

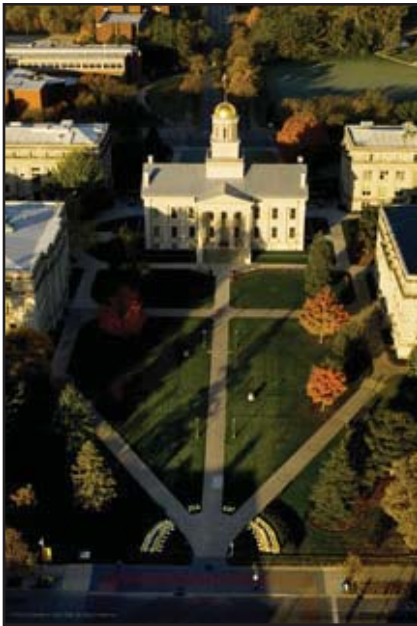


MAPP

APPA Midwest Region

Summer 2009

Register Now for MAPP 2009



If you haven't yet registered for MAPP 2009, now is the time! The MAPP Educational Conference and Annual Meeting is the place to share innovative ideas and best practices, find out about new products and solutions offered by exhibitors and sponsors, and learn how facilities departments at other educational institutions are responding to current challenges.

The University of Iowa is your host for MAPP 2009. Most of the sessions will take place at the Coralville Marriott Hotel & Conference Center, located adjacent to the University of Iowa (see map on page 3.)

Building on the host's theme of

Continued on page 3

**MAPP 2009
INFORMATION & REGISTRATION
www.m-appa.org**

**Conference: Sept. 27–30, 2009
Supervisor's Toolkit: Sept. 26–30, 2009
EFP Prep Course & Exam: Sept. 30–Oct 1**

**Host: The University of Iowa
Iowa City, Iowa
<http://www.facilities.uiowa.edu/mappa09/>**

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**Midwest Association of
Higher Education Facilities
Officers**

Leadership in Educational
Facilities
m-appa.org

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President's Corner
by John Ott, MAPPA President

Greetings from a warm and sunny
Wooster, Ohio.

I work at the Ohio Agricultural
Research and Development Center,
which is a regional campus for Ohio
State University. We are somewhat
unique among regional campuses,
since we are a separate line item on
the state budget, both for operating
dollars and capital improvement
money. We are also unique in that
we are a research campus, and have
about 70 graduate students, but no
real student body.

We have two interesting projects
currently in development on our
campus. The first is a biodigesting
unit, that will take food waste, yard
waste, silage, or manure and make
gas or electric from it. The company
that is working in conjunction with our
researchers is Schmack BioEnergy.
They claim they can produce up to
80% of our electric needs from a
biodigesting facility, slated to break
ground this summer.

The other project is a biosafety
level 3 facility. This is a large project
for us, and is slated to break ground
this fall. These facilities have very
complicated and sophisticated
systems, and we are in the process
of getting some special training
to facilitate the maintenance and
operation of this facility.

The past several months have
presented some budget challenges for
everyone. Colleges and universities
are no exception. I know that many
schools have curtailed travel for their
employees, and taken other steps to
overcome cuts in funding.

Budget cuts and how we handle
them will be one of the topics covered
at the upcoming MAPPA conference in
Iowa City, September 27 – 30. MAPPA
2009 is being hosted by the University
of Iowa, and Jeri King and the host



committee have been preparing for our
arrival for awhile. Ruthann Manlet and
the Educational Programs committee
along with President-elect Chuck
Scott, have been working on another
outstanding educational program for
the conference.

Sustainability is the theme for
the conference, and you will be able
to see and learn first hand how the
University of Iowa has and continues
efforts to recover from the devastating
floods of 2008.

A couple of the highlights will be
a panel discussion on budget cuts,
and how we deal with them, and a
session on maintenance and operation
of biosafety facilities. I mentioned
earlier about our biodigesting facility,
representatives from Schmack
BioEnergy will be at the conference
to talk with you about opportunities
for your campuses to turn waste
into energy. It looks like it will be
another interesting and educational
conference.

I hope all of you can make it to the
conference, I think it promises to be
an excellent learning opportunity, and
offers a variety of sessions.

