award: The highest award of CAPPa is awarded for singularly outstanding service to CAPPa over a substantial time period and/or for exceptional contributions to the physical plant profession. The Distinguished Member Award will be for greater service and contributions, generally over a longer time period than considered for the Certificate of Meritorious Service.

Eligibility is limited to Institutional Representatives, Associates, and Affiliates of CAPPa.

A maximum of two awards may be presented each year.

The Distinguished Member Award may be presented only once to any individual.

Selections of recipients will be based on the following criteria, listed in relative order of priority.

1. Service in the administration of CAPPa in either an elective or appointive office.
2. Service to the membership and contributions to the profession through writings, service on faculties of educational events of CAPPa, APPA, state organizations, and other professional organizations.
3. Service in the organization and administration of state or other chapter organizations.

Certificate of Meritorious Service: will be presented for special contributions to CAPPa or to the physical plant profession.

Eligibility is open to all categories of affiliation within CAPPa Institutional Representatives, Associates, Affiliates, Business Partners, Emeritus, Retired, and Honorary Members, and such additional categories as may be established in the future. By special authorization of the Executive Committee, certificates may be presented to any other person.

A maximum of three certificates may be presented each year except by special authorization of the Executive Committee.

There is no limitation on the number of times this award may be presented to any individual, including to recipients of the Distinguished Member Award, provided subsequent awards are based on new criteria which were not considered in previous presentations of the Certificate of Meritorious Service or the Distinguished Member Award.

Selections of recipients will be based on the following criteria, listed in relative order of priority.

1. Service in the administration of CAPPa in either an elective or appointive office.
2. Service to the membership and contributions to the profession through writings, service on faculties of educational events of CAPPa, APPA, state organizations, and other professional organizations.
3. Service in the organization and administration of state or other chapter organizations.

Newsletter Award: The recipient will be the author of the article selected as that which best promotes the purposes of CAPPa and/or best makes a contribution to the facilities management profession.

Articles considered can be in any of the broad spectrums of the profession including personnel administration, business management, engineering, leadership and motivation, or in the administration and functioning of CAPPA or APPA, or their related activities. Emphasis will be given to originality and content.

Eligibility is open to all categories of affiliation with CAPPA – Institutional Representative, Associates, Affiliates, Business Partners, Emeritus, Retired, Honorary Members, and such additional categories as may be established in the future. By special authorization of the Executive Committee, the award may be presented to any other person.

Only one award may be presented each year to a member, and one to a Business Partner.

Congratulations to our Supervisor's Toolkit Classes!

Supervisor's Toolkit has been specifically designed to meet the needs of the facilities management professional. It is a structured, open-ended, and pragmatic approach to developing supervisors. It is not so much a teaching program as a development process, designed to help supervisors realize both personal and professional growth. The program has been newly designed as a full three days of training.

Help us in congratulating our most recent classes!

Hosted by: Texas Women's University

Location: Denton, TX

February 2023

Teachers: Glen Haubold, Steve McClain, & Shelton Riley



Hosted by: University of Central Arkansas

Location: Conway, AR

March 2023

Teachers: Marissa Pierson & Shelton Riley



Hosted by: The University of Texas at El Paso

Location: El Paso, TX

March 2023

Teachers: Glen Haubold, Hilda Cordero, & Jesus Licona



Scholarship Opportunities!

CAPPA's Professional Development Committee continues to provide accessible options for members pursuing educational goals and skill advancement.

If you know someone at your school who benefited from a CAPPA scholarship, apply for your own and join them! If you don't know anyone who has participated, apply now and lead the way in reducing training costs! Check out how simple it is to participate in CAPPA's scholarship program by visiting our CAPPA Professional Development [page](#).

Historically Speaking, #5 The Evolving Ways We Tell Stories

By: Lee McQueen—Retired, University of Nebraska at Kearney, and CAPPA Historian

In his book *The Signal and the Noise*¹, Nate Silver writes:

“The human brain is quite remarkable; it can store perhaps three terabytes of information... [I]f the quantity of information is increasing by 2.5 quintillion bytes per day, the amount of useful information almost certainly isn't. Most of it is just noise, and the noise is increasing faster than the signal. There are so many hypotheses to test, so many data sets to mine – but a relatively constant amount of objective truth.

