



Inside APPA

LEADERSHIP IN EDUCATIONAL FACILITIES

Sept. 21, 2011
Vol. 11, No. 18

APPA Events

Sep 25, 2011
[EFP Prep Course](#)
Springfield, MO

Oct 3-7, 2011
[ACUHO-I/APPA Housing Facilities Conference](#)
Orlando, FL

Oct 10-14, 2011
[Supervisor's Toolkit](#)
New Orleans, LA

Oct 12, 2011
[EFP Prep Course](#)
Cincinnati, OH

Oct 15, 2011
[EFP Prep Course](#)
Jackson, MS

Oct 16, 2011
[EFP Prep Course](#)
San Francisco, CA

Oct 25, 2011
[APPA Facilities Drive-In Workshop](#)
Lincoln, NE

Oct 26, 2011
[APPA Facilities Drive-In Workshop](#)
Murfreesboro, TN

Oct 31-Nov. 4, 2011
[Supervisor's Toolkit](#)
St. Petersburg, FL

Nov 11, 2011

Welcome to *Inside APPA*, your biweekly electronic news source for regional and international APPA events, programs, publications, and industry information.

Questions? Comments? News?
Contact [Steve Glazner](#), Editor
Visit APPA's [Virtual Membership Directory](#)
Read [Inside APPA archives](#)

CONNECT WITH US:



CONTENTS

- [Headline News](#)
- [APPA News](#)
- [Professional Development and Credentialing](#)
- [APPA Information & Research](#)
- [Industry News](#)

[Sponsorship Advertisement by Rochester Midland Corporation]

Reduce Absenteeism
Save Water
Reduce Energy Cost

We'll show you how at
ERAPPA 2011 Booth #404

[Sponsorship Advertisement by Fenner Drives]

PowerTwist Plus
V-BELTS

By Fenner Drives

[APPA 2012 Call for Programs Submissions Deadline](#)

Dec 5-9, 2011
[Supervisor's Toolkit](#)
 Tuscaloosa, AL

Dec 8, 2011
[APPA Facilities Drive-In Workshop](#)
 Boulder, CO

Apr 18, 2012
[APPA Facilities Drive-In Workshop](#)
 Cleveland, OH

Region/Chapter Events

Sep 23-28, 2011
[CAPPA 2011 Conference](#)
 Springfield, MO

Oct 2-5, 2011
[ERAPPA 2011 Conference](#)
 Halifax, NS, Canada

Oct 7-13, 2011
[MAPPA 2011 Conference](#)
 Cincinnati, OH

Oct 8-11, 2011
[MAPPA Supervisor's Toolkit](#)
 Cincinnati, OH

Oct 16-18, 2011
[PCAPPA 2011 Conference](#)
 San Francisco, CA

Oct 16-18, 2011
[SRAPPA 2011 Conference](#)
 Jackson, MS

Other Events

Upgrade your HVAC Drives; Downgrade your Problems.
 How many different HVAC systems are you responsible for servicing? There is no need to maintain inventory of countless endless rubber belts to cover all your drives; upgrade to PowerTwist Plus V-Belts and you'll always have the right V-belt on hand. [Learn more.](#)

HEADLINE NEWS



APPA U—An Unprecedented Learning Event—Taking Place Now If You Missed the Current Offering Plan on Attending in January
The Next APPA U will be held:
January 22-26, 2012
Hilton Head, SC

The first APPA U is taking place now in Fort Lauderdale, Florida with more than 350 APPA members in attendance. If you aren't able to be there, you are missing one of APPA's major advances in training. This premier professional development offering brings together the Institute for Facilities Management and the Leadership Academy in one location. The biannually offered event also provides a forum for the foundational credentialing programs—Educational Facilities Professional (EFP) and Certified Educational Facilities Professional (CEFP) credentialing. APPA U creates an intensified environment to expose facilities professionals to the vast training offerings and networking opportunities that APPA offers. The next session of APPA U takes place January 22-26, 2012, in Hilton Head, South Carolina. Registration opens November 1. [Learn more](#) and plan now to attend!

APPA NEWS

Don't Miss Your APPA Regional Annual Meeting

Annual meetings for all APPA regions are taking place this fall. If you have not already planned to attend, don't miss the excellent networking opportunity that your regional conference offers and an update on the strategic issues driving change on campuses in your region. Visit [your APPA regional site](#) and register today!

