APPAINFO: YOUR NETWORKING LINK

APPAinfo is an e-mail discussion list for educational facilities professionals where you can find the answers to many of your everyday problems simply by posing a question to your peers – 1,050 of them!

How should your school handle graffiti and vandalism? How can you creatively deal with customer service issues? What strategies are you using to tell the facilities story to your senior campus administrators? The possible discussion topics are endless. Just ask!

Subscribers can post their questions and responses to appainfo@umich.edu. To subscribe to the APPAinfo discussion list, go to www.appa.org/discussionlists/index.cfm.

Contact Steve Glazner at steve@appa.org if you have any questions.

EFP AND CEFP: NOW ONLINE

The Educational Facilities Professional Credential (EFP) and the Certified Educational Facilities Professional (CEFP) Program are now offered online. You can apply, as well as take the test online and receive your test results the same day. All you have to do is choose a test date, time and proctor at your institution.

Find out more about the EFP Credential and CEFP Certification online at http://credentialing.appa.org or contact Christina Hills at christina@appa.org.
APPA’S FACILITIES MANAGEMENT EVALUATION PROGRAM (FMEP)

The quality of an educational organization’s facilities has a major impact on attracting and keeping students. But how do the many people who depend on your facilities define quality? How do your facilities meet their expectations? And how do they measure up against other campuses?

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The FMEP is not a cookie-cutter process. Each FMEP is customized and tailored to the specific institution for which it is conducted. The evaluation team is hand-picked so that each institution is evaluated by a select group of peers from campuses sharing similar educational, financial, and physical characteristics.

If you are interested in:

• Achieving continuous quality improvement
• Exceeding customer expectations
• Improving your understanding of facilities issues
• And changing your organization’s responsiveness to the demands it faces...

Consider the APPA FMEP! For more information, visit http://appa.org/FMEP or contact Holly Judd at holly@appa.org.

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If you are an academic institution, did you know that research shows that students are evaluating an institution, in part, on their perceptions of the quality of the maintenance at the college or university that they are considering? How much deferred maintenance has been accumulated?

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