**Elective Offerings  
February 2 – 6, 2020**

**Monday, February 3, 2020  
1:00 pm – 2:40 pm**

**528 - Campus Safety and Security (AIA approved for 1.5 Learning Units)**This course will address the unique challenges of managing campus security and security programs.  Topics will include such safety issues as lighting, communication systems, pedestrian safety, safe rides, broadcast alert systems, student activism, campus police models, and emergency telephones.  Events on over the past year have brought campus safety to the forefront of higher education leadership.  Participate in discussions of new safety initiatives occurring on campuses.  
*Faculty Member: Joseph Han*

**532 - Preventative/Predictive Maintenance Systems (AIA approved for 1.5 Learning Units)**A comprehensive maintenance program relies on an effective approach to preventive and predictive maintenance. This session will address the key elements in establishing a preventive maintenance program and explore the challenges and benefits of sustaining the program.  
*Faculty Member: Chris Smeds*

**541 - Managing In-House Construction Services (AIA approved for 1.5 Learning Units)**  
Discuss effective processes and procedures for providing in-house construction services.  Review staffing and organization, workload management and leveling, budgeting, recharge rate structures, billing procedures, and productivity and incentives to perform.  
*Faculty Member: Mark Stanis*

**552 - Challenging Personnel: What to Do? (AIA approved for 1.5 Learning Units)**This class discusses the 10 categories of “difficult” people, looking at reasons why they are the way they are and provides some strategies for working with each group. Relates to the “whys” of decision-making or actions.   
*Faculty Member: Lynne Finn*

**554 - Thought Leaders (AIA approved for 1.5 Learning Units)**

The landscape of higher education is changing at a pace that makes it challenging to keep up with the potential impacts on the facilities management world. The Thought Leaders Series from APPA can help prepare the facilities manager for the new challenges. This session will explore the recent driving forces impacting higher education and the resulting changes that will modify the way we do business. Recent monograph topics will be explored and issues identified that will be critical to the facility manager. Methods that the facility manager can use to gain a seat at the decision making table will utilize strategies and provocative questions to promote the discussions on campus.   
*Faculty Member: Keith Woodward*

**563 - Managing Project Scope, Schedule & Budget (AIA approved for 1.5 Learning Units)**The interaction of scope, schedule and budget impacts many of our project, maintenance, and operations activities.  This class explores each of these elements individually and seeks to understand the relationship among them as key drivers in our daily work.  Attendees will engage in discussion and small group exercises in order to highlight the continuing tension among these elements and the need to keep them in balance.    
*Faculty Member: Michael Carmagnola*

**589:  *Everything You Need and Want to Know About APPA’s Credentialing Program*(AIA approved for 1.5 Learning Units) *(1:00pm – 4:50pm) DO NOT PICK A 3:10 Elective on MONDAY IF YOU CHOOSE THIS CLASS.***This comprehensive APPA Credentialing elective is designed to showcase all the preparatory materials available to you on APPA’s Customized Interactive Learning (CIL) portal.  If you are interested in attaining your CEFP credential for one or more of your institution's staff members or yourself, this course will allow you to ask questions and get a very deep understanding of the following:

What is the CEFP and is it right for me?  What are the steps I must take to attain my credential and what resources does APPA provide? Why is attaining my credential so important to my professional development growth?

The second half of the course is a deeper dive into the specifics of our online Customized Interactive Learning (CIL) portal.

