



CAPPA NEWSLETTER

Fall 2022 | Issue 174

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FROM THE PRESIDENT

Brian Lasey
Associate Vice Chancellor for
Facilities & Maintenance
Arkansas State University

“We all have the opportunity to be an active part in determining what our organizations become.”
~**Brian Lasey**

Dear CAPPA members and all,

I hope everyone enjoyed the recent CAPPA Conference hosted by the University of Nebraska at Lincoln. As always, the camaraderie was great, and I heard many conversations about interesting and engaging topics from the educational sessions presented. Attendance was good and everyone seemed to enjoy gathering in person once again.

New this year were round table discussion sessions intended to spark conversations amongst colleagues about specific topics. If you liked that format, please let someone on the Professional Development committee know. I’m sure they would appreciate any feedback that helps plan future sessions. This committee is dedicated to ensuring the learning opportunities remain valuable.

Also new this year was the unveiling of the CAPPA Business Partner database. The goal is to showcase our business partners in a location easily accessible by all members so they can find the help they need, when they need it. Special thanks to CAPPA’s past president, Markus Hogue, on the original design. I’d also like to recognize Debra Jones and Allison Anderson-Fobert for their efforts to engage business partners and encourage their increased participation. The database can be found [here](#) on the CAPPA website page for Business Partners.

The list of friends and colleagues that should be recognized for their participation at the 2022 CAPPA Conference, and in many other capacities, is too large to print here. Without the tireless efforts of these volunteers there would be no Fall Conferences, nor CAPPA sponsored Supervisor Toolkits. I started attending CAPPA events in 2009. I met people. I learned things. But it wasn’t until I actively participated, however, that those relationships started to really develop.

In Lincoln I asked everyone to take advantage of the tools and opportunities CAPPA provides. One of those is the opportunity to serve the organization. That service has helped me forge some valuable relationships. It has provided me opportunities to branch out, meet new people, and try new things. Involvement in CAPPA can start with participating on a committee, or it can go as far as serving as an officer. There are many opportunities, just let me know how you’d like to participate.

In closing, I’m genuinely looking forward to the future. We’ve had some difficult times recently and Higher Education, and Facilities Management, have been forced to evolve. The challenges brought on by these changes should be exciting. We all have the opportunity to be an active part in determining what our organizations become.

Use your CAPPAs relationships to your advantage. Use the tools offered by APPA and CAPPAs to help you meet those challenges. The Board of Directors is dedicated to ensuring CAPPAs remains valuable to our members throughout these changes, and we want your input and participation as CAPPAs addresses the changing landscape too. Contact any member of the Board of Directors with suggestions, to volunteer, or just to ask for assistance.

Hope to see you all in Dallas, Texas next year for the 2023 CAPPAs Conference, hosted by the University of Texas at Dallas, on October 1-3, 2023.

Brian Lasey

Arkansas State University

blasey@astate.edu

MY CAPPAs Story—Lee McQueen

Retired, PE Emeritus, M.E.M.—University of Nebraska at Kearney



I am the current CAPPAs historian. This means I'm old, and retired. I'm hopeful I can express how my CAPPAs experience can provide value to you. Here's the short version of my professional journey: I graduated with degrees in mechanical engineering and business administration, worked for a mechanical electrical design firm for 4 years, and got my engineering license. Since that time, I've worked in Higher Ed for 39 years, across 4 states, at 5 public universities. Two constants across this journey are the patience of my wife, Patty, and a connection to CAPPAs.

With each job change, I hoped my skills were appropriate for the new job. And each time my skill set fell short. Each time I had to keep learning, keep growing in order to meet the challenges of the new job. In each case, CAPPAs lessons helped bridge the gap between the skills I had and the skills I needed.

It probably took me longer than it should have to add certain work skills. I wanted to believe I knew all I needed. I finally accepted I had to keep sharpening the saw, because I didn't know everything, and because the world around me was changing faster than I was keeping up.

My first CAPPAs boss was in the original CAPPAs meeting in 1953. He taught me that space in buildings was a resource to be managed, not trivialized. And he taught me you didn't need the best toys to solve a problem, you needed a strategy to best use your resources.