The printing press changed the way in which we made mistakes. Routine errors of transcription became less common. But when there was a mistake, it would be reproduced many times over...”

Information sharing, pointing to the signal, has always been integral to the operation of CAPPA. Methods for this sharing have ranged from formal technical presentations, to informal benchmarking, to simply swapping stories. Regardless of the method, the reason for sharing information continues to be the advancement of the facilities profession in the central states' region.

The initial CAPPA gathering in 1953 started a decades-long precedent for gathering the region every fall to compare notes and discuss common and/or unique solutions to problems. This was similar to annual national conferences hosted by APPA.

In 2020, the national impact of the COVID-19 virus and its variants resulted in cancellations of both CAPPA and APPA conferences. APPA's meeting site would have been Boston, while CAPPA's site would have been Tulsa. APPA used this 'quiet time' to review delivery methods. It concluded APPA would no longer offer national conferences with broad topics. Instead, they would provide strong support for general regional conferences, and provide smaller 'boutique conferences' to more targeted audiences (both faced to face and online).

¹ The Signal and The Noise, Nate Silver. Penguin Random House LLC. 2012, with new preface in Penguin Books 2020.

Similarly, CAPPA's review during this 'quiet time' resulted in continued commitment to a general, traditional face-to-face conference. Contract structures allowed CAPPA to [revisit] existing planning, and host a successful conference in Tulsa, OK, in 2021. This was followed by successful 'typical' conferences in Lincoln, NE (2022), and Allen, TX (2023). As of this writing, planning continues toward the 2024 joint CAPPA/MAPPA conference in St. Louis.

ANNUAL CONFERENCES

The common purpose of conferences across the years has been professional development for the participants. Most of this information sharing could be found under the umbrella of case studies concerning the presenter's university. Some presenters might offer benchmarking examples, comparing operating costs per square foot among regional peers. Other presenters would review specialized, unique solutions to both common problems and/or evolving issues. Updates for building codes might be the topic of the day. Early conferences offered these opportunities mainly to the chief facilities officer (CFO), while agendas in later years broadened these offerings across the facilities organization.

Each year, conference planners structured their agendas to offer participants timely and valuable content, focused on sharpening the skills of physical plant directs/facilities managers.

Some topics and titles were timeless. The presentation "How A Catastrophe Affects A Physical Plant Department" discussed the impact on Washburn University (Topeka) of the 1966 tornado. But, that title would also describe the impact to University of North Dakota (Grand Forks) of the 1997 flood. Or, it could also describe changes made at Arkansas State University (Jonesboro) after a 2015 active shooter incident (no injuries were sustained in this incident).

Is it apparent which of these presentations is newer/older than the others?

"Controlling Pigeons and Other Varmints"

"Integrated Pest Management"

"Energy Management, Retrofit, and Lighting System Maintenance"

"Facility Development And Life Cycle Software"

These were presented in, respectively: 1985, 2013, 1975, and 1993.

Some eras were reflected in agenda topics. 2013 presentations included "Elevator Sustainability" and "Sustainable Cleaning & Productivity."

1985 saw these five titles among 12 presentations:

"Use of PC's for Physical Plant Management Programs"

"Energy Management with the IBM PC"

"An Evaluation of PC's and their Software"

"Computerized PM Program"

"An Evaluation of CAD Hardware and Software"

In 1986 (after attending the 1985 conference?), H. C. Lott wrote "The Changing Role of the Physical Plant Director" for newsletter #34.

"The role of the Physical Plant Director as a manager has definitely changed over the past forty years. A review of the programs from the APPA (formerly the Association of Superintendents of Buildings and Grounds) Annual Meetings prior to 1948, revealed only a couple of presentations that would fall within the "scientific management" area. The presentations were more oriented towards the technical and operational functions of the Physical Plant. In the late 1950's in order to meet the needs of its members, the APPA programs began to have more presentations on such subjects as work order systems, planning and scheduling, preventive maintenance, and worker productivity. ***In the 1970's the advancement of the computer forced the Physical Plant Director into a new world of automated management, not only in data processing techniques, but in the economically automated operation of the Physical Plants' utilities*** [emphasis added]."