 The CIL includes the following resources that will be explored in depth:

•         All four core areas of the APPA Body of Knowledge

•         Flashcards

•         Practice exams

•         Four core area quizzes and knowledge checks

•         CEFP study guide

•         Facilitated live and archived webinars

*Faculty Member: Christina Hills*

**612 – TCO (AIA approved for 1.5 Learning Units)**Total Cost of Ownership (TCO) is a transparent, holistic, and efficient approach to asset management and resource allocation.   It takes a village, or all of facilities professionals and the surrounding organizations, to make it work.  This presentation will provide an overall introduction to TCO, focusing on how critical data elements can translate to well-timed, current and predictive decisions.  This presentation will also cover the to-date progress of the ANSI APPA TCO Standard underdevelopment.   Facilities professionals can get a first-hand glimpse of the standard underdevelopment that will allow owners and managers of built assets to produce the greatest possible return on investment and get the most effective use out of limited resources.    
*Faculty Member: Ana Thiemer*

**634 – University of California Carbon Neutral Goals (AIA approved for 1.5 Learning Units)**  
This session will introduce participants to the California system policies and technical strategies.  The class will provide lessons learned and include change management experiences, with a special emphasis on facilities organizations.    
*Faculty Member: David Phillips, AVP of Sustainability and Energy Management, UC Office of the President*

**3:10 pm – 4:50 pm**

**518 - The Manager as Coach (AIA approved for 1.5 Learning Units)**  
Coaching is experiencing dramatic growth as a valuable management tool for managers and supervisors. You will sharpen your communication and management skills as you integrate the coaching examples, skill-building exercises, and coaching tips and traps into a positive approach with your employees. Coaching is applicable in all areas of management but is especially valuable in evaluations, discipline, positive and negative feedback, and career development.

*Faculty Member: Michelle Frederick*

**520 - Project Management (AIA approved for 1.5 Learning Units)**Project management isn't just about construction but is useful in any project that you are doing. This class will provide an overview of the five process groups of Project Management - initiating, planning, executing, controlling, and closing - and the project manager's roles and responsibilities.

*Faculty Member: Mary Vosevich*

**531 - Customer Relations (AIA approved for 1.5 Learning Units)**  
Effective customer communication is essential for a successful facilities management organization. Discuss who the customers are, how we understand their expectations, and the steps we take to meet those expectations. Explore customer surveys, communication methods, training in customer service, and the ways to market the facilities organization.  
*Faculty Member: Polly Pinney*

## **542 - Capital Construction Strategies for the New Economy (AIA approved for 1.5 Learning Units)**

There is no question that today’s economy is having a profound effect on all of our lives. From a personal and professional perspective we are all faced with doing things differently than we may have been doing them in the past. The influence of the “new economy” can be measured in many ways including the direct influence it has had on capital construction programs at most universities. Since the beginning of the current recessionary times, we have all been challenged to examine all aspects of our capital programs to ensure that we maximize the university’s investment. In reaction to current market conditions, there are many new strategies to ensure that you receive the highest value for your institution’s investment. Among these strategies are focused cost management principles, preconstruction and post construction audits, improved negotiation techniques, direct purchasing programs, alternative project delivery methods, benchmarking studies, pre-established fees and renegotiations of prior agreements. Come learn and discuss what new ideas can help your capital program.  
*Faculty Member: Steve Thweatt*

**545 - Designing for Maintainability (AIA approved for 1.5 Learning Units)**  
Discuss procedures to assure that institutions achieve the best overall value from their investment in new or renovated facilities. Understand the balance between aesthetics and durability and how they both play an important role in design. Discuss the evaluation of facility designs based on life cycle costs and learn the questions to ask during the design process so that you help create an overall better product.  
*Faculty Member: Joel Sims*

**559 - Sustainable O&M Programs (AIA approved for 1.5 Learning Units)**This course will provide an overview of O&M programs that are striving to be sustainable. This interactive session will explore what sustainability means to facilities managers, review the many questions and challenges presented by sustainability, as well as share practical success stories from around the country.  Topics will include how campuses are structuring their sustainable O&M programs, current trends & new initiatives in waste management, water & energy conservation, tree & turf care, green cleaning, pest control, fleet operations, and more.  The session will also look at developing appropriate metrics and how to effectively use them in related outreach programs.    
*Faculty Member: Ed von Bleichert*

## **632 - Everything You Wanted to Know About Energy and Utilities But Were Afraid to Ask! (AIA approved for 1.5 Learning Units)**