My second CAPPAs boss *made* me attend my first conference, and for that I'll forever be grateful. It exposed me to a gathering of folks who come together to celebrate each other's victories, big and small, and to fuss about our common problems, big and small. We don't have all the answers; everybody's issues are unique to them. But we have this opportunity to show folks how we approached a particular issue, what resources we put towards it, and what our results were.

My other bosses also encouraged me to participate in CAPPAs. I didn't verbalize it well, but I understood the value proposition of CAPPAs. It was a net positive investment for my school, because of what I brought back in tools and ideas.

My CAPPAs story includes many years spent on the Professional Development Committee, trying to share new tools and current success stories. CAPPAs and APPA provide tools whether it be in education sessions, in Supervisor's Toolkit, or Academy on Campus. Is your department struggling with having their training budgets cut? CAPPAs's Professional Development Committee can offer scholarships for folks that attend our conferences and other CAPPAs and APPA trainings. Be aware and take advantage of this opportunity.

Before conversations I've had with others at the recent 2022 CAPPa Conference, this is where I would be done with my story. I would have wrapped up by saying how wonderful it is to get together and network. But these recent interactions reminded me that I've become that grumpy old guy saying 'get off my grass'.

I was reminded that even though I enjoy reading a physical newspaper, most folks obtain information from social media that I'm not using. Yet that interaction really mattered.

So now my CAPPa story, and your CAPPa story, evolve around learning how to share known best practices in this social media era.

I'm the historian, right? The history of this organization is that a bunch of folks got together to compare data; to tell stories about problems they faced. Their formal interactions were based on presentations on physical paper about space use, about controlling energy use, about the training staff needed to get the job done, about tight budgets. At this most recent 2022 CAPPa Conference, we used laptops and projectors to talk about ... space, energy, training, and budgets. Because there are new folks who need to hear these stories.

CAPPa is a great place, a safe place, for business folks and gearheads, and business partners to get context about common frustrations. Where is that level of frustration? Where is the pain point, that point of mutiny where you say, 'THAT'S ENOUGH?' My mutiny is with social media, I don't want to learn that software, I'm retired, I don't have to. That's part of my CAPPa story. Part of your CAPPa story will be how you gather information, and how you use all your tools, including social media, to share these nuggets you get from our gatherings.

I'm a Star Trek guy. Much too late in my CAPPa journey I learned about this quote from series creator Gene Roddenberry. My hope is it summarizes your ongoing experience with CAPPa. Roddenberry said, "When we do become wise, we'll learn that quite the loveliest statement in the world is: I disagree with you. And we'll learn the answer is: Wonderful, please tell me how."

From the Business Partners

Well BP's, that's a wrap on the 2022 CAPPa Conference! Thank you to all who attended and made this event such a success. We are grateful for your attendance and overall engagement with the membership. The overall feedback presented at the Business Partner Wrap-Up meeting was overwhelmingly positive. Members were more engaged this year, Business Partners had more networking opportunities, and first-timers felt included. We also took notes on areas of improvement and hope to make 2023 CAPPa Conference even more fruitful for those in attendance. If you have more suggestions, just reach out to us!

The 2022 Conference theme was "Every Interaction Matters" ... let's keep that motto throughout the year and get involved as your successful CAPPa experience begins with you! Take advantage of your membership and join any committee where you can bring a little time and expertise, including the BP Committee. We welcome your participation and support.

In addition, if you are a **paid** CAPPa Business Partner, please confirm your information is correct on the BP Dashboard available to membership. If you have any questions, please reach out to Debra Jones or Allison Anderson-Fobert. All information can be found on the Business Partner section of the CAPPa website: <http://cappaedu-com.nt1-p4stl.ezhostingserver.com/business-partners/>.

Thank you for a wonderful conference, and we look forward to seeing you at the 2023 CAPPa Conference in Dallas!

Sincerely, your committee Co-Chairs,
Allison Anderson-Fobert and Debra Jones

The 2022 CAPPa Conference



The 2022 CAPPa Conference was held at the Lincoln Marriott Cornhusker Hotel in Lincoln, Nebraska, and hosted by the University of Nebraska-Lincoln. This year's theme, "Every Interaction Matters" finally became tangible as some conference attendees visited a variety of educational and informational sessions, and others were expanding on their skill sets in the Supervisor's Toolkit or Academy on Campus: Level III courses.