ERAPPA	Oct. 2-5	Halifax, NS, CA
MAPPA	Oct 7-13	Cincinnati, OH
CAPPA	Sep 23-28	Springfield, MO
PCAPPA	Oct 16-18	San Francisco, CA

Sep 25-27, 2011
[BedBug University:](#)
[North American](#)
[Summit 2011](#)
 Chicago, IL

Oct 4, 2011
[Green Jobs Summit](#)
 Toronto, Ontario, CA

Oct 9-12, 2011
[AASHE 2011](#)
[Conference & Expo](#)
 Pittsburgh, PA

Oct 16-21, 2011
[International](#)
[Executive](#)
[Housekeepers](#)
[Association's 45th](#)
[Annual Conference](#)
[and Convention](#)
 Las Vegas, NV

Oct 26-29, 2011
[PGMS 2011 School of](#)
[Grounds Management](#)
[& GIE+EXPO](#)
 Louisville, KY

Nov 29-Dec 2, 2011
[Women's Leadership](#)
[Institute - 2011,](#)
[Co-produced by](#)
[members of the](#)
[Council for Higher](#)
[Education](#)
[Management](#)
[Associations](#)
 Laguna Niguel, CA

Dec 4-7, 2011
[Women's Leadership](#)
[Institute - 2011,](#)
[Co-produced by](#)
[members of the](#)
[Council for Higher](#)
[Education](#)
[Management](#)
[Associations](#)
 Amelia Island, FL

Dec 5-9, 2011
[Ecobuild America](#)
 Washington, DC

SRAPPA Oct 16-18 Jackson, MS

[Access the APPA 2010-2011 Annual Report](#)

APPA's 2010-2011 Annual Report is a comprehensive resource to update you on APPA's 2010-11 fiscal year accomplishments. In it you will find:

- A president's report from Darrel W. Meyer in which he discusses: APPA's strategic planning process, the APPA/Regional Relationship Task Force, the success of APPA Facilities Drive-In Workshops, how APPA leadership is engaging community colleges, and APPA's financial position.
- A report from Secretary-Treasurer Nancy Hurt highlighting that in the year ending March 31, 2011 APPA posted a surplus of \$224,596 and the reasons for this success.
- The report of Vice President for Information and Research Randolph Hare who discusses the innovations in the FPI Survey/Report; the accomplishments of the APPA Web Subcommittee, the FPI Energy Module Subcommittee, the Marketing/Communications Subcommittee, and the Center for Facilities Research (CFar); and more.
- Strategic insights from immediate past president Polly Pinney, President-Elect David Gray, Vice President for Professional Affairs David Cain, Vice President for Professional Development Glenn Smith, and Executive Vice President E. Lander Medlin.



Access the APPA 2010-2011 Annual Report at <http://appa.org/board/documents/FINAL10-11AnnualReport-Web.pdf>.

APPA's 2010-11 FPI Survey Will Close on December 1

The December 1 closing date for the Facilities Performance Indicators (FPI) survey is earlier than in past years and there's a critical reason for this which will benefit APPA members. In the past, APPA closed the survey in mid December and opened the beta around the first week in February. APPA heard from several members that they start work on their budgets in January. Therefore, the Information & Research Committee decided that it was important to close the survey earlier and release the beta report to participants on January 1, 2012.



Only FPI Survey participants will have the benefit of viewing the beta report on January 1. The published report will be available in mid February for all non-participants.

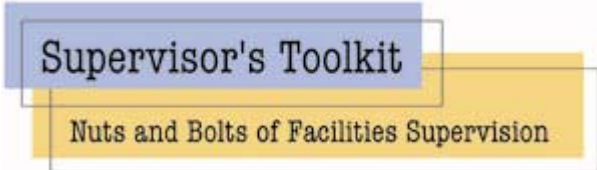
To be considered an FPI participant this year, Modules 1, 2, and 3 must be completed in their entirety and any section of Module 4 must be completed at a minimum. APPA encourages everyone to complete the full express version of the survey which includes all seven survey modules. To help you in this process, APPA has made great enhancements to the survey this year, including the addition of updated and expanded survey definitions, tips, FAQs, and more. Your Live Reports are also more

Feb 6-9, 2012
[IDEA's 25th Annual](#)
[Campus Energy](#)
[Conference:](#)
[Innovations in Clean](#)
[Energy](#)
Arlington, VA

powerful because we are sharing our standard deviation protocol tool with you for every data point on the survey. Start work on the FPI survey today by visiting www.appa.org/research/fpi/index.cfm.



PROFESSIONAL DEVELOPMENT AND CREDENTIALING



Supervisor's Toolkit

Nuts and Bolts of Facilities Supervision

Supervisor's Toolkit Training Comes to New Orleans

October 10-14

Tulane University

Don't miss an opportunity to access the management training available in APPA's Supervisor's Toolkit as the program comes to Tulane University this fall. In seven modules the Toolkit provides training in the skills to help you address your facility's most complex management challenges:

Module 1: Supervision, What Is It? Learn to define effective facilities supervision; identify the roles and responsibilities of supervisors; and understand four key functions of supervision.