Recognizing these changing information needs also moved CAPPa to consider alternate, additional forms of telling our stories.

EDUCATION COMMITTEE, aka PROFESSIONAL DEVELOPMENT

Into its third decade, CAPPa had grown in numbers. It was also growing in its vision of providing educational opportunities across the region. Annual meeting minutes reflected that CAPPa was broadening its professional development effort from the chief facilities officer to all facilities staff. Newsletter articles announced opportunities outside of the annual conferences, to include specialized training targeting project managers, custodian, grounds, and HVAC technicians.

CAPPa president Leroy Sondrol (University of North Dakota) wrote the following in his column for newsletter #58 (Apr'93):

"Our organization now has no one responsible for an education program. We have a representative on the APPA Education Committee, which is concerned with the APPA Education Program. Educational events are occasionally held, such as the Technology '93 Workshop in San Antonio March 4-5, under the sponsorship of Tom Atkins, John Green, and Pat Apel. These are generally due to the initiative of individuals and are not under the governance of CAPPa. The time may have come when we should have someone responsible for evaluating the need for CAPPa educational events, other than the Annual Meeting, and for coordinating the execution of those that are approved."

Pat Apel (Maryville University, St. Louis) was appointed in 1993 as the first CAPPa Education Committee chair. This became an elected role during the 1990's. The name was changed to Professional Development at the 2011 conference.

The Education/Professional Development Committee worked to nurture three parallel thoughts: deliver quality, timely presentations to annual conferences; showcase current technology for line staff; provide basic training for new supervisors.

Each year the Education Committee coordinated with the annual conference host to assist with that fall's agenda. This benefited the conference host by providing history and continuity across conferences, whether with topics or speakers. Since 2017, Professional Development provided the agenda and speakers for the fall conference.

CAPPA TECH

Above, Leroy Sondrol referenced the Technology '93 Workshop, the third effort offered in San Antonio by Tom Atkins, John Green (Trinity University), and Pat Apel. With this model, Education began offering the CAPPA Technology Conference (later, Technology and Leadership Conference) as an additional mid-winter conference in San Antonio. The CAPPA Tech format of a smaller conference setting and no vendor booths offered, provided technical staff specialized presentations, similar in format to today's "boutique" conferences.

Pat offered this review of CAPPA Tech'95 in newsletter #69:

"Technology '95 Another Success

Technology '95 was a resounding success. One hundred and fifteen registered for the event and were quite enthusiastic about the seminars, campus, and Alamodome tours.

John Greene's Trinity University was in full bloom for our visit, as evidenced by all the budding trees and plants. The view from the Skyline Room during our lunch periods was impressive and spectacular, as was John's choice of lunch and breakfast. For those of you who missed it, we were treated to a barbecue dinner Thursday by Mike Ewald of Johnson Controls. Mike also delivered an excellent speech according to the surveys and conversations I had with attendees. The seminars were quite popular, by all accounts, and well attended by our members. Out of region attendees came from New Mexico, Delaware and other diverse areas."

And in Pat's newsletter #111 (2000):

"The ninth annual Technology Conference named Technology 2000 took place in San Antonio, February 11 through the 14th at the beautiful San Antonio Airport Hilton. Saturday featured a great "Computer in the Workplace" edition for those interested in facilities management computerization ideas. ***In fact, out of this workshop was borne the idea for next year's edition to take place on Trinity University's campus. It will feature how we can control a multitude of air handling and mechanical HVAC devices through the Internet by utilizing BACNET and other software. So next year we will setup a live lab on campus and invite our peers in a ground-breaking event.*** [emphasis added]

Monday started our classroom sessions and we had one hundred and ten registrants this year. This is down slightly from previous years and with two very good reasons. First was that the APPA Institute was held two weeks prior in San Antonio with over 600 registrants and we share some of the same registrant pool. Secondly, the ASHRAE conference was the week before in Dallas. Given these circumstances, the no registrants were in fact a very successful turnout for Technology 2000."

Pat discussed CAPPA Tech, 2005 in newsletter #127:

"The 2005 Technology Conference was a huge success with an almost record attendance of 156 attendees... We had five University speakers this time, for another all-time high as well. For the first time all CAPPA committees were able to meet in one spot and there were 40 members present representing all the States and Canada."

