

**2019 AZAPPA Conference**  
**June 27<sup>th</sup> & 28<sup>th</sup>**  
**The University of Arizona**



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## Schedule of Events

<b>7:00 - 7:30am</b>	<b>BREAKFAST AND REGISTRATION</b> <i>Located in the Main Lobby</i>
<b>7:30 - 8:00am</b>	<b>KEYNOTE SPEAKER CHUCK FARNSWORTH</b> <i>Located in the Main Lobby</i>
<b>8:05 - 8:55am</b>	<b>BREAKOUT SESSIONS</b> <i>Berhard TME - Efficient Energy/Heat Pump Chillers in Education (Room 113)</i> <i>Steelcase - Personalized Learning (Room 123)</i> <i>Chuck Farnsworth - APPA Leadership Academy (Room 214)</i>
<b>9:00 - 9:50am</b>	<b>BREAKOUT SESSIONS</b> <i>DLR Group - Lab Planning Renovations (Room 113)</i> <i>Waxie - Breaking New Ground (Room 123)</i> <i>Jenna Elmer and Josh Spear - APPA Toolkit: Communication (Room 214)</i>
<b>10:00 - 10:30am</b>	<b>NETWORKING BREAK WITH BUSINESS PARTNERS</b> <i>Located in the Main Lobby</i>
<b>10:40 - 11:30am</b>	<b>BREAKOUT SESSIONS</b> <i>McKinstry - PowerEd (Room 113)</i> <i>ASSA ABLOY - Next Generation of Access Control Door Opening Solutions (Room 123)</i> <i>Jenna Elmer and Josh Spear - APPA Toolkit: Motivation and Performance (Room 214)</i>
<b>11:30 - 12:00pm</b>	<b>NETWORKING BREAK WITH BUSINESS PARTNERS</b> <i>Located in the Main Lobby</i>
<b>12:00 - 12:50pm</b>	<b>LUNCH - KEYNOTE SPEAKER CHRIS KOPACH</b> <i>Located in the Main Lobby</i>
<b>1:00 - 1:50pm</b>	<b>PANEL DISCUSSION - MODERATED BY BILL NELSON</b> <i>Located in the Auditorium</i>
<b>2:00 - 2:50pm</b>	<b>BREAKOUT SESSIONS</b> <i>Burns &amp; McDonnell - UT Austin Master Plan and Utility Upgrades (Room 113)</i> <i>GLHN - The Anatomy of a High Performance Building: Environmental and Natural Resources 2 (ENR2) Building (Room 123)</i> <i>Jenna Elmer and Josh Spear - APPA Toolkit: Customer Service and Leadership (Room 214)</i>
<b>3:00 - 3:30pm</b>	<b>NETWORKING BREAK WITH BUSINESS PARTNERS</b> <i>Located in the Main Lobby</i>
<b>3:40 - 4:30pm</b>	<b>BREAKOUT SESSIONS</b> <i>Pueblo Mechanical &amp; Controls - R22 Removal (Room 113)</i> <i>Northern Arizona University - Introducing Modern Technology into the Multi-Generational Workforce (Room 123)</i> <i>Bill Nelson - Benefits of APPA Institute (Room 214)</i>
<b>4:30 - 5:00pm</b>	<b>AZ APPA UPCOMING EVENTS &amp; TRAINING ACTIVITIES</b> <i>Located in the Auditorium</i>

## Abstracts

### ***Efficient Energy/Heat Pump Chillers in Education***

**Presented by: Ashley Downes, Director, Bernhard TME**

This session focuses on heat pump chiller heater technology as a tool for “breaking new ground” in campus energy management. While many of us are striving to become more energy efficient and to cut operating costs, this session offers a potential solution that is not often applied the higher education and K-12 sectors.

### ***Creating Personalized Learning Experiences***

**Presented by: Don Squires, Regional Education Leader, Steelcase Education**

Steelcase Education researchers investigated personalized learning, an emerging instructional approach that puts students more fully in control of their learning. This approach moves beyond adaptive self-paced technologies to build student engagement and success.

