

President's Message

By Clay Shetler, Goshen College,
clayes@goshen.edu, (219) 535-7351

As I reflect on the last several months since our MAPPA educational conference in Ames IA and my acceptance of the office of president of MAPPA, I realize that I have lots to be thankful for as it relates to this organization and people I have grown to know in my 14 years of work in physical plant operations. Who have I met along the way? I have met senior facilities officers of major institutions who have been willing to help me with almost any problem or question I have had. I have also met many facilities officers from smaller schools like mine who know clearly what it is like to wear too many hats and not have the resources or people to adequately cover the multitude of codes,



Incoming president Clay Shetler giving his acceptance speech at the 2002 Education Conference.

regulations, and training our institutions need to be working on, yet willing to answer a quick question once it is asked. Then there are the many great vendors and outside professionals who have come to our campus and have completed design, engineering, or consulting work or supplied our institution with materials or equipment because of first meeting them at our educational conferences.

Additionally, I have been exposed to great motivational speakers, professional consultants, teachers, and trainers at various conferences along the way and have had the privilege of attending the APPA Institute to learn from some of the best facilities people in the country. And on top of all that, I have been exposed to great books and articles written by other facilities officers within the APPA family and have had many questions answered on one of the APPA list services.

Why do I mention all this? It is because that is what being a member of APPA and MAPPA is all about. It is about learning from each other. It is about networking. It is about sharing ideas, skills,

and things learned along the way with others who are doing the exact same thing each day that we do in our own institutions.

Recently as I sat in meetings with the Education Committee, the MAPPA Board, and the 2003 Conference Program Committee, I was again made aware of the work behind the scenes that takes place to try to provide great educational opportunities for each of the member institutions ... the efforts to link the training at large schools with smaller schools in the region, the efforts to have a current and utilized website and an informative newsletter, the efforts to award scholarships to the APPA Institute, recognize outstanding leadership among our peers, and the efforts to provide a great 2003 conference by identifying the topics that are current and timely to the group that will meet in St. Louis next fall.

Being a part of APPA and MAPPA is simply one of the best values there is for facilities officers to grow, network, and learn new skills and to keep current in their field of work.

Let's each do our part to help one another along the way and to encourage other peers to be a part of this great organization.

Let us know how we can make MAPPA stronger and even more helpful to you and your institution. ■



Busy planning the 2003 Education Conference!



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A Report on the ...

MAPPA 2002 Conference

By Ernie McVay, OSU Physical Facilities Department
Reprinted with permission.

The town of Ames IA was abuzz on September 29. In addition to hosting the MAPPA 2002 Educational Conference, the Iowa State Cyclones had beaten the Cornhuskers the evening before. Not only do they play great football in Cyclone country, they know how to conduct a great conference. "Planning for Excellence in Uncertain Times" was the theme for the annual MAPPA meeting, and "excellence in planning" certainly describes this outstanding event.



With the unseasonably warm weather, the 150 participants and their 12 spouses enjoyed the peaceful surroundings of the Gateway Center, located just a short drive from the beautiful Iowa State campus. Its Asian gardens were an unexpected surprise in the

heart of the rolling Iowa countryside. Naturally, our participants and hosts were greatly appreciative of the support provided by our 120 business partners who attended the conference. They provided 50 booths in the exhibit hall!

While some were able to participate in pre-conference activities and some arrived just in time for the welcome addresses, everyone got off to a great start with our Business Partner Tradeshow and Reception on Sunday evening. The fantastic food complemented an outstanding tradeshow exhibit.



The keynote speaker on Monday morning was energizing and fun. While Deadra Stanton's "Don't Shoot Skinny Rabbits" may have been the best stand-up routine many of us have ever seen, her message was most appropriate in these times of uncertainty. Deadra

is a frequent presenter and motivational speaker who helped us identify the things in our lives that cause us stress and learn how to cope with those things once they are identified.

All training sessions for the conference were grouped into one of four topics: Business and Finance, Delivery of Service, Security/Safety, and People. Following the keynote address, four

concurrent sessions were held on Monday morning: Risk Management for Uncertainties presented by Rebecca Adair from our host school; Call Center Best Practices presented by Art Chonko (Denison University), Don Lowe (Miami University), and Ernie McVay (Ohio State); Access Control & Electronic Security Systems presented by Rob Bowers and Bill Holt (Iowa State); and How to Identify Your Skinny Rabbits presented by Deadra Stanton.



