



The CHANGING Face of Facilities

Profiles of the
Emerging Professional

In 2011 APPA conducted a quick online survey attempting to determine the prevalence and preferences of a population group we have come to describe as Emerging Professionals, or EPS.

We intentionally did not call the group “young professionals,” because we knew that many come to educational facilities from any number of other professions and backgrounds—sometimes through a series of accidental employment connections or with little or no predetermination or plan. They may have come from a military career, transitioned from the corporate world, or worked on campus in another capacity before joining the facilities organization. A few started as student workers in facilities and remained.

Instead, we loosely define an Emerging Professional as someone, regardless of age, who has been working in campus facilities for a relatively short period of time, or whose role and responsibilities have changed in a way that puts the EP on more of a professional or leadership track.

The profiles that follow highlight just a few of the men and women whose education, work experience, and sometimes happenstance led them to their current positions. You’ll meet engineers, budget and finance specialists, work control or project managers, custodial or maintenance supervisors, and energy and sustainability officers, among others. Some are experienced in their careers, other fairly young and in the early stages of work.

A common thread that you will find here is the enthusiasm and dedication of each Emerging Professional toward his or her organization and institution. We look forward to seeing what these EPs will continue to contribute to the educational facilities profession.



STACEY BAUMGARN
Campus Energy Coordinator
Colorado State University
Fort Collins, Colorado

Describe your work: Develop and implement energy, water, and resource conservation outreach and engagement programs for faculty and staff. The focus is on conservation—working with building occupants to promote what they can do to practice and support energy and resource conservation at the university.

How long have you been in educational facilities? 2 years (plus 3 years in another facilities management enterprise).

What brought you to educational facilities? A love for the university, and having the opportunity to utilize my particular skill set to contribute toward minimizing the environmental impacts of Colorado State University. I am proud to be a part of this institution and to be a part of our ongoing commitment to sustainability initiatives.

Brag about something: In the first year of a building energy challenge, every building I worked with showed a reduction in electricity consumption. Taking the past three-year average monthly electricity use, each building competed against itself to use less electricity than its average month over month. All savings came from actions taken by the faculty and staff of the building, no upgrades to equipment or the facilities—just new habits in behavior resulting in using less electricity. Scaling up is the next challenge, but building our culture of conservation is underway.

Favorite technology/program/app: Talking to people. Not very tech savvy but effective, and I love it! It is amazing what I learn from the people who work on our campus. Sure, I send e-mails, surveys, and write educational items to be posted online ... but, I always learn the most and accomplish the most when I

have a one-on-one conversation. It’s all about the people.

What others should know about you: My sustainability guilty pleasure is travel—there is so much to see and experience in our amazing world. I also believe deeply in participating and contributing to the communities I am a part of. As one form of engagement and as a thank you to our friends and community, my wife and I host an annual Waffle Feed—inviting all of the people who make up the pieces and parts of the communities we live and work in. This last year was the 13th Waffle Feed and 186 people joined us for breakfast—big fun, and lots of waffles!



JIM BOGAN
Fleet Program Officer
University of Wisconsin Madison
Madison, Wisconsin

Describe your work: A significant part of my work is pretty obvious from my job title. I buy, sell, and manage a diverse group of vehicle assets. To do that effectively, I manage a large amount of transaction-based information—meter reports, fuel purchases, repair purchase/events, depreciation, and so on. I’m interested in databases and applications, and being good at that has earned me a management role in tracking preventive maintenance, billing chargeback, and financial records. I also manage the expectations of researchers and faculty against the reality of state government control over fleet asset purchases, and to say that there is a disconnect at times is an understatement. But I can persuade people that they can be happy within the system we have, and that is quite satisfying.

How long in educational facilities? I’ve been with UW-Madison for ten years but the Facilities Management part of

what I do has grown over that time to far surpass the refuse truck and trades van aspect. In the past five years I've been attending APPA U, participating in the Midwest Region (MAPPA) Board, getting certified, and growing into many diverse aspects of facilities.

What brought you to educational facilities? Mainly, my database geek skills, because it was a software issue facing UW-Madison that brought my expertise into contact with the person who hired and mentored me.

Brag about something: I have become a go-to person for managers to talk to about process and social interactions. I often find myself talking over tricky person-related situations with my peers, sounding out ways to approach problems and thinking through possible outcomes. I think it's a natural progression from my early career in auto sales. I have a good ability to think ahead in people's emotional reactions to change or proposals and I enjoy working on that skill.

Favorite technology/program/app: Remote desktop. I can access my work computer from anywhere, preserving all my favorite shortcuts and process efficiencies anywhere, any time.

What others should know about you: I don't play basketball (I'm 6'8" tall; people ask me), but I'm proud that my dad was a member of Alabama's Rocket 8 team back in the 1950s. Roll Tide! Their accomplishments on the hardwood are still celebrated today. The basketball gene skipped a generation; my seventh-grade son is having some nice success with it so far.



JESSICA BRADLEY
Recycling and Solid Waste Supervisor
University of Colorado Boulder
Boulder, Colorado

Describe your work: Run/supervise day-to-day operations for trash and recycling collections, including operation of recycling sorting facility. CU-Boulder Facilities runs four trash/recycling trucks, and three box trucks, with 11 full-time staff dedicated to the various trash/recycling collections. During the 2012-2013 fiscal year, we recycled 2,458 tons of material and landfilled 3,164 tons, which amounts to a 43.7 percent diversion rate for the campus. Go Team!!

How long in educational facilities? 12 years.

What brought you to educational facilities? I worked for Facilities while I was a student at CU, and never left. It was a great fit from the get-go, as I can utilize my Environmental Studies degree, plus I like working with people and handling logistics.