And when the classes and sessions would end each day, everyone came together during nightly events to make those valuable interactions. From the First Time Attendees Reception, the Dinner with the Business Partners, a Night at the Strategic Air Command Museum, Dr. Marco Barker's Keynote speech, the tour of UNL's beautiful campus, to the final evening of the Awards Banquet.

The Strategic Air Command Museum



Dr. Marko Barker

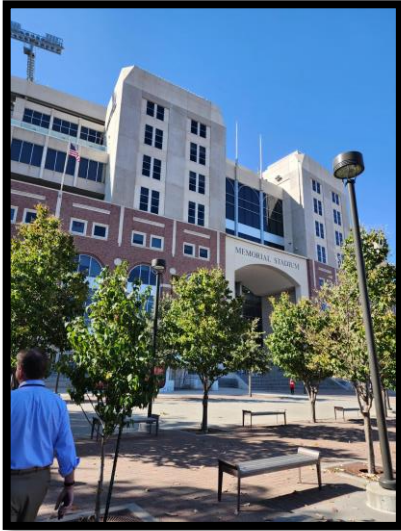
Vice Chancellor for Diversity and Inclusion & Associate Professor of Practice at UNL.

"Building an Inclusive Excellence Mindset: Leading from Diversity through Excellence"

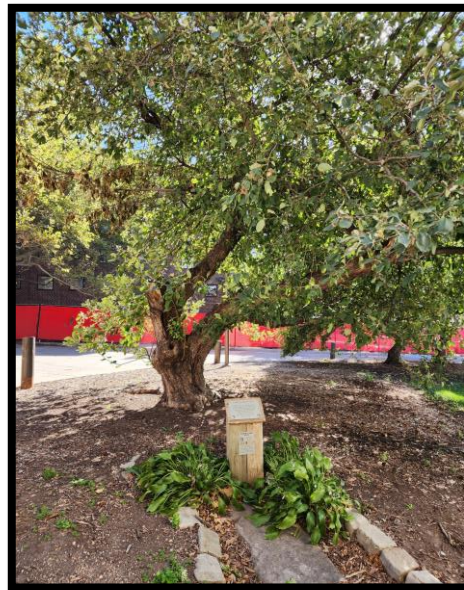
Have you Opted Out of CVENT?

If you have "Opted Out" of emails from CVENT, thinking they were spam, you won't receive any new emails regarding CAPP events. Please email Angie Mitchell (amitchell@semo.edu) to get back on the list!

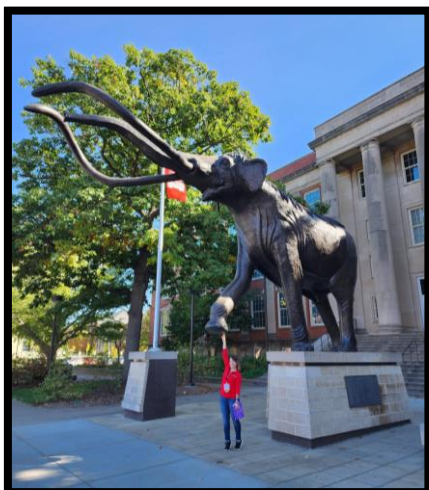
Tour of the University of Nebraska-Lincoln



Optical Illusion? Or are you just tilting your head?



Newton's Apple Tree



*Rub Archie's foot for Good Luck!
(If you can reach it!)*



There are many people to credit for the success of this conference; but here are a special few I would like to highlight for always being a helping hand and friendly face every day of the conference.



22-23 CAPPA Board of Directors



L-R (back): *Brian Lasey*, President; *Matthew Rom*, 1st VP; *Randy Stapleton*, 2nd VP; *Luis Morales*, 3rd VP; *Christine Nelson*, Assistant Treasurer; *Angela Meyer*, Regional Director to APPA; *Nate Benes*, Information & Communications Chair; *Rodolfo Zelaya*, Professional Development Co-Chair; *Lee McQueen*, Historian.