Keynote Speaker
Deadra Stanton with
"Don't Shoot Skinny Rabbits"

Following another terrific meal and time to visit the tradeshow, the afternoon was spent in an Educational Exchange with our fellow large or small school colleagues. Topics ranged from providing performance incentives to dealing with Family and Medical Leave to posting outages on the web. Another opportunity to network and visit the tradeshow finished up the afternoon before we headed off to see the Iowa countryside via locomotive.

Monday evening we were treated to a ride on the Boone and Scenic Valley Railroad while enjoying a barbecue sandwich supper. The autumn sunshine was warm and bright as we traveled back through time and had an opportunity to see a view of Iowa that most of us did not know existed. The forested rolling hills were beautiful, and passing over the narrow bridges above the river canyons was quite thrilling.



Tuesday morning began with another hearty Iowa breakfast followed by our annual business meeting. After the meeting, we were treated to a demonstration of the APPA supervisory training program given by Wally Glasscock. Many

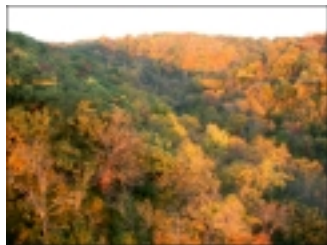
of you may know Wally because he is a frequent instructor at the APPA Institute for Facility Management. The remainder of Tuesday



morning consisted of four concurrent sessions: Energy/Utilities Conservation presented by Rich Robben (University of Michigan); Building Your Web Site presented by Mike Hamilton and John Hoffman (Iowa State); Access for Everyone presented by Dean Morton and Arvid Osterberg (Iowa State); and Performance Improvement: A Beginning ... presented by Robert Beck (Purdue) and Jed Dertinger (Ohio State).

After the break, additional sessions were Cheerleading for Commissioning presented by George Bourassa (Sebesta Blomberg); Six Sigma Overview presented by Chris Ahoy from our host school, What's on the Agenda? A Review of EPA's Regulatory and Deregulatory Priorities presented by Bill Diesslin (Iowa State); and Managing the Expectations Existent in the Facilities Environment presented by John Clark (Fanning/Howey Associates).

Another series of concurrent sessions was offered after lunch—a panel discussion on Outsourcing with Michael Gardner (Butler University), Susan Scroggins (Valparaiso University), and Emily Wren (IUPUI); Custodial Operations Labor Saving and Quality Improvement Ideas presented by Kirk Campbell (Carleton College); Indoor Air Quality/Mold, another panel discussion with Marc McFarland (Ball State) and Paul Richmond (Iowa State); and Optimizing Performance in Physical Facility Organizations presented by J.B. Bardouille and Paul Guttman (University of Michigan).



Rounding out the educational experiences on Tuesday were round table discussions—Budget Reduction Impacts facilitated by Kenneth

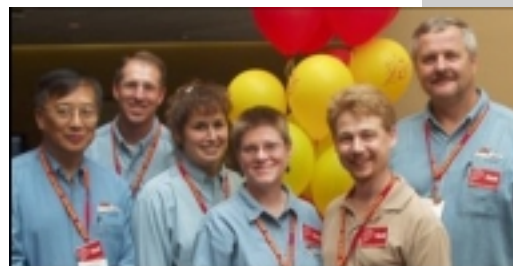
Moncayo (Ohio State); Energy Conservation facilitated by Andrew Dungey and James Alwin (Sempra Energy Solutions); Access Control facilitated by Andrew Bowman (Gage-Babcock & Associates); Strategic Planning facilitated by Gary Kent, and Building Commissioning facilitated by Robert Hannah and Helen Coleman (University of Illinois).

The annual MAPPA banquet with an all-Iowa dinner was a fitting end to the conference. Each item on the menu was Iowa produced, and the farm or producer for each item was identified during the meal. The night's entertainment, the Barn Owl Band, played a lively mix of bluegrass music that inspired outgoing MAPPA President Alan Bigger to lead a group of our spoon-playing members in accompanying the band.



New officers for the 2002-2003 year include: President Clay Shetler of Goshen College, President-elect Chris Ahoy of Iowa State University, Secretary John Ott of The Ohio State University, and Treasurer Jerry Carlson of Illinois State University.