Brag about something: We just wrapped up our sixth season of Ralphies Green Stampede (aka Zero-Waste at Folsom Field for all home football games). It takes a lot of manpower and planning to pull it off...even six years later. We put in long hours before game day, and then 10+ hour shifts on game day, not to mention post-game collection and sorting. I'm very

proud to be a part of this endeavor! CU was the first institution to go Zero-Waste at football games and other athletic events. Now there are more than 88 schools participating in the Game Day Challenge. That's what I like to see because it's not enough if only a handful of institutions "Go Green." We all need to in order to make a noticeable difference.

Favorite technology/program/app: At first I was hesitant about smartphones for work, but now I can't live without it. I can check e-mails, review documents, and see my calendar wherever I'm at on campus. It saves a lot of time in the long run. I may take the phone home based on the nature of my work, but I try not to peek at the e-mails!

What others should know about you: Outside of work, I'm up in the mountains fishing, camping, and hiking. Colorado has so many places to explore...another reason why I never left the state!



JEJUANA BROWN
Special Projects Coordinator & Assistant
to the AVP, Facilities & Safety
Cleveland State University
Cleveland, Ohio

Describe your work: I develop and manage special projects designed to strengthen and sustain the Department of Facilities and Safety initiatives. My current projects are the FAST MVP (employee recognition program), MBE Supplier Diversity Initiative, and the FAST Academy. I also serve as the HR liaison for the department. In my role as assistant to the assistant vice president of facilities and safety, I manage a variety of administrative, fiscal, planning, and staff support activities. In addition, I serve on a variety of campus-wide committees representing the AVP.

How long in educational facilities? 6 years.

What brought you to educational facilities? I moved from another department on campus due to a layoff.

Brag about something: Being able to recognize and appreciate the awesome, dedicated, and creative professionals in our department is a special gift. In August 2013, my team and I launched our inaugural employee appreciation program entitled the Facilities & Safety Team Most Valuable Professional or FAST MVP. This summer recognition ceremony is an opportunity for peers to recognize their peers in five categories: Going Above and Beyond, Customer Service, Team Player, Professionalism, and Thinking Outside the Box: Innovation & Creativity. We are currently preparing to launch the second phase, which will incorporate more frequent formal and informal employee recognition opportunities for our team. I believe in honoring people for the great work they do now so they can use it as fuel (motivation and encouragement) later!

Favorite technology/program/app: It's tied between my Samsung Galaxy Tab 2 and my iPhone 5s because Microsoft Outlook does not have a good working app for Android. The

calendar function is the best for someone that schedules a lot of meetings and has to keep track of meeting notes and details.

What others should know about you: I love good live gospel music and big band jazz. My favorite artists are Dizzy Gillespie and Rachel Ferrell on the jazz side. The gospel artists are too numerous to name!



JULIE BUBB

Facilities Support Manager/Senior Planner

James Madison University
Harrisonburg, Virginia

Describe your work: I manage work control, major moves, and planning/scheduling, including all special events (graduations, homecoming, Family Weekend, etc.).

How long in educational facilities? 8+ years.

What brought you to educational facilities? I was a planner/scheduler and a job opportunity became available; now my job has expanded above and beyond.

Brag about something: I have had events set up for Presidents Obama, Carter, and Clinton, many Virginia governors, actors, and Desmond Tutu, to name a few. I have been a Certified Manager for several years, and APPA has increased my knowledge.

Favorite technology/program/app: On Demand, so I never miss a favorite show.

What others should know about you: Just took up hunting, love my dog Maggie, my mom and sister, traveling, and the outdoors.



KUNAL CHITRE

Senior Engineer

Digital Energy, Inc.
Thousand Oaks, California

Describe your work: From early assignments in energy and sustainability, my responsibilities have progressively evolved into managing new building technology projects and ideas. Currently, I design software solutions for smart meter data management.

How long in educational facilities? I have been closely working with educational facilities since 2003.

What brought you to educational facilities? A cross-functional skillset in energy, higher education, facilities management, and technology domains ultimately leading to projects and interests in educational facilities.

Brag about something: In May 2013, I was invited by my alma mater, California State University Northridge – College of Engineering, to address the graduating class of 2013 as their commencement speaker.

Favorite technology/program/app: Technology: Smart Metering; App: WattCafe®, because I worked on it with my amazing team.

What others should know about you: I am passionate about sustainability, enjoy photography, and I occasionally play golf. I also enjoy networking with motivated people who constantly strive to enrich their lives with the wealth of knowledge. Connect with me at www.linkedin.com/in/kunalchitre.



AMY CARNAHAN

Supervisor's Toolkit Facilitator

Michigan State University (Alumni Association)
East Lansing, Michigan

Describe your work: I am a certified facilitator for APPA's Supervisor's Toolkit.

How long in educational facilities? I started in facilities at Michigan State University about five years ago and joined APPA right after. Currently I work for MSU's Alumni Association part-time.

What brought you to educational facilities? I had the opportunity to do training and development for what was then Campus Living Services at MSU. With my background being education, and my interest in learning how buildings work, this position was a great fit.

Brag about something: A conversation between Chuck Scott and me on a water taxi in Boston after the APPA 2010 conference is what started the Emerging Professionals effort within APPA.

Favorite technology/program/app: Instagram! It is the easiest way to share pictures of my kids to all our family and friends.

What others should know about you: I enjoy being a (mostly) stay at home mom to nine-month-old twins. I am involved in both the MSU Women's D2 Ice Hockey Team and the local youth/adult hockey organizations, helping coach and teach the game to others.



BETH CLARK

**Budget Analyst III, Office of Physical Plant,
Administrative & Financial Services Division**

Penn State University
University Park, Pennsylvania

Describe your work: My Penn State work is broken down into three distinct areas—budget analysis and planning, data analysis and management, and accounting and financial support. Then there's my "other" work—as ERAPPA's Vice President for Annual Meetings where I serve as the liaison between individual years' host committees and the ERAPPA Board. I currently have five active host committees out to 2018!

How long in educational facilities? 9.5 years and, believe it or not, I still feel like a newbie!