Doug Riat penned the following for newsletter #140 (2010) concerning CAPPA Tech:

"I want to say thank you to CAPPA members that were able to attend the 2010 CAPPA Technology Conference in San Antonio February 24-27, and a special thank you to the Professional Development committee members for their contributions to the conference success. I hope the information shared and the networking with peers was beneficial and contributes to your individual success as well as the success of your institution.

The one-of-a-kind CAPPA Technology Conference was started some 20 years ago by Pat Apel and has grown significantly over the years as a result of the successful educational programs offered. ***In 2009 the faltering economy put a bump in the road of the Tech Conference. Thus, 2010 was a year of "uncertainty"***, but the conference was very well attended and the consensus opinion at the conclusion was that 2010 CAPPA Tech was a success. More importantly, the CAPPA Executive Committee voted to authorize the planning for CAPPA Tech in 2011, and as such, work for next year is already underway. [emphasis added]"

Sue-Anna Miller discussed CAPPA Tech 2015 in newsletter #154:

The 2015 CAPPA Technology and Leadership Conference was held February 25-27 in San Antonio, Texas and was attended by 170 higher education and business partners... A new offering, Speed Networking, provided a forum for attendees to meet and greet each other and for higher education members to find business partners who are poised to help solve facilities issues back on their campuses. Seventeen completed APPA's Academy on Campus: Track 3.

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

This writer announced the end of CAPPA Tech in newsletter #159 (2017), with these words:

"First, I want to announce that CAPPA Technology and Leadership Conference (CAPPA Tech) will no longer be hosted by the Professional Development (PD) Committee...

The history of the CAPPA Tech Conference was about low-cost delivery of education to front line staff and supervisors at a time when options for high quality technical information were limited. This conference successfully served our region and our nearby neighbors for well over two decades. However as with all things, the business of facility management, the available educational options, and the financial pressures under which we operate have all changed. So, it was time to take a hard look at the value proposition of CAPPA Tech, and as a result of that introspection by CAPPA leadership, we are no longer going to do CAPPA Tech.

APPA 2016-17 President Chuck Scott's leadership theme was "Creating the New Normal" during his time in office. CAPPA Professional Development is working to create a new normal for professional education and technical training by leveraging technology, expanding the value of our Business Partner relationships and using other forward-leaning means to provide low cost, high quality education to the region. We will continue to strive to serve all, from the boots on the ground to senior management, across all four of the facility management core competencies of General Administration & Management, Maintenance & Operations, Energy & Utilities, Planning, Design & Construction..."

We all know that change is inevitable, even if only by the passage of time itself. CAPPA Tech was well ahead of its time and helped to make several generations of us better facilities professionals. We can also think back and remember the many (many) barbecues we had in MacArthur Park, and think kindly of the Tech Conference.

SUPERVISOR'S TOOLKIT

As seen above, H.C. Lott noted in 1986 how the role of physical plant director was changing. One of these changes was a need to gain access to staff training programs. Larry Nokes (Pittsburg State University) wrote about such programs in newsletter #35 (1986):

"Job-related training carries many different meanings for Physical Plant administrators. From "here's the tools; do the job" to sophisticated computer workshops, plant personnel across the country approach their duties armed with various backgrounds and experiences. Training, for the purpose of this article, is defined as any opportunity for permanent employees to increase their knowledge and skill as it directly relates to on-the-job responsibilities."

It was true in Larry's time, and remains common today, that dedicated line staff would be promoted into supervisory roles. And, it remains common today for these newly-promoted supervisors to struggle early in their new role. Technical training programs are more common in facilities departments, regardless if they were developed internally or purchased from training organizations. But few facilities departments have had the resources to build supervisor training programs from the ground up. Paraphrasing Larry, guidance for some new supervisors could be described as "here's the job, do the job."

Cooperation across APPA led to development of a multi-day course to fill this training gap for new supervisors. This training was originally available only at APPA Institute sites. CAPPA's early adoption of the program began with "train the trainer" planning in 2003, in order to provide Toolkit opportunities across the region.