As with last year, presentations and photos from the conference are available on the MAPPA web page at www.m-appa.org. A special thanks goes to our program and host committees whose hard work resulted in many members stating it was "the best conference ever." We look forward to next year's conference to be held in St. Louis September 27 - October 1, 2003 and hosted by Southern Illinois University at Edwardsville. Be sure to mark your calendars now! ■



Our thanks to ...
<http://www.fpm.iastate.edu/mappa2002/>
for graciously posting these and other photos.

Our thanks to the Conference Host Committee — Chris Ahoy, Bob Currie, Gina Holtzbauer, Gloria Erickson, John Hoffman, and Dave Miller

University of Notre Dame (Main Building) - South Bend IN
**2002 America's
 Best Restroom Award**



Award presented by Cintas
 Reprinted with permission of www.theBestofUSA.com



The restrooms in the Main Building have Stovax Victorian tile floors (imported from England).

The Main Building at Notre Dame was constructed in 1879 and was remodeled during a 2-year program (1997-1999). When the renovation was accomplished, one of the primary directives was return the building to its original splendor and glory.

The restrooms in the Main Building have Stovax Victorian tile floors (imported

from England). The main doors to all restrooms are refinished in their original glory of stained wood. Interior partition doors are finished solid oak mounted to marble finished partitions.

Drinking fountains are inside a partitioned portion of the restroom. Faucets on sinks are designer-accented with chrome and brass.

Counters are built in for diaper changing and/or for luggage/bags. The lighting is

classical 1800's style lighting, suspended from the ceiling in reflector bowls.

Walls and

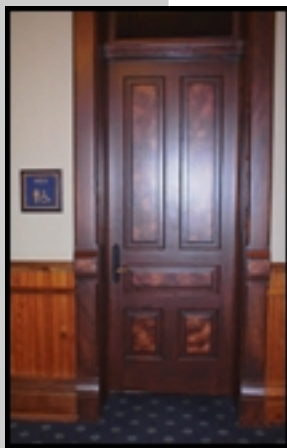
floors are tiled and accented with color tiles.

The restrooms are spotless, cleaned at



Faucets on sinks are designer-accented with chrome and brass.

least three times a day. Even in peak hours, no trash is visible, faucets are spotless, sink bowls are clean, and trash is not present on floors. ■



The main doors to all restrooms are refinished in their original glory of stained wood.

These restrooms are impeccable, and the floors are clean enough to eat off! No odors are present, as these restrooms are CLEAN! They're shinier than the Golden Dome for which Notre Dame is famous!



Drinking fountains are inside a partitioned portion of the restroom.

Quality Leadership Award

By Chris Ahoy, ISU Associate Vice President, Facilities
Reprinted with permission.

Iowa State University's Facilities Planning and Management organization received Tier 3 leadership recognition in the Iowa Recognition for Performance Excellence program, a quality improvement program developed by the Iowa Quality Center. Awards were presented during a March 7 ceremony. (FPM received Tier 1 recognition in October 2000 and skipped Tier 2.)

The recognition is given to organizations that demonstrate, both in practice and in achievements, a high level of performance excellence. The program uses the seven Malcolm Baldrige National Quality Award criteria, which look at leadership, strategic planning, customer and market focus, information and analysis, creative human



Iowa State

*l-r. Mark Nelson,
Quality Coordinator for
Facilities Planning and
Management.
Christopher K. Ahoy,
Associate Vice President
for Facilities.
Don Chrusciel,
Associate Director for
Business Services for
Facilities Planning and
Management*

Treasurer's Report

	Projected 2002	Actual 1-1 to 11-20, 2002
Cash on Hand 1-1-02	\$39,000	\$46,342.98
Receipts		
MAPPA Dues	\$17,000	\$16,589.45
Interest Passbook Savings	1,000	844.15
Interest CD Savings		22.78
Net Proceeds from MAPPA 2001 Annual Meeting		42,495.59
Net Proceeds from Big 10 + Friends Trainers Cons		1,300.00
Donation from Lakeshore		500.00
Total Receipts	\$18,000	\$61,731.97
Expenses		
Grounds Conference 2002*	\$1,500	\$ 0.00
Board Meetings	5,000	607.30
MAPPAs Library	4,000	643.84
Institute Scholarships	4,800	4,723.50
Executive Scholarships	2,600	3,203.50
Education Committee Exp.	4,000	0.00
Audit & Tax Return	1,250	1,310.19
Plaques & Awards	400	781.71
Newsletter Exp. & Website	6,500	270.88
Board Insurance	700	607.00
DC Representation	300	275.00
MAPPAs Logo Pins	0	0.00
Miscellaneous	250	50.00
MAPPAs Annual Meeting (adv to IA State U)†		3,000.00
Total Expenses	\$31,300	\$15,472.92
Grand Total	\$25,700	\$92,602.03

*MAPPA 2002 Grounds Conference was cancelled.