What brought you to educational facilities? This job at Penn State. I came from the investment finance world. I thought I

was simply going to “do finance” in a different field. I had no idea how working in facilities would change me! I am “doing finance” and so much more and I love every minute of it!

Brag about something: ERAPPA President Dan Gearan honored me with his President’s Award at the ERAPPA 2013 Annual Meeting. That he recognized my efforts in such a way was (and still is!) tremendously humbling. It made me cry that evening, and if I think about it too long, I still get teary-eyed.

Favorite technology/program/app: MyFitnessPal app and my FitBit Flex. They are the one-two punch that helps me continue down my path to a healthier lifestyle.

What others should know about you: My husband and I enjoy motorcycle sport-touring and frequently vacation on two wheels. I chronicle all of our adventures (with photographs I take from the backseat!) on my blog: pineappleponderings.blogspot.com.



ALVARO DE SOUSA
Director, Business Operations
California State University East Bay
Hayward, California

Describe your work: I provide budgetary support to Facilities Development & Operations (FDO), which includes working with staff to determine content and format, and developing financial report templates for monthly review for both ongoing operational and project budgets. I also coordinate with the university’s procurement, budget, and human resources departments. This is to help streamline current business practices with purchasing, financial, and recruitment processes. Along with these processes, I am tasked to streamline the business practices of FDO. I also provide CMMS coordination and technical support to Facilities Management.

How long in educational facilities? 11.5 years.

What brought you to educational facilities? Educational facilities was not my first choice. I was looking into a law enforcement career path when I joined CSUEB. I thought this was a nice “foot in the door” into University Police. I started as a custodian and moved my way up. I learned a lot about facilities operations and decided that the facilities world would be a great career choice.

Brag about something: I coordinated Facilities Management’s upgrade of its CMMS, ensuring data clean-up, streamlining formats, and establishing workflow standard operating procedures.

Favorite technology/program/app: My favorite technology is tablets. Tablets are a way for institutions/organizations to be efficient and sustainable. For example, with the help of tablets, conducting custodial inspections would be clean and time- and cost-saving.

What others should know about you: I enjoy golfing and watching football (49ers!). I also enjoy playing the trumpet for my local Portuguese marching/concert band.



JENNY DEHART
Staff Engineer I/Sustainability Coordinator
Virginia Military Institute
Lexington, Virginia

Describe your work: Within our physical plant department, I am responsible for environmental management and the implementation of sustainable facilities and operations. I ensure our institution complies with regulations and work with people both inside and outside our department to reduce pollution and waste. I recruit, hire, and manage student employees. I advise on capital and non-capital projects, as well as contract terms and conditions, to ensure that our institution obtains environmentally responsible products, materials, and services. I also represent my institution on committees within the community.

How long in educational facilities? 6 years in higher education facilities.

What brought you to educational facilities? I taught in K-12 for five years and realized I needed to be in a profession that could provide healthy, low-environmental-impact buildings for learners of all ages. The higher education realm allows me to do that in a way that can also demonstrate responsible practices to the occupants. I deeply believe that institutions should strive to be living laboratories by implementing designs and operations that respect both the environmentally and the human experience.

Brag about something: I spearheaded the financing, vendor selection, installation, and optimization of a new submetering system for electricity, steam, and natural gas across campus. Our energy management team now has powerful tools to track, analyze, and act upon trends in our energy consumption at the building level.

Favorite technology/program/app: Personal conversation with a genuine smile. This technology is free, renewable, and perhaps the most powerful tool to achieve understanding, alignment, and participation.

What others should know about you: I enjoy raising four pet goats with my husband, and together we travel the country and world for aquathlon competitions.



CHUCK DOUGHERTY
Chief Engineer
Smith College
Northampton, Massachusetts

Describe your work: Chief engineer of the campus cogeneration facility.

How long in educational facilities? 4 years.

What brought you to educational facilities? I thought managing the Smith College cogeneration plant and entering the world of facilities management would be a challenging endeavor.

Brag about something: There have been a lot of positive

changes made to the power plant over the last four years, but by far the most noticeable change is the cleanliness of the plant itself. In the first two years of my employment at Smith we dramatically cleaned up the power plant to the point where the staff is proud to have visitors tour the facility.

Favorite technology/program/app: I like to use the Dropbox app because it allows me to keep all my important files in one secure place where I can access them regardless of which electronic device I'm using. By using the Dropbox I no longer have to e-mail myself documents or carry around multiple memory sticks.

What others should know about you: I enjoy spending time outdoors in nature. Whether it's hiking up a nearby mountain or just taking a leisurely walk in the woods behind my house, I embrace the chance to get away from the hustle and bustle of my everyday life for a while and enjoy all that nature has to offer.



JENNA ELMER

**Assistant Director, Facilities Management
Human Resources**

University of Arizona
Tucson, Arizona

Describe your work: I direct, manage, and administer the Human Resources functions and serve as a member of FM's senior leadership team. My duties include driving/supporting initiatives that address critical issues in FM workforce planning, talent management, training, and customer service. I evaluate and advise on the impact of long-range planning of new programs and strategies as those items impact the attraction, motivation, development, and retention of the department's people resources.

How long have you been in educational facilities? As an HR professional, I have worked in a supporting role to facilities staff on and off for several years. Recently, however, I was given the opportunity to join the UofA Facilities Management team as a member of their senior staff in order to best align the functions of HR with the overall strategic vision of FM.

What brought you to educational facilities? My HR career has ranged from large, institutional HR within higher education to small and mid-sized entrepreneurial HR leadership for developing companies. A lot of factors tipped the scale and brought me into FM: an all-star leadership team striving to create a model FM culture; a diversity of talents, expertise, and pride-in-work; and the fact that the university is a premier employer in Tucson.