Taking part in conversations related to the world of “energy and utilities” requires learning the language just like learning a foreign language. This elective will acquaint you with the common terms, phrases, and concepts associated with the “talking the talk” and, more importantly, understanding the “talk”. Participants will be given access to a “wiki-like” comprehensive energy and utility glossary website with links to take a “deeper dive”. This course has been designed for individuals that are new to the world of “energy and utilities” and those that interact with E&U “experts” from time-to-time and would like to understand what in the world they are talking about!   
*Faculty Member: Doug Litwiller*

**Tuesday, February 4, 2020  
1:00 pm – 2:40 pm**

**515 - Business Communications (AIA approved for 1.5 Learning Units)**  
Learn the elements of effective written and oral communication. Class addresses style, audience analysis, format, presentation and delivery. Effective communication strategies for presentation and delivery. Effective communication strategies for professional settings will be discussed. Learn the difference between 'your need to tell' and 'your audiences' need to know'.

*Faculty Member: Mary Vosevich*

**529 - Emergency Preparedness (AIA approved for 5 Learning Units)**An increasing number of higher education institutions are placing more emphasis on emergency preparedness. Earthquakes, hurricanes, flooding, and other natural disasters have all taken their toll on our campuses. This presentation will include recounts of actual devastating events and offer models for a campus emergency preparedness plan. Discussion will include planning an emergency operations center, media relations, community coordination, reconstruction, and FEMA interaction.

*Faculty Member: Joseph Han*

**547 - New & Emerging Products/Materials for Building Design (AIA approved for 1.5 Learning Units)**This class will focus on new and emerging products and materials suitable for use in the construction of higher education facilities.  We live in an age where products are being developed at an exponential rate.  It is important to keep up to date with new developments.   Come see some new and interesting building products and materials. We will also identify some poor performing products as well as some “tried and true” building materials.    
*Faculty Member: Joel Sims*

**550 - Metering, Measuring and Verification (AIA approved for 1.5 Learning Units)**While managing energy use and costs has always been considered an important objective of any facilities management organization, the impact of spiraling energy costs has made this issue more important now than ever.  Key to managing energy costs is knowing where, when, and how energy is being used.  *Faculty Member: Larry Schuster*

**558 - Metrics, Informatics & Performance (AIA approved for 1.5 Learning Units)**Modern facilities organizations are awash in a sea of data – from financial to work management, geospatial to building controls, organizations are collecting vast amounts of data. Too often, however, organizations simply use that data as a record of past outcomes rather than as a tool that supports forward-looking organizational decision making. This session will discuss how organizations can address this issue and begin to effectively use their data. Topics will include data, metrics, KPIs, benchmarking (including APPA’s Facilities Performance Indicators) and APPA’s newly launched initiative on Facilities Informatics.   
*Faculty Member: Chris Smeds*

**621 – Creating Smart Buildings with Fault Detection & Diagnostics (AIA approved for 1.5 Learning Units)**  
Discover how Big Data is finding its way into the facilities management profession and how our industry is increasingly positioning itself to harness and leverage the explosion of data collection and processing.  At the center of this facilities-related Big Data revolution is the deployment of Fault Detection and Diagnostics or FDD.  FDD holds the promise of moving our profession from a reactive service model to more of a predictive service model.  Learn how employing a monitoring-based commissioning model, built on data analytics, holds the promise of providing more efficient building operations, retaining energy conservation gains, and lowering the risks to business continuity by using a predictive maintenance approach.   
*Faculty Member: Katie Rossman*

**623 - Creating a Culture of Respect and Dignity (AIA approved for 1.5 Learning Units)**Interactive train-the-trainer program that teaches facilities leaders how to identify areas of opportunity, have the hard conversations with staff, and create a culture that understands the importance of respect and valuing differences.   
*Faculty Member: Bill Harris & Jamie Gayer*