†MAPPA Annual Meeting is assumed to be revenue neutral

resources, process management, and business results.

The highest levels of achievement in the program are bronze, silver, and gold awards. Facilities staffs are putting into place processes and methods, which they hope will get them to those levels in time, said Christopher Ahoy, ISU associate vice president for facilities. ■

New in the VIDEO LIBRARY

Remember Charlie - 56 minutes
an effective safety video from a front-line worker

A motivating storyteller, Charlie Morecraft captures the audience with a common language and keeps listeners on the edge of their seats as he recreates his near-fatal accident and the incredibly painful aftermath in engaging detail. Audiences from all occupations wake up to the high cost of an accident. His primary messages are ...

**Safety is about going home at the end of the day,
kissing your wife, and hugging your kids.**

We are each responsible for our own safety.

They aren't new messages, but Charlie gives us a powerful new way of looking at them.

Ohio University Reports ...

Recycle Mania 2002

Reprinted with permission from Ed Newman, Refuse & Recycling Manager, 740-593-0231
<http://www.facilities.ohiou.edu/fm/departments/recycle/recycle.htm>

Recycle Mania was back this year, and it was bigger and meaner than ever. On the tails of its overwhelming success last year, Ohio University once again joined forces with Miami University of Ohio. For this second round of Recycle Mania, however, two new schools entered the recycling ring ... Bowling Green and Harvard also participated in the friendly, earth-conscience competition to conserve and promote student awareness of campus recycling.

Recycle Mania kicked off on February 4 and continued through April 14. All four universities competed to see who could collect the largest amount of recyclables from residence halls, on-campus apartments, and dining halls. Measurements were reported on a daily basis in pounds recycled per student living on campus. Every student was invited to take part in the contest, as all facilities were outfitted with recycling containers. Although many colleges across the country operate waste management and recycling programs, the four universities competing this year boasted some of the highest recycling and waste diversion rates. Despite their success, however, their residence halls and dining halls have been the largest producers of campus waste (30-70% of campus trash). Furthermore, data from waste audits conducted at these buildings suggest that up to half of all residence hall trash is recyclable. This begged for an exciting and intense nine weeks!

Stacey Edmonds of Miami and Ed Newman of Ohio University developed Recycle Mania. This past year, Logan Walters Minning has taken the baton for Miami. Ed Newman, coordinator and mastermind behind Recycle Mania, was extremely excited and determined this year. Unlike last year's competition with Miami, Newman had overwhelming assistance this year. The Wastebusters, headed by students Tara Harwood and Rachel Gowins, were the central creative force and motivators behind the contest. Said Newman, "They were the work horse." The Wastebusters maintained the lines of communication in the residence halls and apartments through bulletin boards, distribution of

information, and special events. On kick-off day, the Wastebusters stood at College Gate to promote Recycle Mania, and Tara Harwood even dressed up like a garbage can (the costume made by the Interior Services staff)! This year a public relations group, Impressions, avidly orchestrated the contest's PR. They placed ads, made table tents, wrote on chalkboards, and hung banners across campus to help get the word out.

According to Newman, future promotions may include another pep rally with the band Peach Melba, someone in the trashcan suit during an OU hockey half time, or perhaps even a shorter, on-campus competition.

Another student organization adding its support to the race was Environs. They created educational bulletin boards in the residence halls that highlighted a different recyclable material each week. One week, for example, the featured material was cardboard. Environs covered all of the bulletin boards with pizza boxes and wrote on their insides instead of using paper for the board. Recycle Mania also received funding from several sources around campus, and Newman said, "It was great to know that we had the support of the administration."