Brag about something: I was fortunate to be a part of the team of hard-working people who created our FM Apprenticeship Program. We were able to register the program with the Department of Labor and are looking forward to this program addressing our succession planning issues that we face due to upcoming retirements within these shops. Being a part of creating new futures for the apprentices, great mentoring opportunities for our incumbent staff, and a program that will have huge impacts on the future of facilities management is definitely something worth bragging about.

Favorite technology/program/app: My 12-year-old daughter introduced me to Prezi, an online presentation software that is a great alternative to the PowerPoint presentation. I can log in to my presentation from anywhere on campus without having to pre-plan what presentation materials I need to bring, and it adds variety to the standard HR slide show.

What others should know about you: I volunteer with a local children's theatre group as their Costume Team Lead. Both of my kids are members of the theatre, and it is fun to help organize other volunteer parents and grandparents and make the production come to life. This is a great organization that uses musical theatre to teach kids about life, confidence, and community.



THOMAS GORDON

Student

Brigham Young University
Provo, Utah

Describe your work: That depends on where I get a job. Graduation date: April 2014.

How long in educational facilities? Student for 6 years; Facility Management major for the last 2.5.

What brought you to educational facilities? I found my major a bit by accident. One semester I needed a filler class to get my credits up to full-time. I saw the Intro to Facility and Property Management class, and figured, "What the heck, I could try that." I liked it so much, I stuck around.

Brag about something: Recently developed a spreadsheet at work that will help agents track and maximize their personal performance.

Favorite technology/program/app: Microsoft Excel. It is an extremely versatile and powerful program.

What others should know about you: I love target shooting and hope to start hunting one day. After I graduate, I plan to be a shooting instructor as a hobby on the weekends.

**GERALD GRIMES****Manager, Building Services/Planning**

Middle Tennessee State University
Murfreesboro, Tennessee

Describe your work: My work is dynamic and challenging, as it is for most in Facilities. I see myself as a champion for the staff that I represent, as well as a vision carrier for the future. My decisions and the decisions of my staff will shape the image of our institution for years to come.

How long in educational facilities? Almost 15 years.

What brought you to educational facilities? I came to educational facilities as a technician. Before coming to MTSU, my work required that I travel. I wanted to be able to spend more time with my family.

Brag about something: One special accomplishment is my upcoming graduation with a Master's degree in strategic leadership. This has been a long and challenging road in which APPA U has been a strategic influence. Many of the concepts from APPA U have been reinforced through my course of studies. I am grateful for APPA's continued support of educating facilities professionals.

Favorite technology/program/app: One of my favorite technologies is infrared. This technology provides the necessary information to make educated and calculated decisions regarding air/water intrusion and potential electrical failures. This technology is so versatile that applications for its use continue to be discovered.

What others should know about you: Outside of work, I enjoy my family, motorcycle riding, and kickboxing.

**BECKY GUELIG****Custodial Services Program Supervisor**

University of Wisconsin Madison
Madison, Wisconsin

Describe your work: I oversee the 2nd shift custodial service operation consisting of approximately 6 million square feet of general academic buildings at the University of Wisconsin. My team consists of 14 direct report custodial services supervisors, and approximately 250 indirect report custodial staff.

How long in educational facilities? 6 years.

What brought you to educational facilities? I began working in educational facilities as an undergraduate student worker and, given my positive experience there, I continued my career.

Brag about something: My team and I developed and implemented an updated training program for custodial staff for the entire custodial department. It consists of an audio/visual training component, and then a hands-on training from a standardized checklist of training points.

Favorite technology/program/app: Cameras on smartphones. Our operation is geographically large, and our schedules are not during traditional business hours. The smartphone cameras can take pictures and promptly e-mail to parties that would like to get a quick visual on a concern when the distance, and scheduling, is problematic.

What others should know about you: I am passionate about learning, exploring, and being active. I love new experiences, and a good challenge, especially when I can connect with family, friends, co-workers, and community.

**JAMES HARROD****Maintenance and Operations Manager**

University of Wisconsin - Hospital and Clinics
Madison, Wisconsin

Describe your work: I manage maintenance and trades for UW Hospital; we maintain over 4 million square feet.

How long in educational facilities? 7 years.

What brought you to educational facilities? I have been interested in facilities management for many years.

Brag about something: I was on the team that started an organics program that composted pre-consumer food waste on UW-Madison.

Favorite technology/program/app: Primex Wireless, a cloud-based program. Temp/humidity and pressure sensors that allow me to track/trend temps off a dashboard.

What others should know about you: I am married (wife Casey) and have two kids (Hayden and Ryann). I love to be outside. A perfect summer day would be spent in Northern Wisconsin on the lake.

**DAVE HAWKS****Student, Major in Facilities and Property Management, Minor in Landscape Management**

Brigham Young University
Provo, Utah

Describe your work: Time is split between being a full-time student and working for the grounds department at BYU.

How long in educational facilities? I have been a student for 1.5 years now and managed a lumber yard before that.

What brought you to educational facilities? When I decided to return to school I wanted to study something related to construction but not do the actual building. I found the Facilities Program at BYU and it seemed like a great fit.

Brag about something: Last summer BYU replaced a synthetic turf field, and I got to do that. It was a great project to work on and see the process of the tear-out and reinstall of the new field.

Favorite technology/program/app: As a student, the local professionals and professors. These guys are an amazing resource for learning what you need to know on a day-to-day basis, and they are always willing to help.

What others should know about you: I have an awesome wife and five of the coolest kids in the world. I fly radio control airplanes and enjoy doing about anything outdoors.



JOHN HERRERA

Director, Facilities Management

Arizona State University Polytechnic Campus
Mesa, Arizona

Describe your work: Oversight and direction of facilities operations.

How long in educational facilities? 12 years.

What brought you to educational facilities? Internship.

Brag about something: Startup of Residential Facilities division and integration within Facilities Management department.

Favorite technology/program/app: iPhone/BACTalk/Team Viewer. App/program allows me to see campus energy usage real-time remotely.