See you all in Iowa,
John

Register Now for MAPPA 2009

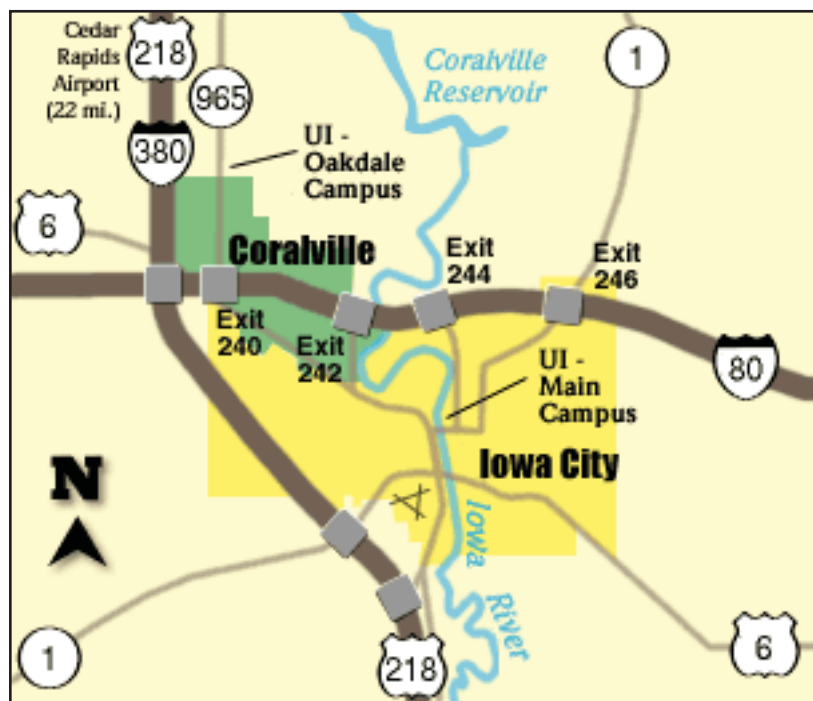
Continued from page 1

“MAPPA 2009: Elevating our Leadership in Sustainability,” the program committee has put together a great program. Educational tracks include sustainability, operations & maintenance, finance & human resources, and administration.

Back by popular demand: golf, spouses events, first-timers reception, welcome reception, large and small schools, exhibitors and sponsors, excellent educational program, inspiring speakers, and much more.

For the first time, MAPPA is also offering the Supervisor’s Toolkit and APPA is offering the Educational Facilities Professional (EFP) exam at the conference location. The EFP preparation and certification will follow the conference. Supervisor’s Toolkit will start earlier and run concurrent with the conference.

Find out more at the MAPPA 2009 website (<http://www.m-appa.org> and follow the link to MAPPA 2009). There you will see information for the conference and Supervisor’s Toolkit; there is a link to the APPA website for information and registration for APPA’s EFP certification program. This truly is the MAPPA event of the year. We look forward to seeing you there.



Map of University of Iowa, Iowa City

SXU wins Small feet/large FEAT award from U.S. Green Building Council

Award recognizes SXU’s Greenhouse Gas Audit and green buildings

The U.S. Green Building Council recently recognized Saint Xavier University’s efforts toward environmental sustainability with the 2009 SMALL feet/large FEAT - Excellence in Organizational Change award at the Fourth Annual Emerald Gala.

The annual award recognizes organizations that have made changes to reduce their environmental footprint.

Saint Xavier recently completed a Greenhouse Gas Audit, which evaluated the University’s carbon footprint and focused on reductions in areas such as student and employee



travel.

Additionally, Saint Xavier’s environmentally friendly Arthur Rubloff Residence Hall participated in a study on the economics of going green, sponsored by the USGBC – Chicago

Chapter and U.S. EPA. The study found Rubloff Hall will not only sustain energy efficiency, but also will increase economic savings for the future as well. Rubloff’s green features include high-efficiency lighting, heating, ventilation, air conditioning and insulation systems and a “green roof,” which is features small plants that filter and purify rainwater before it seeps into the ground.

Saint Xavier’s next step is creating a Climate Action Plan to take advantage of energy reduction opportunities in the future and continue towards climate neutrality.

Creating a World Class Organization through Customer Success

by Christopher K. Ahoy, past APPA President (2006-2007)
Associate Vice President for Facilities, Iowa State University

If you are interested in Christopher Ahoy's latest book, *Customer-Driven Operations Management: Aligning Business Processes and Quality Tools to Create Operational Effectiveness in Your Company*, published by McGraw-Hill in December 2008, visit one of the following websites:

<http://www.mhprofessional.com/product.php?isbn=0071608311>

http://www.amazon.com/s/ref=nb_ss_?url=search-alias%3Daps&field-keywords=christopher+k+ahoy&x=14&y=21

Why the Book? During my lecture series 1997-2009 on "Creating a World-Class Organization," locally, nationally and internationally, many attendees would ask me "Where's the Book?" I began writing late in the evenings after work beginning in 2003 and completed the first version in the spring of 2005. I had no idea at that moment of knowing how to publish a book let alone find a publisher?