L-R (front): *Debra Jones*, Business Partner Representative; *Virginia Smith*, Secretary; *Angie Mitchell*, Conference Coordinator; *Jennifer Kindt*, Treasurer; *Jeannie Knott*, Newsletter Editor; *Marissa Pierson*, Professional Development Co-Chair; *Allison Anderson-Forbert*, Business Partner Representative; and *Whitney Jibben*, Membership Chair.

Special 'Thank You' to everyone who attended the 2022 CAPPa Conference!



Congratulations to the Award & Scholarship Winners!

CAPPa Distinguished Member

Angela Meyer Southeast Missouri State University

CAPPa President's Award

Christina Hills APPA

CAPPa Meritorious Service

Markus Hogue University of Texas - Austin
Steve McClain University of Arkansas

CAPPa Newsletter Award

Ben Boslaugh Missouri State University
Joe Martin SpawGlass, Inc.

APPA Fellow

Glen Haubold New Mexico State University (emeritus)

APPA Meritorious Service

David Handwork, *CEFP*, United Commercial Energy Partners, LLC

2023 CAPPa Conference Scholarship

Ira Steeby University of Nebraska-Lincoln
Jimmy Parnell University of Tulsa
Dave Law South Dakota State University

Energy & Utilities Round Table Session - \$500 Scholarships

Ian Hadden University of Arkansas for Medical Sciences
Aaron Evans University of Nebraska-Lincoln

Leadership Academy Scholarship

Ian Saxton University of Kansas Medical Center
Joey Mlnarik University of Nebraska-Lincoln
Brian Flesner Doane University

Supervisor's Toolkit Scholarship

Whitney Jibben

Augustana University

Garett Hoveling

University of Nebraska-Lincoln

Larry Morgan

University of Nebraska - Omaha

Supervisor's Toolkit

Supervisor's Toolkit has been specifically designed to meet the needs of the facilities management professional. It is a structured, open-ended, and pragmatic approach to developing supervisors. It is not so much a teaching program as a development process, designed to help supervisors realize both personal and professional growth.

OVERVIEW

Module 1: Supervision, What Is It?

Learn to define effective facilities supervision; identify the roles and responsibilities of supervisors; and understand four key functions of supervision.

Module 2: It's More Than Administrivia.

Learn to understand the supervisor's role in administering organizational policy and procedures; recognize the legal considerations in the facilities environment; and gain an awareness of resource management.

Module 3: Communication, Let's Talk!

Identify barriers to effective communication; demonstrate communication skills; and understand your role in the communication process.

Module 4: If It Weren't for the People.

Understand the importance of developing and maintaining effective relationships with others in the workplace; examine the different types of relationships that exist in the workplace; and identify strategies and skills for improving relationships with others

Module 5: Motivation and Performance.

Identify methods of training and developing employees; ascertain methods of positive reinforcement; and understand the importance of performance management and evaluation.

Module 6: Customer Service Triangle.

Learn to create a basic understanding of three major aspects of customer service which include process, experience, and recovery; examine the role of the supervisor in customer service; and help participants identify areas for improvement in service delivery in their organizations.

Module 7: Supervisors as Leaders.

Master techniques to understand critical elements of leadership; transition from managing to managing and leading; and understand your own preferred leadership style.

Upcoming Classes

Texas State University – November 14-17, 2022

(More course dates to follow in 2023)

NOTE: Some content from this article can be found on <https://www.appa.org/continuous-learning/supervisors-toolkit/>.

Leadership Academy – Academy on Campus

APPA's Leadership Academy is a unique experience that will expand your ability to be an effective leader. Our programming promotes the concepts and skills needed to be a life-long learner—not just in leadership but in your personal life, making this program a real “game-changer.”

The Leadership Academy is designed as an interactive learning experience. This means that there are many activities you will be asked to participate in, such as: organizing a cohort group, presenting group thoughts and ideas, leading a discussion on a given topic, listening to content delivery, and expressing new solutions to old problems, etc. This style requires that you participate but, more importantly, that you grow as a leader.