What others should know about you: Architecture/organizational development/gardening, sports, travel, fantasy football.



KRISTIE KOWALL

Assistant Director, Facilities Management

Illinois State University
Normal, Illinois

Describe your work: Every day is so different, but most involve many hours of meetings and providing assistance to employees. My direct responsibilities for the department include work management, fleet services, building access, moving and hauling, employee development, business operations, safety, automation and employee relations.

How long in educational facilities? 15 years.

What brought you to educational facilities? I worked in the Facilities Department while I was a student attending Illinois State University. I learned a lot and really enjoyed the people in the department. When it was time to graduate and look for a job, the director asked if I would consider staying. I was excited about the opportunity to continue working where I felt a part of a family and where I could continue to grow. At that time, I didn't realize that educational facilities would become my career. I have literally grown up in this department and love being a part of something so important.

Brag about something: I was project lead on the implementation of our new CMMS in 2007/2008. During the project, I learned so much about the department and our processes that

still help me to this day. It also provided me with a leadership opportunity, quality time with our staff, and a chance to connect with key contacts across campus. Together we worked through a lot of changes and successfully implemented the new system as scheduled.

Favorite technology/program/app: I love to learn about new technologies, but at this time I would say that I enjoy our access control system program the most. It is amazing all that we can do with it to help us with our everyday needs.

What others should know about you: I am a mother of two wonderful children and am working on my Master's degree at Illinois State University. I have been fortunate to have many wonderful mentors that have helped me see my potential. I enjoy and appreciate my involvement with APPA/MAPPA, and I just served as the MAPPA President last year.



WINNIE KWOFIE

Associate Director, Engineering Services

Campus Life Services, Facilities
University of California San Francisco
San Francisco, California

Describe your work: My roles and responsibilities include providing overall leadership to support and engage a team of professional engineers and project managers, which means—required resources, suitable environment, coaching, career and professional development opportunities to ensure the success of each individual, the team and the department as a whole. My team is responsible for the design reviews of all construction projects, and we also provide others services such as design services, consulting and field assessments. I'm also responsible for coordinating and working across the campus with various campus key constituents to identify facilities investment needs such as deferred maintenance needs and major repairs, and capital improvements needs which are then presented to the University's senior executives for approval and funding. Other key areas of my responsibilities also include leading the University's strategic energy and water conservation programs aimed at mapping out short, medium to long term efforts to meet the University's utilities conservation and carbon emission reduction goals. I am actively involved in a number campus initiatives and committees and a few of them are listed below:

Co-Chair, Water Conservation Work Group - Sustainability Steering Committee



Campus Representative - University of California Office of President Sustainable Water Systems

Member - UCSF Data Center Services Advisory Board

Co-Chair, Staff Sub Group - Chancellor's Council for Climate, Culture and Inclusion

How long have you been in educational facilities? A little over 8 years.

What brought you to educational facilities? I got into the educational facilities by accident. I was a project manager in prior institution before I joined UCSF. The insights, interaction and support I received from the Facilities staff on my assigned construction project got my attention because they provided the unique opportunities for me to grow through experiential learning. They also strengthened my professional skills as I took on challenging assignments which allowed me to leverage every skill under my belt: communication, people skill, negotiation, problem solving, parallel with my unique technical expertise and hands-on work approach to deliver applicable results. With its undefined nature, a professional in Facilities will task every skill one has and I have, and continue to enjoy those challenges.

Brag about something: I was awarded the UCSF Chancellor's Award for Public Service Staff categories in 2012 for my role in promoting the UCSF community service mission in Africa and in the USA as professional mentor for students and other professionals. Since joining UCSF in December of 2008, I have championed the delivering of utility saving of over \$1M per year through the energy and water conservation programs I managed.

Favorite technology/program/app: My phone with all the "funky" apps for all you need in your everyday activities, and it is easy to carry around.

What others should know about you: I love reading, sightseeing, and capturing funny images and moments. I do mentor kids and young professional and I just like having fun.



CASEY MARTIN
Project Manager
Chevron
Houston, Texas

Describe your work: I work in the Chevron Business and Real Estate Services division of Chevron, managing projects related to expanding, improving, and maintaining administrative and training facilities for Chevron campuses.

How long in educational facilities? I spent several years as a project architect designing educational facilities, then transitioned to performing asset management services for educational facilities. Now my perspective is from the owner side with a long-term view on building investment and performance, alignment with the organizational mission and maximum occupant safety and comfort.

What brought you to educational facilities? The educational facilities community is collaborative and inviting. It's one of the more transparent and sharing communities that I've had the opportunity to work in, and I've very much enjoyed the culture.

Brag about something: I work with an amazing group of planners, analysts, and facility managers that enable a much broader and deeper perspective of facility investments than most organizations would promote!

Favorite technology/program/app: GPS and navigation systems. I can finally get from point A to point B without getting lost!

What others should know about you: I've recently relocated to Houston and discovered I have more sweat glands than I ever previously knew about! I can hardly wait for snowboarding season!



SHANE MCKECHNEY
Manager, Structural Services
University of Regina
Regina, Saskatchewan

Describe your work: I am responsible for the structure of all the buildings on campus both interior and exterior. (Essentially, if it is not mechanical or electrical, I am responsible for it.) I have 13 employees comprising trades supervisors, carpenters, painters, and locksmiths. I am also responsible for the maintenance of all asphalt pavement (roads and parking lots), concrete (sidewalks, pads, curbs, retaining walls), the roofs, and the elevators, which are completed using external contractors.

How long in educational facilities? 4 years.

What brought you to educational facilities? I came from the consulting engineering field (building envelope) and wanted a different and challenging opportunity, and also to move closer to home.