**Bowling Green
recycled 48.0 lb
per student
this year!**

To learn more about Recycle Mania, contact ...
Ed Newman, 740-593-0231, newmane@ohio.edu,
Logan Walters Minning, 513-539-7005, loganwalters@yahoo.com
Rob Gogan, 617-495-3042, rob.gogan@harvard.edu
Craig Wittig, 419-372-8909, cwittig@bgnet.bgsu.edu

Is your school up to the Recycle Mania challenge?

Join the effort next year.
Call Ed Newman at 740-593-0231 for information.

WASTEBUSTERS IN ACTION ...

Wastebuster Coordinator Tara Harwood (left) dressed in a trashcan outfit made by Interior Services, Wastebusters Katrina White and Breann Boggs, and Wastebuster Coordinator Rachel Gowins (far right) distribute candy kisses and information about Recycle Mania at the Campus Gate.



Although Miami won Recycle Mania last year, taking the recycle-man trophy with them, OU has began with a bang in 2002. The final results last year showed Miami recycled 41.2 pounds per person to Ohio's 32.6 pounds per person. Newman said that Miami's advantage last year was that they had the residence halls compete with each other to beat OU. They also were able to measure how much came out of each residence hall because they had their own in-house recycling crew that would mark the bags and weight them according to each building. Miami was also late with its number reporting each week, so OU lost ripe opportunities to get the word out early to everyone on campus. This year, however, Newman said a few things had changed. Besides the immense support of organizations and the campus, there was more of a concerted effort to get more recycling units inside the dorm rooms. Although it proved less of a problem than last year, more was done to give students the "means and the place to get involved."

Results

The end of Recycle Mania 2002 brought both good news and bad news for Ohio University. The bad news was that Ohio University finished second in Recycle Mania for the second straight year. The good news is that the school recycled 14 more pounds per student living on campus this year than last year!

Bowling Green State University won the competition with a total weight of 48 pounds per student living on campus, while Ohio University had a final weight of 46.6 pounds. Miami University was third with 45.7 pounds, and Harvard University finished last with a 38.9 total weight. Combined, the four schools collected almost 625 tons of recyclables in 10 weeks ... making them winners, all!

Ohio University held the lead after one week of the competition and shared it the second week with BGSU, but fell behind the Falcons after the third weigh-in and could never recover. BGSU led the competition for nine weeks and finished with a final week weigh-in of 5.2 pounds. Miami recorded the competition's best weight the last three weeks but could not move out of third place after a slow start. Harvard was last for all but two weeks and recorded the lowest weight in six of the 10 weeks.

"Ohio University processed 108,418 more recyclables this year than last year, and I'm proud of that we helped put less demand on the world's resources and bolstered our local economy through increased recycling and waste reduction," said OU's Refuse and Recycling Manager, Ed Newman. "Overall, we recycled 350,851 pounds in 10

weeks, so kudos to everyone who helped make the competition successful. We hope the increased awareness on campus results in continued waste reduction as we approach the end-of-the-year move-out period—the largest solid waste-generating event of the year."

As the winner of Recycle Mania 2002, Bowling Green received the Recycle Mania Trophy from Miami, last year's competition winner. The West Green captured first-place in OU's intra-campus competition and won a campus-sponsored cookout featuring live music. ■



The Recycle Mania Trophy.

Gowins & Harwood Receive Student Volunteer Award

Rachael Gowins and Tara Harwood, student co-organizers of the Wastebusters, were presented with the 2001-2002 Edwin L. Kennedy Leadership for Student Volunteer Award on May 22. The award is sponsored by the VP for Student Affairs, Dean of Students, and Student Activities.

Ed Newman called them the "glue and engine" of the Wastebusters. "They have held meetings, led strategy sessions, delegated responsibilities, and have been out-front leaders and behind-the-scenes organizers. They have been instrumental in helping to gain energy conversation and recycling awareness among their fellow on-campus students," said Newman.

Energy conservation and recycling have made significant strides with the Energy Challenge and Recycle Mania competitions. This success is due in large part to the diligent and energetic efforts of Rachael and Tara. The Wastebusters organization, with as many as 26 student members, has been an important partner in OU's efforts to reduce energy use and to increase recycling. In fact, the Wastebusters have led two successful Energy Challenges that have yielded \$84,000 in savings to OU—\$6,372 of which was returned to hall councils in the residence halls to use at their discretion.

