

# facilities digest

By Anita Dosik



## MARK YOUR CALENDARS FOR APPA U!

September 23-27, 2012

Vancouver, British Columbia, Canada

Join us this September for a week-long professional development experience that is unlike any other for the educational facilities professional. APPA U is designed with you in mind and delivered by experts in our community! Enjoy the convenience of both the APPA Institute for Facilities Management and the Leadership Academy at one location. And the networking opportunities are unsurpassed.

Feel free to contact the APPA Professional Development staff at [education@appa.org](mailto:education@appa.org) any time with questions as you prepare to join us this September!

**NOTE:** Travel into Vancouver, Canada will require a passport. We encourage you to obtain your documentation as soon as possible by visiting the U.S. Department of State site at [http://travel.state.gov/passport/passport\\_1738.html](http://travel.state.gov/passport/passport_1738.html).

## 2012 APPA AWARD RECIPIENTS ANNOUNCED

### 2012 AWARD FOR EXCELLENCE

- **Harrisburg Area Community College**
- **Pima Community College**
- **University of Colorado Boulder**

### 2012 SUSTAINABILITY AWARD

#### Public Institutions:

- **University of British Columbia**
- **University of California Irvine\*\***

#### Private Institutions:

- **American University\*\***
- **Emory University**

#### Small Colleges and Universities

#### Institutions:

- **University of Prince Edward Island**

*\*\*Due to the large number of Sustainability Award submissions for our inaugural year, the Professional Affairs Committee recommended that two additional institutions also receive APPA's Sustainability Award in the public and private school categories.*

### 2012 EFFECTIVE AND INNOVATIVE PRACTICES AWARD

Sponsored by Sodexo

- **Purdue University**  
*Warehouse and Surplus Sustainability Program*
- **University of Iowa**  
*The University of Iowa Energy Control Center*
- **University of North Carolina at Charlotte**  
*Removing/Reducing the Size of the Bin Has Created Less Trash, More Recycling, Efficient Housekeeping, and a "Greener" UNC Charlotte Campus*

- **University of Texas at Austin**  
*Warm Up Program for Custodial Services*
- **Western Michigan University**  
*Steam Trap Management Program*

### 2012 APPA FELLOW

- **William M. Elvey**  
*University of Texas at Dallas*

### 2012 MERITORIOUS SERVICE AWARD

- **Mark Hunter**  
*California Polytechnic State University*
- **Tony Ichsan**  
*Sonoma County Junior College District/  
Santa Rosa Junior College*
- **Brian Worley**  
*Claremont McKenna College*

### 2012 PACESETTER AWARD

- **Brandon Baswell**  
*Michigan State University*
- **Bob Cornero**  
*Monmouth University*
- **Richard Davis**  
*Evergreen State College*
- **Chris Eagan**  
*University of Lethbridge*
- **Lynne Finn**  
*South Dakota State University*
- **David Handwork**  
*Arkansas State University*
- **Sue-Anna Miller**  
*University of Oklahoma*

### REX DILLOW AWARD FOR OUTSTANDING ARTICLE

- **John Cannon**  
*College of the Holy Cross*

## 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?

APPA's Facilities Management Evaluation Program (FMEP) helps you turn these questions into a powerful catalyst for improving how you manage your facilities. Modeled after the Baldrige National Quality Program Criteria for Performance Excellence, the FMEP criteria provide a framework for continuous improvement. This customized evaluation gives you the feedback and actions you need to transform your educational facilities program into one worthy of international recognition for quality.

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 [www.http://appa.org/fmep/](http://appa.org/fmep/) or contact Holly Judd at [holly@appa.org](mailto:holly@appa.org).



## AUDE CONFERENCE 2012

By David Gray, APPA President 2011-2012

APPA International is a party to three international strategic alliances: Association of University Directors of Estates (AUDE), the Tertiary Education Facilities Management Association of Australasia (TEFMA), and the Higher Education Facilities Management Association of Southern Africa (HEFMA).

In April of this year, I attended the AUDE conference at the Loughborough University in Leicestershire, United Kingdom. I would like to thank the APPA Board of Directors for allowing me to represent them and all of our members. AUDE's Immediate Past Chairman, Derry Caleb, and Chairman Mark Swindlehurst were outstanding hosts; thank you gentlemen. Andrew Burgess, director at Loughborough University, showcased his university as host of the AUDE conference, while also providing a venue for the training camps for teams from Great Britain and Japan preparing for the Summer Olympic Games in London. He deserves a medal for this!

In addition, there were representatives from TEFMA and HEFMA in attendance as well. As we shared experiences, I was reminded of Thomas Sowell's saying, "There are no solutions; only trade-offs." We are all dealing with this fact in some way each day as we serve our institutions. AUDE certainly has with first-time tuition and now rising tuition, inadequate resources for post-graduate work and grants, etc. On a lighter note, in a discussion about aging facilities it was revealed that Cambridge University's administration building was built in 1360—now that redefines old.