**625: Managing Effective Plan Reviews (AIA approved for 1.5 Learning Units)**  
Have you ever wondered how to manage an effective plan review or asked what makes it so hard?  Come participated in a discussion regarding effective plan reviews.  Learn how to manage the plan review process well to reach the goals you have for your project.  You’ll hear about challenges and opportunities each project has and learn how items such as an invitation list, industry tools (paper and/or electronic), scheduling and timing of reviews, campus standards and expertise needed all play a part in an effective plan review.     
*Faculty Members: Sadie Greiner and Jeff Gee*

**3:10 pm – 4:50 pm**

**525 - Mechanical Systems (AIA approved for 1.5 Learning Units)**  
This course will provide a technical discussion of various types of heating, ventilation and air conditioning systems found in higher education facilities. The focus will be on system components, automated control systems, maintenance practices, and codes and standards. Discussions will include designing for maintainability, systems commissioning, and contract alternatives.  
*Faculty Member: Gary Reynolds*

**548 - Facilities Design for Future Technologies (AIA approved for 1.5 Learning Units)**  
Discuss the technical parameters of the learning environments of the 21st Century Campus. Learn the basic principles of designing learning spaces for multimedia presentation, videoconferencing, and networked instruction. Understand how these basic principles can be successfully applied to a variety of project types, including labs, classrooms, and the new breed of flexible learning spaces.   
*Faculty Member: Mark Valenti & John Cook*

**561 - Introduction to Blueprint Reading (AIA approved for 1.5 Learning Units)**This hands-on fundamentals course is designed for individuals in facilities administration and operations who are responsible for reviewing design drawings for campus projects. Learn the techniques for reviewing and interpreting plans and elevations by envisioning three-dimensional space from a two-dimension representation. Review how architectural and engineering drawings, better known as "blue prints", once reproduced for review, are structured, layered, detailed, cross- referenced and more.   
*Faculty Member: Sadie Greiner*

**580 - Public Speaking and Making Fearless Presentations (AIA approved for 1.5 Learning Units)***Public speaking can present a challenge for many people. “What if I mess up during my presentation? What if the audience doesn’t like my presentation? What if I forget a part of my presentation? What if I look nervous during my presentation?” Sometimes, employees bypass promotions, and business owners bypass business opportunities rather than give a presentation. Learn how to develop a speaker’s mindset, overcome anxiety, gain outstanding presentation skills, and become more confident making presentations that achieve results in this interactive class.*   
Faculty Member: Steve Thweatt

**594 - Integrated Pest Management (AIA approved for 1.5 Learning Units)**Is your campus dealing with challenging pests like bed bugs or pigeons? Is your campus interested in reducing pesticide use due to health and safety concerns? Are you looking for safe, cost-effective, and long-term solutions to perennial issues? Join us for an in depth yet fun look into the evolving world of Integrated Pest and Wildlife Management. This session will explore the role of your departments’ maintenance staff, the use of thermal remediation for structural pests, wildlife management, and IPM in Grounds. The program will also cover emerging topics such as pollinator protection and environmentally sensitive mosquito control programs. Join this engaging class and learn how to “treat the source, not the symptom.”*Faculty Member: Ed von Bleichert*

**596 - Building Commissioning (AIA approved for 1.5 Learning Units)**  
Learn about the process of building commissioning, why it is necessary, and how its helps deliver fully functional facilities. Discuss the process from project programming through design, construction and into occupancy, operation, and maintenance. Review the costs and benefits of commissioning and explore how to tailor the commissioning process to the way an institution does business.