Congratulations to Rachael and Tara for their hard work in leading the Wastebusters' energy conservation and recycling efforts! ■

Week	Ohio	Bowling Green	Harvard	Miami
#1	4.6	4.5	3.6	3.2
#2	4.6	4.7	3.8	4.8
#3	4.2	5.0	4.5	3.9
#4	5.3	5.2	4.9	4.5
#5	5.2	6.1	4.5	5.6
#6	4.7	4.2	4.1	3.8
#7	3.2	3.0	3.6	3.1
#8	4.7	4.8	2.9	5.2
#9	5.0	5.3	3.6	5.3
#10	5.1	5.2	3.7	5.6
Total Pounds	46.6	48.0	38.9	45.7

Communications Audit Completed

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Originally printed in the April 2002 issue of *On the Level*



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APPA 2002 Election Results

President-Elect - Brooks
Baker, *U of AL at
Birmingham*

VP Education - Jim
Roberts, *Campbell U*

VP Information &
Research - Vickie DeWitt,
Kansas State U

The recent development of the FSG Strategic Plan created opportunities for a variety of initiatives to be investigated. One of them involved communication within Operations and Maintenance (O&M). John DeBrie, Director, assembled a group of FSG staff to create and distribute a communications survey, designed to help answer the following questions:

- How do operational, safety, and news communications between work shifts occur?
- Which methods of communication are most frequently used to communicate information?
- Which methods of communication are preferred by FSG staff?
- How is feedback obtained from the submitting of work requests?

Distribution

The survey was distributed to 432 O&M staff members, and 218 were returned. The breakdown of the classifications returning the surveys is as follows:

- 98 responses from Custodial
- 79 responses from Maintenance
- 41 responses from unspecified staff members, with no indication of Maintenance or Custodial classification.

These responses were tallied and organized into various categories. Below are the conclusions and recommendations that have been shared with DeBrie.

Conclusions

Using the 218 returned surveys, the following conclusions were made regarding workplace communication in O&M.

- Face-to-face and meetings are the most effective ways to communicate operational, safety, and news information.
- 66% to 84% want to know about submitted Work Requests.
- 41% to 57% would like to be notified about

submitted Work Requests by their Supervisor/ Manager.

- 29% to 44% would like to be notified about submitted Work Requests by e-mail.
- At this time, there is no enforced process to offer feedback about submitted Work Requests. This survey indicates there is a strong desire to receive feedback.

Recommendations

The O&M Communication Audit Committee, with assistance from Jennifer Olson (Work Control Center) and Joe Brinson (Customer & Staff Support) offered the following recommendations to DeBrie for his consideration:

- In accordance with University President Mary Sue Coleman's directive to use less paper through the University community and from survey responses that favor increased e-mail usage in communicating information from other shifts and being notified about submitted work requests, it is recommended that more computers and computer training be made available to O&M staff.

DeBrie said he will continue to place more computers in the areas and work toward offering training to more staff members.

- All areas of C&M hold weekly staff meetings to discuss operational, safety, and news information. It is very apparent in the survey responses that face-to-face discussions and meetings are very effective and used often.

DeBrie said he would share the responses of the survey with manages & direct supervisors to promote weekly meetings.

- DeBrie sponsors a group to investigate how work requests are submitted and how they are followed up on. Create a process that will provide consistency through C&M.

DeBrie will sponsor such a group, which will report all findings and suggested process improvements to DeBrie.

The Committee

Shirley Long, Work Control Center Supervisor
Bob Cozine, Shop Services Manager
Maurice Barr, Area Mechanic
William Ciha, Area 2 Custodial Supervisor
Jarod Heppner, Custodian I
Tom Reinier, Custodian I
Dave Willis, Customer & Staff Support ■

In the News ...

TREE-mendous Program

by Tim Detzner

Reprinted with permission from the Physical Facilities Department's *The QSP Report*, Issue 1, 2002, Purdue University

Students Honor PFD

Reprinted from the *Miami University Facilities Department Newsletter*, April/May 2002

Let no one say that Miami students don't notice or appreciate the care and energy expended by PFD employees in keeping all aspects of the campus functioning and looking first-rate.

If anyone thought this way, April 1st has hopefully changed that outlook. To recognize PFD personnel for their "hard work and greatly appreciated contribution to the Miami community," the National Residence Hall Honorary's Miami chapter sponsored Physical Facilities appreciation Day.