### ***APPA Leadership Academy***

**Presented by: Chuck Farnsworth, APPA Senior Director of Educational Business Development**

The APPA Leadership Academy is a unique experience that will expand your ability to be an effective leader. The Academy promotes the concepts and skills needed to be a life-long learner, not just in leadership but in your whole life. This has the potential to be a “game changer” in your life.

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## Abstracts

### ***APPA Toolkit: Customer Service and Leadership***

**Presented by: Jenna Elmer, Assistant Director of Human Resources, Facilities Management, The University of Arizona and Josh Spear, Project Manager, Facilities Management, Northern Arizona University**

This session will focus on learning 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 identify areas for improvement. You will also master techniques to understand critical elements of leadership; transition from managing, to managing and leading and understand your own preferred leadership style.

### ***R22 Removal: What Do You Do Now?***

**Presented by: Cienna Thomas, Sales and Marketing Assistant, Pueblo Mechanical**

This session will focus on the recent change in refrigeration that will now require owners to no longer use R22 refrigerant in their HVAC units. We want to discuss avenues for owners to take for their HVAC equipment moving forward.

## Abstracts

### ***Laboratory Renovations as Opportunities***

**Presented by: Nicholas Kreitler, RA, Laboratory Planner and Jaime Garrido, Higher Education Architect, DLR Group**

The concepts covered in this session will focus on how to prepare staff for renovating their existing lab spaces or converting space into a lab environment, common constraints in updating laboratories and how to plan in advance for them, and covering sustainable options to improve resiliency and energy efficiencies.

### ***Sustainability & Environmental Impact of a Smart Campus***

**Presented by: Keith Schneringer, Director of Sustainability, WAXIE**

Changing practices by challenging the norm. Review technology and innovation including GPS and virtual managed inventory. This presentation will also cover healthy school education practices.

### ***APPA Toolkit: Communication***

**Presented by: Jenna Elmer, Assistant Director of Human Resources, Facilities Management, The University of Arizona and Josh Spear, Project Manager, Facilities Management, Northern Arizona University**

This session will focus on identifying barriers to effective communication, demonstrate communication skills and understand your role in the communication process.

## Abstracts

### ***powerEd***

**Presented by: Alison Schwabe, Program Manager, McKinstry**

This presentation will bring awareness to energy conservation such as the latest Water Conservation initiatives that the State of Arizona is targeting. It will also shed light on how to reduce the carbon footprint of buildings that are not operating like they were intended to do. Behavior-focused energy conservation program that drives efficiency and staff and student engagement.

### ***The Next Generation of Access Control Door Opening Solutions***

**Presented by: Vincent Huizar, University Specialist and Dale Samsel, Regional EAC Campus Manager, ASSA ABLOY**

An in-depth review of the newest and future access control systems. In this presentation, we will look at a traditional access control system in comparison to the newest products available that help drive down the total cost of the door opening to add access control. Prior to these new technologies there has been limited options to add access control to an opening.

In addition, we will touch on card credential technology and mobile credentials (using your phone for door access).

## Abstracts

### ***APPA Toolkit: Motivation and Performance***

**Presented by: Jenna Elmer, Assistant Director of Human Resources, Facilities Management, The University of Arizona and Josh Spear, Project Manager, Facilities Management, Northern Arizona University**

This session will focus on identifying methods of training and developing employees, ascertain methods of positive reinforcement and understand the importance of performance management and evaluation.

### ***UT Austin Master Plan and Central Utility Upgrades***

**Presented by: Jeff Easton, Denver Onsite Energy and Power Department Manager, Burns & McDonnell**

This presentation will review the cradle-to-grave master utility planning, design, and construction processes at UT Austin relative to major renovations and additions to the campus central utility systems. There were a series of unique and innovative approaches implemented in the project to discuss and share techniques and lessons learned.

### ***The Anatomy of a High Performance Building: Environmental and Natural Resources 2 (ENR2) Building***

**Presented by: Henry Johnstone, President GLHN**

This session will focus on the value of integrated design as well as review performance characteristics in high efficiency engineered systems.