*Faculty Member: Doug Litwiller*

**614 – 7 Management Sins (AIA approved for 1.5 Learning Units)**This course will help managers to avoid committing one of the seven “sins” that lead to the most serious consequences in the employment setting. An employer’s best defense in avoiding employment lawsuits and minimizing costs to defend lawsuits in the competency of the employer’s mangers. We will discuss ways to avoid making mistakes and decrease the chance of a lawsuit and increase your ability to defend those lawsuits that are filed.  
*Faculty Member: Jean Brannon*

**629: Utility Public Private Partnerships (AIA approved for 1.5 Learning Units)**  
This class will provide an introduction into the new partnerships being created between public and private entities, particularly in the utilities arena.  An overview of P3 concepts will be provided as well as a look at the types of agreements and arrangements that are being considered across the industry.   
*Faculty Member:  Brett Garrett*

**Thursday, February 6, 2020  
1:00 pm – 2:40 pm**

**513 - Maintaining Historic Properties (AIA approved for 1.5 Learning Units)**Many higher education campuses have facilities designated as historic property.  Using these facilities efficiently, while preserving their historic character can be challenging. This elective course will include such topics as non-invasive maintenance practices, artisan training, preservation techniques, and the value of research.   
*Faculty Member: Mark Stanis*

## **521 - APPA 101 & Credentialing (AIA approved for 1.5 Learning Units)**

Do you want to be perceived and recognized as a professional in the field of educational facilities management?  APPA is the gathering place for those of us engaged in the field of educational facilities management and dedicated to the ongoing evolution of its professionals into influential leaders in education. This course will introduce you to APPA’s outstanding programs and offerings.  It will also discuss APPA’s highly sought after credentialing program that includes the Certified Educational Facilities Professional (CEFP) credential. *Faculty Member: Christina Hills*

**604 - Chillers and Refrigerants (AIA approved for 1.5 Learning Units)**This module will review various types of refrigerants, the pros and cons of each, as well as the general care needed in handling refrigerants. Moreover, it will discuss the latest innovations in chillers and ancillary equipment, attainable efficiencies, and things to look for in evaluating new chillers.  
Faculty Member: Larry Schuster

**609 - Transformational Changes in Facilities Management (AIA approved for 1.5 Learning Units)**The education facilities management profession is finding itself increasingly immersed in a sea of transformational change. In an era that has been termed the “Age of Accelerations,” impactful forces are changing the profession in dramatic ways as it relates to Finances, Technology, Demographics and Communications. A panel of Institute faculty will share their view of the not-so-distance future and discuss with attendees how to best position ourselves to embrace the changes that are bearing down upon us.  
*Faculty Members: Don Guckert and Lander Medlin*

**616 - Competing Perspectives in Delivering Projects (AIA approved for 1.5 Learning Units)**Successful project delivery usually requires an effective balancing of the needs and requirements of a variety of stakeholders – financial, user, operational, and political.  This interactive presentation will address identifying the list of stakeholders, how to include them in the planning and programming phases, and strategizing ways to assure the scope of a project addresses everyone’s needs from the stakeholders to the owner.  Through audience participation, we will address issues such as determining ongoing operating expense prior to and during design, negotiating design guidelines vs. user custom requirements, programming for future change, effective community communications, and the responsibility for assuring the facility is both economically and operationally sustainable.

*Faculty Members: Jay Klingel & Joe Bilotta*

**622 - The Five Generation Workplace (AIA approved for 1.5 Learning Units)**  
Right now there are five generations in the workplace, each with a different set of values and communication styles. At a time where the nation is facing a talent shortage, particularly in areas of skilled trades, how do facility organizations successfully assimilate each generation in order to increase employee engagement and retention.  
*Faculty Member: Jamie Gayer*

**631 - Trees in the Campus Landscape (AIA approved for 1.5 Learning Units)**Many campuses are defined by their landscape, and specifically their trees. This presentation will provide a technical discussion of grounds related issues with an emphasis on trees and other plantings.  Topics will include plant selection, native vs non-native species, maintenance techniques, Integrated Pest Management programs, pesticides and herbicides, and sources of technical support.   
*Faculty Member: Tom Flood*