I discovered that an organization must raise its bar to high-level performance by putting various initiatives through a modus operandi of continuous and never-ending quality initiative and improvement—CANEQIAI—pronounced, "can I." Any organization can reach the pinnacle of success to become the best of the best by knowing how to fill the gaps that exist in developing organizational effectiveness with operational excellence. Closing the three gaps described in the book is accomplished by using quality tools and methodologies, using intuition and logic, using common sense, common science and complex science solutions, as well as using innovation and inventive technology for highly complex issues and problems.

As organizations ascend from their current reality position, to the future

state, then to the ideal state, they must use quality tools and find appropriate benchmarks to test their prowess compared to the competition. We need to move the organization from the initial baseline of the "is" condition, which I call the "current

reality," to the "should be condition, which I call the "future state," then on to the "could be" condition (the bottom line of world-class performance), and which I call the "ideal state."

However, reaching the ideal state is just the beginning of "good"—the threshold of a world-class organization. This is the beginning stage getting ready to move into the big league to become an excellent organization than stepping up to being a "great" organization. It is the entry point—the threshold level—of arriving at being "good" that individuals or organizations begin to realize that their potential or the organization's potential has reached the baseline of world class.

This is called the "Moment of Truth" (MOT). Arriving at this threshold just meets ISO 9000 specifications or standard operating procedures (SOPs). This is the step at which "Customer Satisfaction" is achieved for goods, products or services through evidence-driven management, which is the first level of customer focus. The next level of high performance is excellence, which I call the "Moment of Magic" (MOM). This is the "Customer Delight" phase—Disney World is attributed for pioneering this level of customer focus and the Ritz

Carlton, Marriott and other hotels are known to have achieved this level of customer expectation following the same principle that led to this level of customer focus.

To achieve "Customer Success," individuals in the organization must become tomorrow's 21st Century "knowledge workers" and must use evidence-driven management (fact-based, data-driven, data-informed and knowledge-based) and quality tools to raise an organization's performance level through the various progressive levels of operational excellence to achieve an effective organization. The highest level an organization can hope to achieve is "Customer Success"—this is to become a "great" organization. Hence the book: *Customer-Driven Operations Management: Aligning Business Processes And Quality Tools To Create Operational Effectiveness In Your Company*, published by McGraw Hill in December 2008. They began distribution worldwide on January 9, 2009. In the book I describe customer focus as having three levels—(1) satisfaction, (2) delight and ultimately (3) success.

Very early on in our FP&M 12-year quality journey (<http://www.fpm.iastate.edu/worldclass/>), in one of my internal seminars on "Creating an Awareness for World Class," I vividly remember saying, "if any one of us is ever invited to talk about what we do here and how we do things, or if folks come to visit us to see why we do what we do and how we do the right things, we will have arrived at the threshold of being an excellent organization."

FP&M has had site visits from 178 visitor groups—locally, nationally and internationally in the last twelve years to see why we do, what we do, and how we do things. I have personally

Continued on page 11

APPA Conference takes MAPPA members to Vancouver

by John Ott



L-r: Greg Fichter, Martha May, Jerry Carlson, Jeri King, John Ott, Kristie Kowall, Ralph Zia, Ruthann Manlet, and Brandon Baswell.



APPA 2009 was held in rainy Vancouver, British Columbia July 7 – 10. Due to the current economic climate, the event was not as well attended as past events. APPA did offer an opportunity for member institutions to watch the three keynote presentations via a video link. About 35 institutions took advantage of this opportunity. The three keynote speakers were; Stephen Covey author of the Seven

Habits of Highly Effective People, Mike Abrashoff, former Commander of the Guided Missile Destroyer USS Benfold and author of *It's Your Ship*, and Chip and Dan Heath, authors of *Made to Stick*. There were many informative sessions for members to attend, as well as the trade show. It was a good time for information sharing and networking.

Four individuals and institutions from the MAPPA Region received awards at the conference:

- **Ruthann Manlet** - Pacesetter Award (see right);
- **Alan Bigger** - APPA Fellow (see right.);
- **Valparaiso University** - (Natural Gas and Medium Voltage Distribution System)-Effective & Innovative Practices Award (see page 9);
- **Western Michigan University** - (In-House Capital Asset Documentation program and GIS)-Effective & Innovative Practices Award.

Congratulations to these individuals and institutions on their achievements.

Photo right, l-r: **Shawna Rowley**, Weber State University, RMA Professional Development Chair. Her school received the Innovative Award for Safety Training. This award recognizes programs and processes that enhance service delivery, lower costs, increase productivity, improve customer service, generate revenue, or otherwise benefit the educational institution; **Suzanne Healey** - APPA Director of Professional Development; **Ruthann Manlet** - MAPPA Professional Development Chair with her Pacesetter Award; and **David Gray**- APPA Vice President for Professional Development.