Brag about something: I was lucky enough in 2011 and 2012 to complete an environmental audit at the University of Malawi Polytechnic in Blantyre, Malawi. Once arriving on site, to complete the review portion of the environmental audit in June 2011, I quickly realized that I was going to have to report on more than the environmental audit items they requested. Considering the buildings were mostly built in the 1960s, they were in pretty good shape but little to no maintenance had been completed. As I looked at the buildings, I decided to add a few other sections to the final report touching on deferred maintenance issues in subjects including structural, building envelope, electrical, mechanical, and landscaping issues. In April 2012, I returned to present the draft report to the principal, vice principal, and other faculty members at the university. Finally, upon my return to Canada, I completed the final report (approximately 80 pages including photographs and appendices) and delivered a final bound copy to the University of Malawi Polytechnic.

Favorite technology/program/app: Adobe InDesign. Using this product, I am able to create professional looking posters, booklets, and programs to visually show deferred maintenance on different items on campus. A picture is worth a thousand words, and if it can be presented in a clean way, it will look even better.

What others should know about you: I am creative and love to draw and take photographs and use these creations along with Adobe InDesign, Photoshop, Illustrator, and other computer graphic packages to create programs and posters for sports teams that I am involved in. I also participate in triathlons, cycling, and skiing (downhill and skate).



ANGELA MEYER
Director of Facilities Management
Southeast Missouri State University
Cape Girardeau, Missouri

Describe your work: I am responsible for campus master planning, new construction, renovation and maintenance of all campus facilities and grounds, fleet management, all custodial, and other support functions such as budget management. I supervise over 170 maintenance, custodial, and design staff.

How long in educational facilities? I started my career at Southeast as a project manager in 2001. In 2006, I was promoted to associate director for design and construction. In 2010, I was promoted to director of facilities management.

What brought you to educational facilities? I started my career working for an architectural firm that specialized in elementary and secondary design. Looking for an opportunity to broaden my expertise in educational design, I applied for the project management position here at Southeast. I quickly realized that I had an awesome opportunity in facilities management to not only be involved in design projects but to utilize my leadership skills. Southeast has provided me the opportunity to advance in my career, supervise some amazing people, solve problems, and do what I love, which is design.

Brag about something: Over the last three years I have led my department in the construction of a new residence hall, the conversion of the boiler plant from coal to natural gas, the historic renovation of Academic Hall, and several other major renovation projects such as Magill Hall. We are currently constructing a joint academic/residence hall facility at our River Campus. I am also focusing on improving our tunnel system to improve energy efficiency and safety. All of these projects have

given me the opportunity to meet and work with faculty, staff, and students.

Favorite technology/program/app: My iPhone is my lifeline. If I need to reach staff quickly, I text them. If I'm on a job site, I can take a quick photo. If I don't have paper and pencil with me, I can type notes on my phone or voice record something that I need to remember. My favorite app is Bible Gateway. I rely a lot on my faith to get me through the stress during the day. Being able to pull up a quick Bible verse anytime and anywhere is important to me.

What others should know about you: I have a BS in architectural studies from the University of Illinois. I'm married to my high school sweetheart (Andy). He's an engineer and I'm an architect. Surprisingly it works! We have three beautiful children: Alex, Ashlee, and Adam. I volunteer through our church, and I love to scrapbook when I get the time.



CLAIRE NAISBY
Energy Manager*
Davidson College*

Davidson, North Carolina

* As of January 2014, I have joined Essex Corporation as a leader in the energy and engineering consulting group in higher education facilities, and will also be involved with commissioning and indoor air quality services.

Describe your work: As the first energy manager at Davidson College, I was charged with developing an energy management plan, performing energy consumption benchmarking with submetering, and using public relations as an important tool for helping set management goals and user awareness.

How long in educational facilities? Since the day I graduated in May 2012, almost two years now. I hope to be a Director of Facilities one day (maybe of Davidson College).

What brought you to educational facilities? The amazing opportunity to be invested in one place and to see the impact I can make. I can see tangible results of my efforts and long hours. I also love the relationships that I form with the current students, faculty, and staff. My favorite part of my job is giving people the Davidson College Energy 101 presentation and tour.

Brag about something: I graduated from Davidson College in 2012 with an idea planted by our director of facilities, David Holthouser, and a lofty goal of energy management at Davidson. I learned of a funding opportunity for submeters, available through the Jessie Ball duPont Fund, and I wrote and applied

for a \$150,000 grant to begin submetering at Davidson College. I made the case to our director of facilities that the college needed an energy manager and should hire me. After receiving the grant, I served as the project manager for installing submeters in all of the residence halls on campus and set up a utility tracking dashboard.

Favorite technology/program/app: Facebook, because it keeps me connected with old friends, co-workers, wherever I am in the world and is fantastic for networking.

What others should know about you: I try to live what I preach about sustainability every day—biking to work, cooking the random surprises in my CSA food box, taking navy showers, etc. I make it one giant game for myself to see how small of an ecological footprint I can have. I love running, swimming, yoga, attending the weekly Farmer's Market, basically doing anything outside. I also am a personal trainer on the side and love helping people live a healthier lifestyle and feel better about themselves.



MARK PARKVOLD
Campus Facility Manager
Portland Community College
Portland, Oregon

Describe your work: Higher education.

How long in educational facilities? 15+ years.

What brought you to educational facilities? I like the challenge of working in higher education.

Brag about something: I work well with the faculty, staff, and students at PCC to build stronger relationships between Facility Management Services and the rest of the campus community, which includes 23,000 students.

Favorite technology/program/app: AIM.

What others should know about you: I play softball and ice hockey and love to travel. We spend a lot of time at the Oregon Coast.



MARK ST. ONGE
Assistant Director
University of Arizona
Tucson, Arizona

Describe your work: Currently I am responsible for utilities, renovations, fire safety, electrical, plumbing, HVAC refrigeration & control, HVAC mechanical, elevator, carpentry, roofing, flooring, paint, sign, lock shops, and the key desk.

How long in educational facilities? I am in my 18th year in educational facilities management. I have worked my way from HVAC lead mechanic to HVAC refrigeration and control supervisor to superintendent of central plants and now assistant director.