We want the Academy to make a difference in your life. Please take time to know and understand the concepts. LEADERSHIP can be learned and applied to any role in your life, Professional or Personal. LEADERSHIP is a CHOICE and not a position. Choosing what RIGHT results from good leadership principles, practices, and choices is. ENJOY the experience!

– Paula Farnsworth, Dean of the Academy

OVERVIEW

Level I: Individual Effectiveness Skills

Helps participants explore their values and highest priorities, increase productivity by staying focused on those priorities, improve leadership skills and trust-based relationships, and achieve a healthy work/life balance. Participants will discover that the pursuit of effectiveness will have enduring positive impacts on both their personal and professional lives.

Level II: Interpersonal Effectiveness Skills

Focuses on understanding the dynamics of working together and successful ways to sustain trust which can be used to support successful relationships and team efforts.

Level III: Managerial Effectiveness Skills

Participants develop and strengthen leadership skills while learning basic principles for organizational and managerial effectiveness. Attendees experience a dynamic learning environment utilizing engaging discussion groups, learning games, discovery exercises, synergy, and project collaboration.

Level IV: Organizational Effectiveness Skills

The skills we have to change and develop organizations will require us to be at the institutional decision-making table helping to guide and manage the assets of the institution. This level prepares you with the organizational skills needed to sit at the table in order to provide excellent learning environments.

'APPA U' is making it's way to Fort Worth, Texas on January 10-12, 2023 where all four levels will be available.

NOTE: Content from this article can be found on <https://www.appa.org/continuous-learning/leadership-academy/>.



Would you like to showcase your institution on the homepage of the [CAPP](#) website?

Submit your institution photos to the Newsletter Editor,
Jeannie.knott@utdallas.edu!

UNL Team Honors Joel Webb at CAPPA Conference

By: Celeste Spier—University of Nebraska-Lincoln



The 2022 CAPPA Conference provided the setting for some University of Nebraska-Lincoln (UNL) staff members to gather and honor one of their own. Joel Webb, Associate Director of Environment Health and Safety (EHS), was diagnosed with cancer in July 2020. In 2022, the cancer returned and did not respond to treatment. Joel and his family made the difficult decision not to continue treatment.

To honor Joel's 19 years of service to the University, Jim Jackson, Associate Vice Chancellor of University Operations, and Brenda Osthus, Director of EHS, collaborated to recognize him. A plaque was created describing his impact on the University, and a memorial tree was planted on campus outside of the EHS building in his honor. To present the plaque and tell Joel and his family about the memorial tree, Jim and Brenda organized an informal gathering of the UNL CAPPA attendees, along with Joel, his wife Jill, and son Landon, on the evening of the CAPPA reception.

The plaque inscription reads:

In Honor of Joel Webb

Presented for outstanding meritorious service to the University of Nebraska-Lincoln and the Environmental Health & Safety Department since 2003 as an Associate Director and Radiation Safety Officer. During his tenure, Joel created, implemented and guided numerous Environmental Health & Safety programs enabling cutting edge research throughout the institution. His dedication and devotion to the University earned him two University Board of Regents awards. His complete devotion to the mentorship and career growth of over 100 employees directly fostered greater collaboration and displayed leadership by example to all. Joel's exceptional professionalism, personal initiative, and devotion to his team and University reflected great credit upon him and were in keeping with the traditions of the University of Nebraska-Lincoln.

Your team at Environmental Health & Safety and University Operations is in grateful appreciation to your positive impact, service and dedication.

Joel Webb passed away on October 20, 2022, at home with family by his side.



Historically Speaking, #2

By: Lee McQueen—Retired, University of Nebraska at Kearney, and CAPPa Historian

This article discusses CAPPa's publishing of a newsletter through the years, and the volunteer editors.

CAPPa is managed by a Board of Directors. President, Vice Presidents, Secretary and Treasurer are roles familiar to most. However, Newsletter Editor as used by CAPPa is a role that may not be as familiar.

The CAPPa newsletter was effectively the social media hub, with stories and dates captured on paper and delivered by horseback (more or less). When telephone access was expensive and limited, the newsletter provided new, tested ideas and solutions. In the first model, each state had a newsletter "bureau chief" who encouraged and received stories. These were passed along to an editor who assembled, printed, and mailed the document. Most schools received one copy that was shared within the department.