AWARD RECIPIENTS

The APPA Fellow Award

The Fellow is APPA'S highest individual achievement award. Individuals must have been an active member of APPA for a minimum of ten years; graduated from APPA's Institute for Facilities Management; completed APPA'S Leadership Academy; completed an approved research project under APPA'S Center for Facilities Research; and submitted two references from colleagues in the educational facilities profession that speak about the individual's successes and dedication to the field.

Alan

Bigger

received this award. Alan is the Director of Facilities at Earlham College, Richmond, IN. Alan served as President of APPA in 2007.



The Pacesetter Award

Ruthann Manlet received the Pacesetter Award. The Pacesetter Award recognizes individuals who have made significant contributions at the APPA regional or chapter level. Ruthann is from the University of Minnesota and serves as the MAPPA Professional Development Chair.



University of Illinois implements conservation programs to use less energy



Faculty and staff members at the University of Illinois Urbana campus are pursuing a variety of eco-friendly initiatives aimed at protecting the environment and helping the campus pare its utility bills.

The Green Team, a committee comprising unit managers and eco-friendly volunteers at McKinley Health Center, has decided to match Chancellor Richard Herman's goal for the campus by striving to reduce the health center's energy usage by 10 percent within three years.

To do that, staff members are being encouraged to reduce their use of personal appliances (such as fans or coffeemakers in offices), which are plugged into a Kill A Watt Electricity Usage Monitor that measures their energy consumption and then labeled. The subcommittee that is exploring personal appliance usage is considering establishing a personal use standard for energy consumption and conferring a green seal of approval to employees who meet it. Two other subcommittees are addressing recycling and education and marketing issues.

A large source of energy

consumption is the more than 300 desktop computers in the building, said Jan Phillips, assistant director of health information and systems at McKinley. For the past year, 40 exam rooms have been equipped with energy-conserving thin clients, paperback-book-sized computers that consume just five or 11 watts of power versus the 61 watts that standard desktop computers consume.

To conserve water, in March plumbers replaced the 1.5-gallon-per-minute aerators in 16 hand-washing sinks with aerators that dispense only one-third as much, and a water-conserving toilet, urinal and sink also were installed in one restroom on a trial basis in April, said Glen Filkin, building service supervisor.

The College of Veterinary Medicine has a similar group of volunteer environmentalists known as the Orange, Blue and Green Committee, which formed about two years ago at the suggestion of Mark Mitchell, section head of small animal medicine.

One of the committee's early projects involved behavior modification for able-bodied students who chose

to ignore the signage and enter the vestibule of the Veterinary Medicine Basic Sciences Building through the automatic doors rather than the manual doors, which let in less outside air and help regulate the building's temperature. Committee members stationed themselves in the vestibule and gave snacks to people who entered the building through the correct door.

"This past winter, we didn't do that, and we had a new crop of 120 first-year students," and the problem recurred, said Joe Kunkel, director of facilities at the Basic Sciences Building and chair of the committee. "Next year, we're going to set up a table and do some positive reinforcement. It gets people's attention."

With a \$22,000 grant from the Student Sustainability Committee – and the help of volunteers from the local Grand Prairie Friends conservation organization, the Illinois Natural History Survey and the broader community – the committee planted a 10,000-square-foot native prairie garden at the Basic Sciences Building. The garden reduces mowing, fosters a natural habitat for native insects and animals, and serves as an educational tool. Kunkel said the rest of the lawns will be "no mow" zones.

"It can look nice without all this mowing and maintenance, and that's our goal," Kunkel said.

Mitchell and Dianna Black, a staff pharmacist, coordinated a recycling program for non-biologically contaminated medical plastics, such as syringe cases. The clinic produces about three to four large garbage bags of such waste a week, Mitchell said. Additionally, Black is exploring a safe-disposal program for waste pharmaceuticals.

See more about U of I's energy savings plans on page 7.

University of Illinois ahead of goals in reducing energy consumption

The University of Illinois' Urbana campus is ahead of schedule in meeting Chancellor Richard Herman's goal of reducing energy consumption by 10 percent by Fiscal Year 2010.

For the first 10 months of the current fiscal year (FY09), energy consumption was down by 9.6 percent over last fiscal year. As a result, the campus expects to save about \$5 million in energy costs.

Initiatives such as the Energy Liaison Program that heighten awareness about energy usage and promote personal responsibility for containing costs and reducing consumption, and lighting and building system retrocommissioning programs – along with decreases in natural gas prices – have contributed to a better bottom line.