What brought you to educational facilities? I started working in the mechanical trade industry in 1986, primarily in HVAC and electrical. When I took the job with the University of Arizona in 1996, I was looking for a stable work environment where I could put my skills to use.

Brag about something: This past year our department won the APPA Award for Excellence! It's great to be part of a department that strives to be one of the very best in our industry.

Favorite technology/program/app: My favorite technology is what I call "Car University." I have a 30-minute commute to and from work every day and I am a ravenous learner. While commuting (or at the gym or while cleaning house) I enhance my knowledge by listening to podcasts and audio books, usually on topics of leadership.

What others should know about you: I am passionate about Toastmasters. Toastmasters is a nonprofit organization that helps people enhance their oral communication and leadership skills. Being in Toastmasters regularly takes me outside of my comfort zone, which keeps me learning and growing. All of the skills I learn there are directly relatable to my job as a leader in our department.



ANA THIEME
Manager, Energy and Water Conservation & Manager, Replacement and Renewal
University of Texas at Austin
Austin, Texas

Describe your work: As manager, replacement and renewal, I manage the R&R budget (\$18 million a year), facility condition audits, and system planning programs. Budget management has included implementing guidelines to successfully manage the efficient use of funds, committing all funds to achieve a zero balance of funds, and a realized 10 percent increase to the budget in the last four fiscal years. This \$4 million increase was secured under my management through the efficient use of funds and due to the planned system replacements for critical systems on campus. In addition, I serve as manager, energy and water conservation, and my responsibilities include overseeing both a behavior-based as well as a technical-based energy and water conservation program.

How long in educational facilities? 8 years.

What brought you to educational facilities? I feel like I am making a difference, not only for students and their progress, but for future generations. What we do really does impact the future and our ability to succeed. Sounds a bit cliché, but we aren't really taking care of buildings, we are taking care of our future.

Brag about something: In the Energy and Water Conservation Program, we have avoided 6.7 percent in eight months, totaling \$2.3 million. In the Replacement and Renewal Program, we have successfully garnered an additional \$4 million toward

capital investments through effective use and strategic planning for the last five fiscal years.

Favorite technology/program/app: CamScanner—The app lets you take a photo of a document, intelligently formats it into a digital file, and can then recognize the text contained in the document in case you want to search for it later. You can also password-protect documents, add watermarks, and share scanned files with others. TripIt—It acts like a virtual travel assistant. When you book travel, whether planes, hotels, or car rentals, you can forward the confirmation e-mails you get from those bookings on to TripIt, which will automatically organize the information into a mobile itinerary for you, complete with maps, directions, and weather info. If you use Gmail and Google Calendar, the entire process can be automated, too. Lumosity Mobile—Serves up daily brain teasers. The app claims to improve your memory and concentration. You can track your progress just like you would with a physical workout regimen. But mostly, it is fun.

What others should know about you: I enjoy spending time with my children, reading, helping in the community, and yoga.



SUE VAN CLEVE
Manager, Information Services
University of New Mexico
Albuquerque, New Mexico

Describe your work: I manage an IT Department that offers a full range of IT support to over 12 departments across the UNM campus. Most of our customers are affiliated with facilities management.

How long in educational facilities? 12 years.

What brought you to educational facilities? I have a life-long connection with construction, so working with educational facilities was a natural fit.

Brag about something: My team and I have recently implemented mobile technology that allows our maintenance techs to receive work orders in the field on their mobile devices. This implementation is important to the Physical Plant's vision to have a paperless work order system.

Favorite technology/program/app: My current favorite technology is the mobile application we just implemented. Our maintenance technicians are now able to receive their work orders on their own iPad mini, log their time, and enter their comments, all without handling a single piece of paper.

What others should know about you: I start out my day with a 30-minute swim. It helps set the tone of my day, and it helps me keep up with my grandchildren!



CARLO VAZQUEZ
Assistant Director – Facilities Services
University of Texas at El Paso
El Paso, Texas

Describe your work: I manage (plan, implement, measure, and improve) the operations and the research facilities support groups at UTEP. My job mainly consists to create the operational plans to improve the utilities consumption (electrical, gas, and water) of the university and manage the teams to provide the services the UTEP demands. On the Research Support department, we manage and develop the maintenance plans for over 2,000 pieces of research equipment to ensure the reliability of the equipment and the services we provide to the researchers of the campus.

How long in educational facilities? Over 6 years.

What brought you to educational facilities? The opportunity to work in an environment where I can make changes and apply my industrial knowledge in maintenance systems and energy management.

Brag about something: I have received a prize in Mexico from the governor of Nuevo Leon for the "Reductions in CO2 emissions (based on energy savings)," prize from IBM Latin America for "Best Practices: Case of study for the Maintenance System Implementation (MAXIMO)," the Certification of the BSL3 labs at UTEP, and the reduction of electrical power consumption by 11 percent in UTEP in just nine months with minimum investment.

Favorite technology/program/app: Cellphone (Android System). There are so many good apps that I use daily, from e-mail to Trello and WebEx. In this new era you need to be available no matter where you are. Sometimes you have to be in the field and need to have a conference call, or take some pictures and send them by mail to report/analyze an specific situation. The reaction time is critical to solve most of the problems.

What others should know about you: I actively participate in the APPA Mexico group as the point of contact between Mexico institutions and APPA International. I'm an MBA student and my passions are my family, cars, music, and travel.





LINDSAY WAGNER
Former Director (as of Jan. 2014)
 Northern Arizona University
 Flagstaff, Arizona

Describe your work: I currently wear a few hats. I oversee utility services, sustainability, and operations and maintenance.

How long in educational facilities? I started working in Facilities Management the day I walked on campus to start my undergraduate degree when I was 18. That was nearly 15 years ago.