Module 2: It's More Than "Adminis-trivia." Learn to understand the supervisor's role in administering organizational policy and procedures; recognize the legal considerations in the facilities environment; and gain an awareness of resource management.

Module 3: Communication, Let's Talk! Identify barriers to effective communication; demonstrate communication skills; and understand your role in the communication process.

Module 4: If It Weren't for the People. Understand the importance of developing and maintaining effective relationships with others in the workplace; examine the different types of relationships that exist in the workplace; and identify strategies and skills for improving relationships with others.

Module 5: Motivation and Performance. Identify methods of training and developing employees; ascertain methods of positive reinforcement; and understand the importance of performance management and evaluation.

Module 6: Customer Service Triangle. Learn to create a basic understanding of the three major aspects of customer service process, experience, and recovery; examine the role of the supervisor in customer service; and help participants identify areas for improvement in service delivery in their organizations.

Module 7: Leadership-Tools for success. Master techniques to understand critical elements of leadership; transition from managing, to managing and leading; and understand your own preferred leadership style.

[Register today!](#)

[Excellence in Service: ACUHO-I/APPA Housing Facilities Conference](#)

October 3-6, 2011

Orlando, FL

[Register Today!](#)

As part of APPA's long-standing alliance with ACUHO-I, we invite you to register today to join us for the annual Housing Facilities Conference. The event's programming will explore topics including best practices for developing leadership, operating & maintaining, constructing, and renovating college and university campus housing facilities. Visit us today to see [highlighted sessions](#) at the conference and to register your team!

Women as Leaders – Women's Leadership Institute

November 28 – December 2, 2011

Laguna Niguel, CA

or

December 4 – December 7, 2011

Amelia Island, FL

Be a part of a special program for women seeking to become leaders in higher education administration and student affairs. Co-produced by groups within the Council of Higher Education Management Associations, this unique program will bring together administrators from across campus functions to help you:

- Hone your leadership skills for working in a rapidly changing environment
- Develop a better understanding of the campus as a workplace and culture
- Share experiences with others about how campuses are adapting and adjusting to the new reality
- Create new personal networks and networking skills to better tap the higher education community

[Register today & save!](#)



APPA INFORMATION & RESEARCH

BOK

Body of Knowledge

Improve, Maintain, and Innovate—Access the Essential Information You Need in the APPA Body of Knowledge

The APPA Body of Knowledge (BOK) puts you in touch with the latest information from the experts in educational facilities management—the information that can help your facilities perform at their best. The Body of Knowledge is built on the foundation of the four core competency areas identified by APPA:

- General Administration and Management
- Operations and Maintenance
- Energy, Utilities, and Environmental Stewardship

- Planning, Design, and Construction

Continuously updated, there are 60 peer-reviewed chapters in the BOK addressing everything you need to optimize the knowledge you bring to your educational facilities management responsibilities. View the [BOK Table of Contents](#). If you haven't already subscribed, you're missing out on the most authoritative and up-to-date information on the practice of educational facilities right at your fingertips.... 24 hours, seven days a week...and made available online to you and every staff member at your institution! Access the BOK at www.appa.org/bok.

Take the Emerging Facilities Professionals Survey Today!

On behalf of APPA's Emerging Facilities Professionals Task Force, APPA members are invited to complete a quick and simple survey that will assist APPA in the recruitment and retention of emerging facilities professionals. The survey is open to anyone involved in educational facilities, regardless of your length of service. It should take only 10 minutes to complete. When you're done, you can enter your name in a drawing for one of three forthcoming APPA books—the revised *Operational Guidelines for Educational Facilities* trilogy covering Custodial, Grounds, and Maintenance. Access the survey today at: www.surveymonkey.com/s/GKK73P6.



INDUSTRY NEWS

Tips to Help Organizations Better Prepare in Advance of an Emergency

September is National Preparedness Month. According to a survey conducted by the American Red Cross nearly 60 percent of Americans are not prepared for a disaster of any kind. In a continued effort to promote disaster preparedness, a leading distributor of maintenance, repair, and operating products and the American Red Cross are sharing the following practical tips to help schools, businesses, and other organizations get prepared.

- **Build a plan.** An effective disaster response plan always starts with a risk analysis to help prioritize the most essential elements for your business. The plan should have clearly defined processes and procedures to quickly move employees to action.
- **Compile supply kits.** As part of planning, stage emergency kits with the basic supplies needed in the event of a disaster to keep employees warm, dry, and hydrated, and to treat minor injuries. Examples include hand sanitizer, water, hand warmers, and a blanket.
- **Prepare employees.** While preparing your business is important, any emergency planning first starts with personal preparedness. In addition to [First Aid and CPR/AED training](#), the American Red Cross provides a variety of resources to help individuals prepare themselves, their homes and their families. For more information on personal preparedness visit: [Be Red Cross Ready](#).
- **Establish partners.** Establish local partnerships that include key organizations such as police, fire, Red Cross, FEMA, utilities, skilled trades, and local emergency planning officials. These

relationships will help create a powerful network of preparedness in your community.