"We're heading toward a 10 percent reduction this year, and I don't think we could have done that without the campus units getting on board," said Terry Ruprecht, director of energy conservation at Facilities and Services. "Folks out there are doing whatever small things they can do. It really is one of those nifty things where a whole bunch of people are putting their shoulders to the wheel and making it work."

The savings will be used to pay down the multimillion-dollar deficit that the campus accrued over the past several years as energy costs soared. The second priority will be funding conservation initiatives.

Crews from F&S are almost finished with the first phase of the Lighting Retrofit Project, which entails replacing more than 80,000 outdated fixtures and ballasts in the 44 buildings that use the most energy. About two dozen buildings were retrofitted during the project's first phase, and nine more buildings – including Chemistry Annex, Roger Adams Lab, Freer Hall and the Medical Sciences building – will be retrofitted during the second phase, which is expected to begin July 1 and run through December.

The \$4.2 million project was funded in part by a \$1.2 million grant from the Illinois Clean Energy Community Foundation and by the Academic Facilities Maintenance Fund Assessment paid by students. The campus has applied for additional funding of \$800,000 from the Illinois Clean Energy Community Foundation. When completed, the Lighting Retrofit project is expected to save about \$1 million – or 12.8 million kilowatt hours – annually, based on 12-hour days.

During the summer, 250 occupancy sensors, which turn off lights when rooms are unoccupied for 30 minutes, are being installed in many classrooms. The sensors can reduce electricity usage by 30-50 percent, but they are costly to install in expansive rooms that have multiple circuits and switches, so "you have to be fairly judicious about where you decide to put them," Ruprecht said.

Thus far, sensors have been installed in classrooms in the Foreign Languages Building, Loomis Lab and the Armory,



and seven more buildings are slated to receive them.

"We're focusing on classrooms for right now because the \$50,000 for the project came from the Student Sustainability Committee, and they really wanted to focus on the buildings where students would be most affected," said Eva Sweeney, F&S engineering specialist. "It's a pretty modest start, but we're hoping that if the project is successful we'll be able to go much more widespread with it." However, additional funding will need to be found in order to do that, Sweeney said.

A portion of the project costs will be refunded to the campus through a rebate program administered by the Illinois Department of Commerce and Economic Opportunity.

F&S is continuing its Retrocommissioning Project, replacing and repairing HVAC and other building systems to improve energy efficiency. Programmable controls and occupancy sensors have been installed in older buildings such as Krannert Center for the Performing Arts, or "tweaked" in newer buildings that already had the controls, to conserve energy during all hours of operation. Since the Retrocommissioning Project began, work in 12 buildings – including the National Soybean Research Center, Turner Hall and the ACES Library – has been completed or is under way, reducing energy costs by an average of 27 percent per building. The improvements are expected to save about \$1.8 million annually.

The number of service requests being made to the Temperature Control Shop regarding complaints about areas being too hot or too cold – as well as the number of call-backs about those problems – have decreased, according to Rob Fritz, management engineer in the building maintenance division of F&S, who oversees the shop. In part, this is due to the number of temperature control mechanics having been increased from 12 to 15 over the past four years, Fritz said. Coupled with the retrocommissioning process, the additional manpower enabled his staff members to begin making the necessary repairs and replacements that are part of the burgeoning backlog of deferred maintenance projects, rather than providing temporary fixes before moving on to the next "hot" or "cold" call.

University of Minnesota, Morris renovates historic building for LEED Platinum certification

The University of Minnesota Morris has broken ground on a historic renovation. Listed on the National Register of Historic Places and built in 1915, the University of Minnesota, Morris Community Services Building is designed to become the University of Minnesota's first LEED Platinum building and one of only 13 higher education LEED Platinum certified buildings in the world. It is also the first building in Minnesota to use energy efficient chilled beam technology.

The two-story, 18,500 square-foot Community Services Building was originally the Engineering Building for the West Central School of Agriculture that operated from 1910 to 1963. Once the renovation is complete, the Community Services Building will house admissions, external relations, and continuing education services, as well as the Center for Small Towns. The Morris campus expects it to become an impressive gateway for all visitors, including alumni, prospective students, and parents. It will also be the centerpiece for the campus' commitment to sustainable design.

"The Morris campus has set an aggressive, proactive goal to be energy-independent by 2010, and the Community Services Building plays a critical role in achieving that goal," said Lowell C. Rasmussen, University of Minnesota Morris vice chancellor of finance and facilities. "The progressive and forward-thinking Regents policy adopted in 2004 provided the foundation for this project. We've received invaluable support from the entire University system and Central Administration."

The University of Minnesota, Morris broke ground on the project in February. When completed, it is expected to use 32 percent less energy than an ASHRAE 90.1 2004



baseline building. The cost savings total 37 percent as modeled.