To ensure that everyone got the chance to enjoy the refreshments, the event was held twice, once for each shift. The Maintenance Bay at Cole Services Building was the location of the event, and cookies and coffee were available to all comers.

On October 10, 2001, Purdue University's Grounds Department - Tree Program received the Indiana Urban Forest Council's 2001 award for the "Outstanding Government Entity in Promoting the Principles of Urban Forestry in Indiana."

The Indiana Urban Forest Council is a statewide organization, established to encourage public understanding of the need for trees in an urban setting and to assist Indiana communities in protecting, expanding, and improving their urban forest. One of the ways they accomplish this is by presenting annual awards to individuals and groups that best promote these goals.

Nominations are taken from members, and a committee then makes the final choice. At the awards ceremony, Purdue's Grounds Department was praised for its campus tree trail, its tree inventory, the hazard tree identification program, and community involvement through the Tree Stewards program.



The Grounds staff accepting the award included Fran Peterson, Doug Felix, Tim Detzner, Dan Johns, and Tom Walsh.

You are the Leadership

By Gary L. Reynolds, APPA Immediate Past President

As any APPA member who has volunteered knows, it is important for the vitality of the association that its members come forward to serve the organization. The ability of an association to remain vital and relevant is dependent upon a continuous convergence of diverse ideas, conviction, and action. People volunteering bring ideas forward and, with conviction, make things happen. The need to continually refine APPA's product and services is vital to our association's future. And it is you and me that make this happen.

But the growth and development is not all one way. I can remember, more than 20 years ago, when Bill Whitman, mentor and friend, asked me to make a presentation at the APPA annual meeting, an experience that gave me the confidence to speak to large audiences. Later Bill supported me as a faculty member of the Facilities Management Institute, later as its Director, and then as Vice President of Education. In every case, my continued involvement in APPA and Bill's support of that involvement returned many dividends to me both personally and professionally and to the institution.

APPA has many opportunities available to support the association. There are many committee

assignments, task forces, faculty positions, officer positions, etc., that need the diverse expertise and experience that you can bring. With the launching of the Center for Facilities Research (CFaR) this coming year, there will be many more opportunities to participate in research projects to truly support the facilities management profession.

The spring committee assignments and nominations for office are an ideal time to either support someone in your organization or to volunteer for one of these positions yourself. As I noted last year, "Leadership is Personal." If you just sit back and wait for someone else to volunteer or to support a staff member, then you, your institution, and our association will be the lesser for it. Do not think you or members of your staff have nothing to contribute. Each of us has a unique background and experiences that provide the diverse perspective needed to make our association truly relevant as a "Global Partner in Learning." It is imperative that we nurture the vitality of our association through individual commitment and participation. This year consider making that personal commitment. I know you won't regret it! ■

MAPPA Newsletter
Midwest Assn. of Higher Education Facilities Officers
The Ohio State University
Department of Physical Facilities
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**MAPPA in St. Louis -
Gateway to the Best.**
Sep 27 - Oct 1, 2003

**MAPPA
Representatives
on APPA
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m-appa.org
**Midwest Association of
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Download this newsletter from <http://www.m-appa.org/newsletr.htm>

Please provide updated information (type or print clearly in black ink).
Thanks for your help!

Fax this completed form to Ernie McVay at 614-292-6751.

_____ First Name		_____ Last Name		_____ Email Address	
_____ University or Company				_____ Topics of Interest:	
_____ Mailing Address					
_____ City		_____ State		_____ Zip	
_____ Telephone			_____ Fax		

Upcoming Activities

Always check <http://www.m-appa.org/events.htm> for the latest information.

— 2003 —

Institute for Facilities Management
Jan 26-30 - Fort Worth TX

APPA's cornerstone training program on facility management. The curriculum concentrates on four core areas: general administration and management, maintenance and operations, energy and utilities, and facilities planning, design, & construction. For additional information, visit appa.org.

APPA 2003 Ed. Facilities Leadership Forum
Jul 27-29 - Opryland TN
Co-location with NACUBO.

Institute for Facilities Management
Sep 14-18 - Indian Wells [Palm Springs] CA

MAPPA Ed. Conf. & Annual Meeting
Sep 27 - Oct 1 - St. Louis MO