As one of CAPPA's early trainers, Vicki Younger wrote "Supervisor's Toolkit Continues to Thrive" for newsletter #128 (2005):

"I thought you might find it interesting to know how well received the APPA Supervisor's Toolkit has been. We conducted our first training in the region in April 2004. As of August 2005, within the CAPPA region we have conducted seven sessions. There have been 191 participants. And we have six folks currently conducting the training. Missouri, Nebraska, and South Dakota have been looking at bringing on trainers from their areas. We anticipate offering the course at this year's regional meeting, the technology conference, again in Kansas City and yet again at next year's regional meeting. We find that the participants enjoy the training and return to their campuses with a fresh outlook and many resources in their "toolkits.""

The Supervisor's Toolkit program was designed to be delivered anywhere. Many schools have invited trainers to deliver Toolkit as a stand-alone program. It also has been offered at regional meetings. For instance, in newsletter #127, Pat Apel noted about CAPPA Tech 2005:

"This year we added the Supervisor's Toolkit bringing in an additional 37 attendees who received certificates. We also had Continuing Education Credits offered for the first time to our members who participated..."

Whether it is referenced as Tool Box, Tool Kit, or Toolkit, this successful and highly respected training program continues today as a major gateway into CAPPa for many. It continues to be offered as a stand-alone program, and is a regular feature at fall conferences.

In newsletter #177 (fall 2023, most recent as of this writing), Toolkit is a prominent feature. That newsletter acknowledges our First Bilingual Supervisor's Toolkit class, May 22-25, 2023. It was hosted by CAPPa and Texas Tech Health Science Center, at The University of Texas at El Paso, TX.

Current CAPPa Secretary Virginia Smith (University of Texas at Dallas) noted in her "MY CAPPa Story" article that:

"In the Fall of 2016, I received a call asking if I would be interested in serving as Assistant Treasurer for CAPPa. ***I had previously attended an APPa Supervisor's Toolkit, which was my first educational experience through APPa/CAPPa***, and I knew that serving in this role would be an opportunity to grow professionally. [emphasis added]"

During the last 8 years, Supervisor's Toolkit has trained 8 presenters, who have introduced close to 1,500 facilities staff to a) what it can mean to be a supervisor; b) how participating in programs developed by APPa can expand their professional development; and c) how CAPPa works to make these programs available across the region.

OTHER OFFERINGS

CAPPa and APPa continue to engage to deliver cost-effective training programs in convenient locations at affordable prices. CAPPa has worked with APPa to expand the delivery of the four-track Leadership Academy (aka Academy on Campus), making it available at regional conferences, at CAPPa Tech, and individual schools. APPa's website describes their newest program this way:

"Certified Educational Facilities Professional (CEFP) credential is an advanced level of certification that represents a mastery of professional expertise and is a mark of superior proficiency in the core competencies for education facilities professionals."

CAPPa encourages participation by providing scholarships/coupons to make this available to the region at affordable prices.

CAPPa works with schools across the region to assist with other program delivery formats. This includes Drive-In Workshops, half-day training that offer member institutions an opportunity to connect with educational facilities professionals within their local area.

In newsletter #127 (2005), Pat Apel also noted:

"The Education committee has been working on a lot of projects like Drive-In Workshops and aligning the annual conference and Technology Conference to host Supervisor toolkits as well as other offerings beyond what has been the norm in the past. We are working on updating the website for the Technology Conference soon to be renamed the Technology and/Supervisors workshop as we are also working on having a Toolkit-type workshop for Director's level or aspiring director level."

In summary, CAPPa has worked across the decades to assist regional facilities professionals to recognize there is a signal in the noise, and to share ways to amplify the signal for the betterment of each local campus.

CAPPA Tech Tips—Annual Steam Outage

By: Ben Boslaugh—Missouri State University, and CAPPA VP-Professional Development

Summer is upon us and with it comes the lowest steam demands of the year. At MSU the Annual Steam Outage immediately follows Graduation. This event is a 5-day scramble of Boiler Inspections, Distribution System Repairs, and Facility System Repairs.

Tip No. 1 – Start Planning Early

The coordination for the event starts immediately after the previous outage. Emails and phone calls are made with key campus stakeholders followed up with a Utility Outage Notification. Schedules are aligned with the State and Insurance Inspectors. A project is created in the CMMS System and through the year the Supervisors add applicable work orders to it. No one is surprised by it. After 5 years, it became a tradition.