"We originally started off with a design that targeted a 60% reduction in carbon emissions and LEED Gold certification," explained Sean Wagner, AIA, LEED ap, Meyer Scherer & Rockcastle architecture's director of sustainable design. "But then we got creative with the mechanical systems. We realized that if we could upgrade our mechanical design approach with an ultra-efficient system and keep the main components in the basement, we could save money and reduce the building's carbon footprint. By using chilled beams, we don't have to build roughly 3,000 square feet of new space to house mechanical equipment. This strategy keeps the integrity of the historic building in tact and further reduces energy use."

Chilled beams combine radiant cooling systems with conventional overhead ventilation to reduce energy usage, improve comfort levels, and reduce the architectural impact of duct work and other mechanical systems. Chilled beams use water, not air, to remove heat from a room. "In using chilled beams and in-floor radiant heat, we are only cooling and heating the spaces people are in," said Wagner. "It's highly efficient. Plus, the system is quieter and provides better indoor air quality."

As designed, the building will be 37.5 percent more energy efficient

than the Minnesota Energy Code requirement.

The building is designed to be heated by in-floor radiate heat and cooled through the chilled beam system. It will draw additional power from the campus' wind turbine and bio-mass plant.

Other sustainable design features include:

- Operable windows to take advantage of natural ventilation.
- Daylight optimization throughout the entire building, so every occupant will have views to the outside.
- A minimum of 20% of the materials used in the renovation have a recycled content of 20% or better.
- Use of salvaged wood joists for a new staircase that connects the two of the floors.
- Use of salvaged glass and wood for enclosed offices.
- A minimum of 20% of the materials used will be regionally extracted, processed, and manufactured.
- Landscape design restores native plantings and reduces water usage to conform to historic guidelines.
- The building conforms to National Park Service Standards for Rehabilitation, which includes features such as new energy performance windows that replicate the original windows.

Construction began in February and is expected to be complete in December 2009. The LEED Platinum certification should be confirmed by the United States Green Building Council (USGBC) sometime in 2010.

IU hosts APPA Supervisor Tool Kit



Indiana University hosted the APPA Supervisor Tool Kit at the Kelly Business School in Bloomington in late June.

Greg Fichter, building services assistant director and Glenn Lightner, operations associate director, kicked the week off with a heartfelt introduction to the University and their staff.

Twenty-one of the Indiana University Building Services supervisors attended. Fichter plans to have the remaining Building Services supervisors attend in the near future. He felt that the session went very well, and he looks forward to the others participating and benefiting from the training.

The training was conducted by Randy Sutherlin and Thomas Fallwell, IU's building services coordinators, Ruthann Manlet, University of Minnesota facilities team manager, and Michelle Frederick, training and development manager at American University.

The participants and the trainers had a very engaging time during the week's session. The training consisted of the seven modules of the Supervisor Tool Kit:

1. Supervision, What Is It?
2. It's More Than Administrivia
3. Communication, Let's Talk

4. If It Weren't For The People...
5. Motivation & Performance
6. Customer Service Triangle
7. Leadership Tools for Success

During the training, the supervisors demonstrated their department's great collaboration and teamwork. The individuals that participated in this class have an average of 10 to 15 years of custodial experience.

Randy Sutherlin and Thomas Fallwell both became APPA qualified trainers during the week-long course.

Please join MAPPA in congratulating these individuals for completing the APPA Supervisor Tool Kit:

Mike Arsenault	Charmaine Terry
Teresa Bowman	Cherryl Tincer
Jessica Hoene	Jeff Womack
Deanna Crane	Shelby Anderson
Chuck Glidden	Steve Waldrip
Jennifer Krebbs	Jerry Bland
Frank Meiser	Ron English
Steve Mobley	Ralph Evans
Mike Clark	John Campbell
Barb Paris	Joe Bornhorst
Kip Shell	

If your department is interested in hosting the APPA Supervisor Tool Kit, please contact Ruthann Manlet, MAPPA Professional Development Chair at manle001@umn.edu or 612-624-4588

If you are interested in attending the APPA Supervisor Took Kit, please join us at the MAPPA Annual Conference in Iowa. Due to the great demand for the course, we will be holding two sessions during the conference.

Valparaiso wins two awards

Valparaiso University's Natural Gas and Medium Voltage Distribution System was selected to receive APPA's Effective and Innovative Practices Award. The award was presented at the APPA conference in Vancouver on July 8.

The university also received the Collegiate Citation from the 2009 Educational Interiors Showcase for the design of the Harre Union.

MAPPA 2010 in the Quad Cities

Augustana College in Moline, Illinois will serve as the official co-host with Western Illinois University for MAPPA 2010.