**633 – Cybersecurity Fundamentals for Facilities Professionals (AIA approved for 1.5 Learning Units)**Today’s facilities management organizations depend on computers, networks and information technology to accomplish their mission. This elective will discuss the critical role that cybersecurity plays in ensuring facilities management organizations can meet their service obligations. Cybersecurity topics discussed include: the critical role(s) IT plays in an FM organization’s success; cyber risk assessment and contingency planning; cybersecurity practices for end-users; cybersecurity best practices for organizations; cybersecurity for building automation systems.   
Faculty Member: Chris Smeds

**3:10 pm – 4:50 pm**

**510 - Personal Enrichment – Preparing for Career Advancement in Facilities (AIA approved for 1.5 Learning Units)**A group of Institute faculty who are current or former senior facilities officers will offer their advice on what actions and preparations attendees can take to pursue progressive career paths in the profession. Questions related to education, professional development, leadership development, credentialing, APPA engagement, networking, working across organizational boundaries, serving leadership and colleagues, and other career building topics will be covered. All attendees should be prepared to engage in active conversation. To encourage a high level of participation among attendees, class sizes will be limited to between 25 and 30 individuals.  
*Faculty Members: Panel of Senior Facilities Officers*

**524 - Creating a Learning Environment in Facilities (AIA approved for 1.5 Learning Units)**With budgets being cut and employees being expected to do more with less, organizations are having to find effective and inexpensive ways to develop employees and prepare them for new roles. This session will explore a variety of creative and cost-effective programs to create a learning environment where staff are expected to learn and grow.  This session will explore all the ways to develop staff and share the success stories of the program in preparing the organization for the future.  
*Faculty Member: Michelle Frederick*

**535 - Building Automation Systems (AIA approved for 1.5 Learning Units)**This course will provide an overview of a Building Automation System (BAS) utilized to monitor and control typical building HVAC systems.  The course will cover typical architecture for web-based systems, industry terms, types of systems, system components, and communication protocols.  Discussions will include the benefits and effective uses of BAS systems for facilities managers related to energy conservation and customer service as well as future trends in the industry.

*Faculty Member: Allen Boyette*

**598 - Programming & Planning Facilities Support Space (AIA approved for 1.5 Learning Units)**Facilities Management (FM) is responsible for the University¹s infrastructure, buildings, and landscape. The organization requires a sizable and complex series of plant, shop, and office space to support a successful campus, yet it¹s never a priority to improve FM spaces. How does FM compete with mission critical programs such as academics, student life, athletics, and hospitals, to provide their own space for a high functioning operation.  Topics will include a critical strategic approach in planning and programming for appropriate facilities, evaluation and communication of the adequacy of current space, plans for future growth, how to make the case for real estate on or off campus, and will explore options for funding new or improved space.  Attendees will participate in a recent case study of FM space at a major University.*Faculty Member: Jay Klingel & Joe Bilotta*

**603 - Panel Discussion: Emerging Trends in Operations & Maintenance (AIA approved for 1.5 Learning Units)**This interactive panel discussion will provide attendees an opportunity to discuss emerging trends in Operations and Maintenance with a faculty panel. Come prepared with questions and/or topics of interest you would like to discuss!  
*Faculty members: Chris Smeds, Ana Thiemer, Mark Stanis, Ed Von Bleichert*

**619 - Integrating Sustainability (AIA approved for 1.5 Learning Units)**  
In this session participants will explore the definitions and language of sustainability, key performance metrics and common goals between facilities management and sustainability goals.  Challenges, best practices and effective solutions will be included as organizations add value to facilities management through sustainability.    
*Faculty Member: Fahmida Ahmed*

**630: Coaching the Generations (AIA approved for 1.5 Learning Units)**Now that you understand the values that shaped the five generations in the workplace, how do you manage them? Learn tips for each generation on how to know what works, where you’re getting stuck and how you could do things differently.  These techniques will help ensure alignment to overall employee engagement as well as provide motivational strategies for retention of your organizational talent.          
*Faculty Member: Jamie Gayer*