What brought you to educational facilities? Well, originally it was the fact that there was a maintenance office on the first floor of my dorm, so I asked for a job. I was in school to study music. After a year or so of working as a student maintenance worker, I decided facilities management was a better fit for me, so I changed my major to construction management, and the rest is history.

Brag about something: I am currently working on a behavioral change project that is focused on changing the energy usage behaviors of all campus users. We have been utilizing transparency as our method, which means we are showing the campus users all that goes into operating and maintaining a university. It is awesome to get what is traditionally behind the scenes out front and in the open.

Favorite technology/program/app: I enjoy making films. I believe it is the best way to get people to feel or have emotion. So I would say that YouTube is my favorite way to get info out there.

What others should know about you: I coach and participate in Crossfit and Olympic weightlifting. I like to lift heavy things.



THOMAS WEBB
Project Manager, Senior Elevator & Roof Shop Supervisor
 University of Arizona
 Tucson, Arizona

Describe your work: I oversee renovation projects from conceptual design to implementation. I also supervise our Elevator Shop and Roofing Shop.

How long have you been in educational facilities? 6 years.

What brought you to educational facilities? I was a private contractor for ten years, and then found the opportunity to work in an educational environment.

Brag about something: I recently completed a project with Arizona Public Media (AZPM). In order to adhere to a government mandate to provide Emergency Broadcasting Services, AZPM needed to immediately install an emergency generator. My team was able to complete the task quickly and within budget.

Favorite technology/program/app: Microsoft OneNote. It seamlessly synchs my tasks across all my devices.

What others should know about you: I completed my Bach-

elor's degree and graduated in December 2013. I enjoy biking and being outdoors.



KYLE WEIGHT
Working Student
 Brigham Young University
 Provo, Utah

Describe your work: Aside from pursuing a degree in Facility and Property Management, I have been employed at the University for two years as a carpenter under the direction of the Physical Facilities Department. I received and completed work orders weekly helping maintain the beauty of the campus. Also through the aid of the Facilities and Property Management Degree Program at Brigham Young University I have been able to complete two successful internships. One internship included working under a facility director at an educational facility on the East Coast.

How long have you been in educational facilities? Approximately 3 years.

What brought you to educational facilities? I first was introduced to educational facilities through a fellow classmate. We have since become great friends, and I am thankful he spoke up about educational facilities and also APPA!

Brag about something: I was able to orchestrate a \$20,000 workspace improvement remodel project satisfying the needs of the organization at which I was employed. Being able to meet personal and organizational goals during an internship was rewarding and a confidence booster for me.

Favorite technology/program/app: LinkedIn. It is a great tool to participate in forums and discussions, learn about job openings, and network.

What others should know about you: I am 24 years old and a first-time homeowner. I have loved applying the knowledge and skills gained through my educational and work experience to my personal life!



WILLIE WEST
Manager, Environmental Services
 University of New Mexico
 Albuquerque, New Mexico

Describe your work: I manage the Grounds and Landscaping division that is responsible for maintaining all of the landscape and hardscape features on over 700 acres of campus. My G&L staff is also responsible for all refuse removal, street and sidewalk maintenance, irrigation system maintenance and programming, pest management inside and outside of the buildings, as well as completing all of the arboriculture needs of our nationally recognized campus arboretum. I also manage the university's automotive center, which is responsible for the purchasing,

surplus, and maintenance of our 700-plus vehicle fleet as well as our fueling systems. Finally, I manage the Special Activities Division. This group is responsible for completing campus moves, assisting with planning and setting up for special events on campus such as graduation and commencement ceremonies, Freshmen Family Days, and numerous other events.

How long have you been in educational facilities? I have been at UNM since September 2002.

What brought you to educational facilities? I had the opportunity to accept a position at UNM after working in the private sector in Albuquerque for 15 years previously. I saw it as an opportunity to not only enhance my own knowledge, skills, and abilities, but also to work in a challenging, rewarding environment.

Brag about something: Thanks to a dedicated and hardworking staff, we have significantly reduced the amount of water used for irrigating the campus landscapes. Also, we are maintaining our campus to higher standards with fewer staff. In addition, I obtained my EFP in February 2013.

Favorite technology/program/app: All of the areas I supervise are utilizing new technology, from the scanners we use in the automotive section to Web-based TMA applications for our work control to improved irrigation technology. GPS map-

ping systems for our campus arboretum, irrigation systems, and other campus features allow us to share information more accurately amongst ourselves and with others. What's exciting is to check back tomorrow and there will be a new technology we will be using.

What others should know about you (special interests/skills/activities outside of work): I am a Little League baseball coach as well as a Young American Football league coach. I enjoy working with kids and watching them develop skills not only to play sports but to be successful in life. ☺

Compiled by Steve Glazner, APPA's director of knowledge management and editor of *Facilities Manager*. He can be reached at steve@appa.org.

If you're an Emerging Professional and would like to meet with your peers, join us for the second annual EP Summit to be held July 20, 2014 as part of the APPA 2014 Centennial Celebration. For more information and to register, visit www.appa.org/training/appa2014.



ENGINEERS & DESIGN PROFESSIONALS

*Specializing in Educational Facilities
since 1964*

Gale Associates, Inc.
800-366-1714
ejm@gainc.com
www.galeassociates.com

Building Envelope/Structural Services:

- Roof, wall, window/glazing, waterproofing, and structural evaluations and designs
- Construction phase assistance
- Building envelope design assistance and peer review for new construction; and historic, LEED-certified, and green roof facilities
- Roof and building envelope management programs
- Forensic evaluations

Athletic and Recreation Facilities Design Services:

- Comprehensive athletic campus evaluation and master planning
- Athletic facilities planning, permitting, and programming
- High-efficiency lighting, minimizing off-site impacts
- New track facilities, track renovations, and conversions
- All types of synthetic and natural turf fields

BOSTON BALTIMORE ORLANDO SAN FRANCISCO WASHINGTON, D.C. HARTFORD