**Jul 16** APPA SFO Summit, *Denver, CO*

**Jul 17-19** APPA 2012 Annual Conference, *Denver, CO*

**Jul 20** EFP Prep Course, *Denver, CO*

**Sep 23-27** APPA U: Institute for Facilities Management & Leadership Academy, *Vancouver, BC, Canada*

**Jan 13-17, 2013** APPA U: Institute for Facilities Management & Leadership Academy, *Tampa, FL*

### REGION/CHAPTER EVENTS

**Jul 17-19** PCAPPA 2012 Annual Conference, *Denver, CO*

**Sep 16-19** RMA 2012 Annual Conference, *Sheridan, WY*

**Sep 30-Oct 2** ERAPPA 2012 Annual Conference, *Philadelphia, PA*

**Oct 13-17** MAPPA 2012 Annual Conference, *Minneapolis, MN*

**Oct 14-16** SRAPPA 2012 Annual Conference, *Lexington, VA*

**Oct 14-17** CAPP 2012 Annual Conference, *Dallas-Fort Worth, TX*

### OTHER EVENTS

**Aug 12-17** Fueling Our Future with Efficiency, *Pacific Grove, CA*

**Aug 13-14** PGMS Summer Regional Seminar and Site Visit, *Portland, OR*

**Oct 24** Campus Sustainability Day

**Oct 24-27** PGMS School Grounds Management & GIE+EXPO, *Louisville, KY*

For more information or to submit your organization's event, visit [www.appa.org/calendar](http://www.appa.org/calendar).

## 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 – 1,100 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](mailto:appainfo@umich.edu). To subscribe to the APPAINFO discussion list, go to [www.appa.org/discussionlists/index.cfm](http://www.appa.org/discussionlists/index.cfm).

Contact Steve Glazner at [steve@appa.org](mailto:steve@appa.org) if you have any questions.



## APPA CERTIFICATION: THE KEY TO EMPLOYEE DEVELOPMENT

By Ted Weidner

In 2006, the APPA Board of Directors identified the need for a certification program for its members in order to improve recognition of facility officers and employees. A separate Certification Board was created and two levels of exams—the EFP (Educational Facilities Professional, created in 2007) and the CEFP (Certified Educational Facilities Professional, created in 2009)—were developed. In order to earn the EFP designation, no required amount of education or work experience is necessary. APPA provides a rule of thumb of two to four years of work experience depending on the level of education received. One must qualify to sit for the CEFP exam through a combination of education and/or professional experience. Individuals who have been in facilities for 20+ years would automatically qualify to sit for the CEFP exam.

### Developing the Program

In order to make it easier to take and pass either of the two exams, the Certification Board developed a Credentialing Prep Course available at APPA U. I've taught three prep courses and have benefited from the interaction with students in the class. I've received great personal satisfaction when students have taken and passed the exam the following day, or shortly thereafter. I like to think that I was able to impart some confidence in the student's test-taking abilities. I haven't taught anything that wasn't already covered at APPA U (APPA's Institute for Facilities Management and Leadership Academy training) because the prep class is based mostly on interactive discussions between the students. But I remain disappointed. Why?

### Making it Convenient—Is it Enough?

Over the last four years, 270 people have taken the EFP exam. Many did not take the prep course because they felt sufficiently confident following APPA U to pass the exam. However, there have been folks who are either less sure of themselves or who want some extra coaching. A total of 213 people have taken the prep course, but far fewer have taken the exam. In an attempt to make the exam more convenient and to overcome some pre-test jitters, the test was made available online and locally administered (at the local campus test center and with a qualified proctor). The highest ratio of people taking the prep course and then the exam was 90 percent in January 2011 when the exam followed the course the next day. The worst case was 16

percent following a regional meeting where the prep course was offered but the exam was taken online. Most other prep courses have resulted in 45 to 70 percent of students taking the exam afterwards. Why is this?

Sadly, as APPA attempted to make the test more accessible and user friendly, the percentage of prep course attendees taking the test dropped. It would appear that as we made the test more convenient to administer and complete, we also lost potential test-takers in the process.

### What Does it All Mean?

For APPA, it means a program that had some significant start-up costs isn't recovering the costs as quickly as was envisioned. For members, there are a lot fewer EFPs and CEFPs in the industry (those of us with the certification are more valuable). For supervisors and the departments who have paid for APPA U and/or the prep course, the department's resources are not being used as effectively as had been planned.

Every employee should have three levels of development goals appearing in their annual review. The first, and highest, addresses regulatory training that is required to keep the employee in the job; the second addresses employee development within the organization (a great way to do succession planning); and the third highlights personal development goals that do not necessarily benefit the organization. APPA U, the prep course, and the credentialing exam all fall in the second category. Unless you've made it a condition of employment, the responsibility to get the training and certification falls equally on the employee and supervisor.

### How Should You Proceed?

If you're a supervisor who approves an employee's attendance at the prep course, you must make sure the employee takes the exam. Set clear deadlines and expectations. Encourage your employee to take the exam as soon after the prep course as is practical. Assist them by giving them time to study and set clear timeframes/expectations for completing the exam—the sooner the better. Just because APPA U and the prep course fall in the second employee development category doesn't mean training is unimportant. On the contrary, they are important because they strengthen the organization, increase sustainability of the organization and the institution, and ensure continuity of operations by moving employees up the ladder. Check with your employees who have completed APPA U and/or the prep course. Make sure they take the EFP or CEFP exam and strengthen your organization and campus for the future.

To obtain more information, visit <http://certification.appa.org/> or contact Christina Hills at [christina@appa.org](mailto:christina@appa.org).