- **Practice the plan.** Simply having a plan is not enough. Create venues for employees and students to test the plan by holding mock drills and emergency simulations.
- **Leverage Resources.** There are many free resources available to businesses to help with emergency planning. The Red Cross [Ready Rating Program](#) provides a free, self-guided curriculum designed to help schools, businesses, and other organizations become better prepared for emergencies. Members complete a 123-point self assessment of their level of preparedness, gain access to tips and best practices, and commit to improving their score each year. The Red Cross [Ready When the Time Comes](#) corporate volunteer program trains employees before a disaster strikes. Through this program, more than 460 organizations and companies in 52 cities have trained 13,000 employees as Red Cross volunteers to help their local communities. Learn more at www.grainger.com/emergencyinfo.

Keep America Beautiful Teams with College and University Recycling Coalition for Recycling and “Zero Waste” at NCAA Football Games

Resources and Incentives to Support U.S. EPA “Game Day Challenge”

In collaboration with the U.S. Environmental Protection Agency’s “Game Day Challenge,” national nonprofits Keep America Beautiful and the College and University Recycling Coalition are teaming up to provide resources that help advance the cause of reducing waste at NCAA football games this fall. Keep America Beautiful’s national initiative, America Recycles Day is celebrated annually on November 15, right at the peak of the college football season. Up to 150 colleges will receive themed “tailgate toolkits” with t-shirts, buttons, and banners to support



America Recycles Day tie-ins throughout the month of November. Along with the materials, the kit also includes a guide to best practices for organizing recycling collections and educational “mingling” at tailgating events. Free kits can be requested by registering an event at americarecyclesday.org.

Solar Decathlon Coming to Washington, DC

The U.S. Department of Energy Solar Decathlon is an award-winning program that challenges collegiate teams to design, build, and operate solar-powered houses that are cost-effective, energy-efficient, and attractive. The winner of the competition is the team that best blends affordability, consumer appeal, and design excellence with optimal energy production and



maximum efficiency. The next event will take place at the National Mall’s West Potomac Park in Washington, D.C., Sept. 23–Oct. 2, 2011. Open to

the public free of charge, visitors can tour the houses, gather ideas to use in their own homes, and learn how energy-saving features can help them save money today. [Learn more.](#)

Improving the Operational Efficiency of Your Facility

In your efforts to improve the performance of the buildings in your facilities portfolio, consider the following tips:

- By replacing old windows with windows that let light in but keep heat out, you can illuminate and cool building interiors more efficiently.
- By upgrading or replacing old, inefficient HVAC equipment, you can reduce energy consumption.
- Optimize your building's efficiency, comfort, and safety by utilizing a real-time performance data building management system to control and integrate key mechanical and electrical building systems – HVAC, lighting, security, fire, and safety. In so doing, you will also enhance the productivity of your facilities staff.
- By taking advantage of wireless technologies, you'll find it's not necessary to rip out walls and cabling to install temperature, humidity, and lighting controls. That saves money.
- By deploying state-of-the-art surveillance systems and access control security systems, you will be better able to safeguard employees and visitors as well as valuable building assets. As an added operational efficiency benefit, these surveillance systems enable individual security staffers to monitor more areas, freeing coworkers for other security tasks.
- With reliable power and precise climate control in place, sensitive facilities such as data centers and research labs stay up and running and avoid downtime that could jeopardize critical projects and lead to higher costs.

Source: [Johnson Controls](#)

Learn more at <http://www.makeyourbuildingswork.com/efficiency-tips/>.

You are receiving this e-mail as a member of APPA, or because you requested it. Send any comments or questions to the [editor](#), Steve Glazner. Contact [Gerry Van Treeck](#) for advertising options. To ensure delivery of APPA's communications, please add steve@appa.org to your email address book or Safe Sender List. If you are still having problems receiving our communications, see our [whitelisting page](#) for more details.

APPA promotes leadership in educational facilities through a variety of forums that address trends, issues, and best practices in educational facilities management. We are the association of choice for more than 5,200 educational facilities management professionals throughout the United States and abroad.

APPA: Leadership in Educational Facilities
1643 Prince Street • Alexandria, VA 22314
Ph: 703.684.1446 • Fax: 703.549.2772 • Web: www.appa.org

Click [here](#) to unsubscribe