Supervisor's Toolkit: The Nuts & Bolts of Facilities Supervision

Hosted by the MAPPA Educational Conference

September 26-30, 2009, at the Coralville Marriott Hotel Conference Center, 300 East 9th St., Coralville, Iowa.

Presented by: Shawna Rowley, Weber State University, Utah, and Ruthann Manlet, University of Minnesota

Reserve your room now! Single and double rooms are available at \$108.00. Call 319-688-4000 and ask for the "Mappa Conference rate." Or visit www.facilities.uiowa.edu/mappa09/accommodations.htm.

The program costs \$550 per person, including all training, materials and all MAPPA conference functions Saturday – Wednesday. Learn more at the MAPPA conference site: www.facilities.uiowa.edu/mappa09. Registration is limited to the first 35 people

If you have questions about the program, contact:

Ruthann Manlet, Mappa Professional Development Chair at manle001@umn.edu or 612-624-4588.

APPA Certification for Educational Facilities Professionals (EFP)

The credential illustrates individuals' extensive experience and knowledge as educational facilities professionals.

The EFP shows familiarity with standards and best practices, the ability to perform research-backed stewardship, and the facts, ideas and principles that contribute to creative and sound decisions.

Preparatory Course

The APPA EFP Exam Preparatory Course will be offered 9 a.m. – 5 p.m. on Wednesday September 30, 2009, at the North Ridge Pavilion, 2250 Holiday Road, Coralville, Iowa, 52241.

The course costs \$250, including a full day review of:

1. General Administration and Management
2. Operations and Maintenance
3. Utilities and Energy Management
4. Planning, Design and Construction

Fee also includes all review materials, breakfast, lunch and breaks. Complementary shuttle service to and from Coralville Marriott Hotel and Conference Center will be provided.

If you have questions regarding Preparatory Course, contact:

Ruthann Manlet, Mappa Professional Development

Chair at manle001@umn.edu or 612-624-4588, or

Christine Douglas, Mappa Host Committee at Christine-douglas@uiowa.edu or 319-335-1201.

Credentialing Exam

The APPA EFP Credentialing Exam will be registered through and proctored by APPA directly. The exam will be held at the Coralville Marriott Hotel and Conference Center on October 1, 2009, from 8:30 – 11:30 a.m.

You must complete the following:

1. EFP Eligibility Document
2. EFP Exam Registration Document

If you have questions regarding the exam, contact:

Ruthann Manlet, Mappa Professional Development Chair at manle001@umn.edu or 612-624-4588, or

Suzanne Healy, APPA Director Professional Development at suzanee@appa.org or 703-684-1446.

Proposed Changes to the MAPPA By-laws

The following changes to the MAPPA By-laws will be presented to the membership for approval at the conference in Iowa in September 2009.

Current Language:

1. Location of the Meeting

A majority vote of the MAPPA membership, in attendance at the annual meeting, shall select the locations for the annual meetings. If a tie vote should occur, the Board shall make the final determination. When possible, the locations shall be rotated within the various States of the MAPPA region. The date and time of the annual meeting shall be determined by the Board. To assure adequate time for reserving hotel spaces in the host city, the date should be selected at least two years in advance.

New Language:

1. Location of the Meeting

An annual meeting of the MAPPA membership shall be held within the confines of the seven states of the region. To provide for maximum participation of the membership at annual meetings, the meeting sites will be rotated within the seven states. The recommended site for the meeting shall be determined by a Site Selection Committee that shall consist of the Past President, and Junior and Senior APPA Board Representatives. The Past President will chair this committee. To ensure adequate time for planning the event, the site selection should be made at least two years in advance.

Current Language:

A. Enumeration of Officers

The officers of MAPPA shall be the President,

President-Elect, Past President, Secretary, Treasurer, Junior Regional Representative to the APPA Board, Senior Regional Representative to the APPA Board, newsletter editor and the chair of the host committee of the previous meeting and the next two annual meetings. These officers shall constitute a Board of Directors with eleven members.

New Language:

A. Enumeration of Officers

The officers of MAPPA shall be the President, President-Elect, Past President, Secretary, Treasurer, Junior Regional Representative to the APPA Board, Senior Regional Representative to the APPA Board, newsletter editor, Professional Development Committee Chair, Information & Research Committee Chair, Membership Committee Chair, Professional Affairs Committee Chair, and the Awards and Recognition Committee Chair. These officers shall constitute a Board of Directors with thirteen members. The chair of the host committee of the previous meeting and the next two annual meetings shall be ex-officio members of the board. The elected officers shall make up the Executive Board, and shall appoint all other board members.

Current Language:

The MAPPA Board of Directors shall appoint a CPA to review and audit the financial records of the Association. The results of this annual audit and tax return shall be presented to the Board at the Annual Meeting.