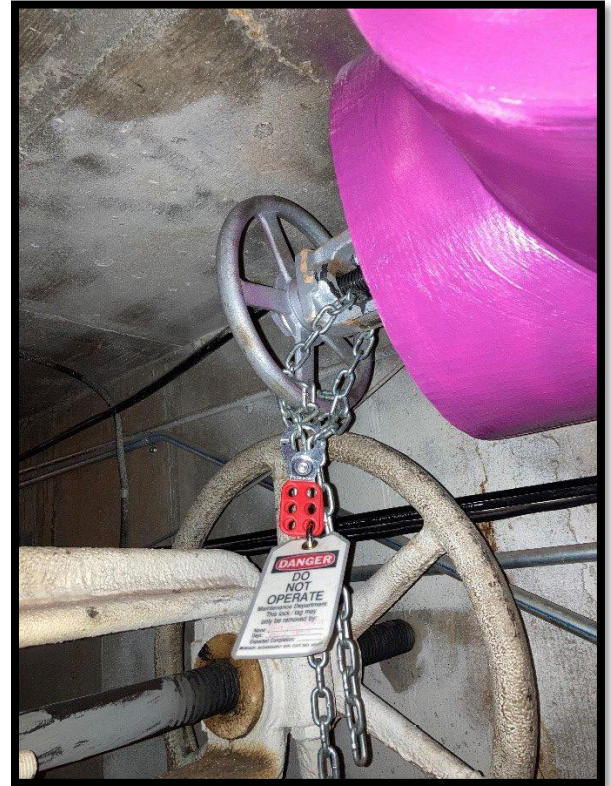
Tip No. 2 – Exercise the Valves

The Annual Outage is when we exercise the Main Steam Distribution Valves in the Utility Tunnels and the Facility Steam Pressure Reducing Station Valves. Two days after the outage begins, we line the system up for start-up. We wait 2 days to allow the valves to cool. If you shut the valves too early, they will be hard to “open” due to the yoke arms cooling (and subsequently contracting). By lining the system up one can better control the system start-up. At MSU the Facility Isolation Valve bonnets are painted Purple, and the Distribution Valve bonnets are painted orange. This paint also serves as a financial boundary in the CMMS System (between Utilities, Auxiliaries, Academics, etc.). On start-up, warm-up valves are utilized and valves are not back seated “Open” until 2 days after start-up.



Tip No. 3 - Lock Out, Tag Out

“Lock Out, Tag Out” is utilized for MSU Staff and Contractors. Facilities that have systems “Open” for maintenance are locked out “Shut” at the Facility Inlet Isolation Valve. These items are tracked and inspected prior to start-up. If a system is to remain “Open” after start-up, 2-valve isolation or a pancake is utilized.



Tip No. 4 - Steam Traps

I would be remiss if I didn't mention to check the steam traps (prior to the outage). If folks don't know where they are, take the time to trace out the system. It can be an Indiana Jones Adventure. We have found steam traps in the strangest of places.

Each one is worth \$1,000 to \$1,200 a year depending on the size of the trap and the steam pressure.

Steam is an awesome resource and can be a very efficient tool for serving your campus needs. If properly taken care of it can last for generations. Wishing you a safe and productive summer.

FROM THE EDITOR:

Thank you to those who submitted articles, photographs, and information to be included in this season's CAPPA Newsletter!

We Want to Hear from You!

Share the lessons you've learned, your triumphs, innovations, and more!

Please feel free to write and submit articles for the CAPPA Newsletter at any time throughout the year for consideration. Preferred size for the articles would be between 500 words (ex. ½ page with 1 medium graphic/photo/chart) - 1,000 words (ex. full page with 2-3 small graphics/photos/charts). Please include names, descriptions, or titles for the media used. If the article submitted exists in another publication, please provide the link to the article, if available. Provide author's name & title (photo preferred, but not required). Email submissions via Word document or PDF attachments to the Newsletter Editor, Jeannie.knott@utdallas.edu.



Central Association of Physical Plant Administrators

ATTN: Virginia Smith, Secretary
800 W. Campbell Rd. FM11
Richardson, TX 75080