New language:

See that the accounts of the Association are reviewed bi-annually, or upon the change of Treasurer, and a tax return filed annually by a certified public accountant appointed by the Board."

Current Language:

Direct the Treasurer to provide for all fiscal arrangements and require the bonding of all officers charged with the handling of funds.

New language:

Direct the Treasurer to provide for all fiscal arrangements and require the insuring of all officers charged with the handling of funds.

Current language:

Membership in the Midwest Association of Higher Education Facilities Officers shall be based upon the member institution's affiliation with APPA. The classifications and categories of membership of APPA are used in MAPPA.

New language:

Membership in MAPPA shall be based upon the member institution's affiliation with APPA. The classifications and categories of membership of APPA are used in MAPPA.

Creating a World Class Organization

Continued from page 4

been on the road to 78 sites over the past ten years, talking about "Creating a World-Class Organization" and sharing the FP&M World-Class journey.

Most organizations want to make process improvements in their operations. To ascend to a world-class stature they must deal with mediocrity. Customers want goods, products and services better, cheaper and faster. It became evident as I presented "Creating a World-Class Organization" that the various initiatives that I was inculcating into our organization was not just what we (FP&M) needed, but what others of similar inclination were seeking.

Since my initial foray into this

arena, the demand for information has continued to grow. Our FP&M success in garnering seven prestigious awards in a row--2002-2009 (the last five competing with multi-national corporations in Iowa)--has given meaning to this writing and to the book.

As this fall gets closer, IUs FP&M organization is definitely going to get the seventh Iowa Recognition Performance Excellence (IRPE) a State Baldrige site visit for possible ultimate gold achievement. We were also successful in promoting our case to be included as an applicant for review by the National Baldrige Board of Examiners.

Since we are probably the only

facilities planning and management operation in the world to make this debut, there is very likely a good opportunity to receive a site visit and be declared a role model for similar organizations. I will be on the road again on August 12th 2009 at the 2009 NCFMTC conference in Oklahoma City and October 18-20th at Sanibel Harbour, Florida for the Total Facilities Management (TFM) to do two presentations." I want to remind all of us that each of us is on a quality journey and an adventure in a Quest to Become the Best. See our webpage <http://www.fpm.iashtate.edu/award> for ISU's accomplishments.

Best wishes to you all.

Purdue University hosts diversity speaker: 35 Dumb Things Well-Intended People Say

by Sharon Steen and Stephanie Boland, Purdue University

You may have heard the saying “It’s not what you said, but how you said it”. Or is it?

“Some of my best friends are....”, “I know exactly how you feel!”, “I don’t think of you as....”, or “I don’t see color”. These phrases may be ones we have all used at one time or another, that aren’t intended to offend, but may in fact hurt the recipients of our seemingly innocuous words.

In a recent presentation to University staff in the Treasurer’s area, Dr. Maura Cullen addressed these and other common but hurtful phrases in a talk titled “35 Dumb Things Well-Intended People Say.” Dr. Cullen is a diversity trainer who educates and inspires people on how to be more inclusive and authentic when communicating with others.

Drawing on the thoughts and experiences of the audience, Dr. Cullen drew attention to the many ways we can make others feel uncomfortable or offended due to their race, religion, gender, or sexual orientation. Since insisting on one’s good intention does not make the

offense go away, she also provided several suggestions on what to do if you unintentionally offend someone else:

- Take responsibility for your actions and the impact you have had on the receiver. While you may be temporarily uncomfortable, your actions demonstrate the offense was not your intent and that you value the person and your relationship.

- Consider the Pile-On-Principle to understand why people sometimes react strongly. You don’t know what an individual has experienced in the past or what events have lead up to today, and which may make your comment the proverbial “last straw”.

- Listen to others and how what you have said may have offended them, don’t try to explain away their reaction as an overreaction on their

“Dr. Maura Cullen is an impressive speaker whose informative presentation effectively engaged the audience and opened meaningful discourse.”
 – Meghan Liesberg, Physical Facilities Managing Director

“Promote respect and an inclusive community exemplifying diversity in all aspects of a productive, proactive, and nurturing learning environment.”
 –Purdue University “New Synergies” Strategic Plan

“Purdue University believes that a diverse work force is essential to our success. A diverse work force strengthens our organization by helping us appeal to the best talent and deliver the highest quality of services.” --Purdue University Executive Vice President and Treasurer’s Task Force

part.

Dr. Cullen ended her presentation with a simple, but effective way to deal with emotional situations. Rather than following a common response of React, Attack, and then Breathe, she suggested turning that dynamic around: Breathe (relax and take the time to form a coherent thought), Acknowledge, and then Respond.