The first meeting of the 'CAPPa group' was held December 7 and 8, 1953, at Kansas State College. That group elected its first Executive Committee, which included a President, etc. Newsletter editor was not included.

Text below is copied from CAPPa's Bylaws discussing Newsletter Editor. Note the Newsletter Editor serves an open-ended term. This is why CAPPa has had only ten Newsletter Editors, compared to about 70 presidents.

Editor of the Newsletter

- 1. The Board of Directors shall appoint a member of CAPPa to be the Editor of the CAPPa Newsletter. The term of the appointment shall be open-ended and shall continue as long as it is mutually agreeable to the Editor and to the Board of Directors.***
- 2. Power and Duties***
 - a. Shall publish and distribute a minimum of two issues of the CAPPa Newsletter per fiscal year;***
 - b. Shall serve on the Awards, and the Information and Communications Committee;***
 - c. Shall be a member of the Board of Directors.***

CAPPa's first newsletters were published in 1977. Rex Dillow was CAPPa's first Editor. You may recognize the name, as APPA's annual newsletter award is named in Rex's honor. In Newsletter #147 (2012) CAPPa Historian Art Jones wrote:

'The CAPPa newsletter was first published in January of 1977, by Rex Dillow [*University of Missouri*], under the direction of CSRA President Paul Crall [*University of Texas Health Science Center*]. Rex continued as editor until March of 1988, when John Rulfs [*Stephen F Austin University*] took over as editor. John served as editor of the newsletter until May of 1992, when Rex [*in retirement*] once again took on the responsibility. Rex published issues 54-69, and in April of 1995, Leo Yanda [*University of Arkansas*] assumed the responsibility of the newsletter. Leo published the newsletter until February of 1997, when Tom Jones [*University of Texas Southwest Medical Center (retired)*] took over. He compiled and published the newsletter from February 1997 to September 1999. Ed and Jan Bogard [*University of Nebraska Medical Center (retired)*] picked up with issues 109 - 124, which were published between September 1999 and September 2004. Vickie Younger [*Missouri State University*] started as editor with issue 125 and faithfully published the newsletter until her retirement this fall. Vickie published 22 issues of the newsletter over a period of eight years. ***CAPPa has a rich tradition of volunteerism throughout the history of our organization, but the newsletter editors certainly did more than their share*** [emphasis added]. Laurie Lentz [*University of Texas - Austin*] has stepped up to the task of serving as our editor for the foreseeable future. I wish Laurie the best of success and encourage each of you to personally thank Laurie for her efforts on behalf of CAPPa.'

Laurie published #148 - 151. After her, Angie Mitchell (Southeast Missouri State) and Jenny Cundiff (Oklahoma State) stepped up, continuing to gather information and provide a newsletter, Angie providing #152 - 157, and Jenny providing #158 - 173. This issue, #174, marks the start for Jeannie Knott (University of Texas at Dallas). I want to give huge thanks to Angie and Jenny. I wish Jeannie the best of success. I encourage each of you to personally thank Laurie, Angie, Jenny, and Jeannie for their efforts on behalf of CAPPa. (And send Jeannie stuff!)

Upcoming Events in the CAPPa Region:

2023 Conferences will start off early next year...

- TAPPA Annual Conference will be held in Denton, TX on April 23-25, 2023.
(Dates for other 2023 CAPPa State Chapter Conferences coming soon!)

APPA U

- Institute for Facilities Management - Ft. Worth, TX, Jan 8-12, 2023.
- Leadership Academy - Ft. Worth, TX on Jan 10-12, 2023.

APPA's T3 (Targeted Titles & Topics)

- Operational Guidelines for Educational Facilities: Custodial, Grounds & Maintenance – Ft Worth, TX, Jan 10-12, 2023

Supervisor's Toolkit

- Texas State University – November 14-17, 2022
(Dates for future courses in 2023 to follow)

CAPPa Tech Tips – Steam Traps

By: Ben Boslaugh—Missouri State University, and CAPPa PD Committee

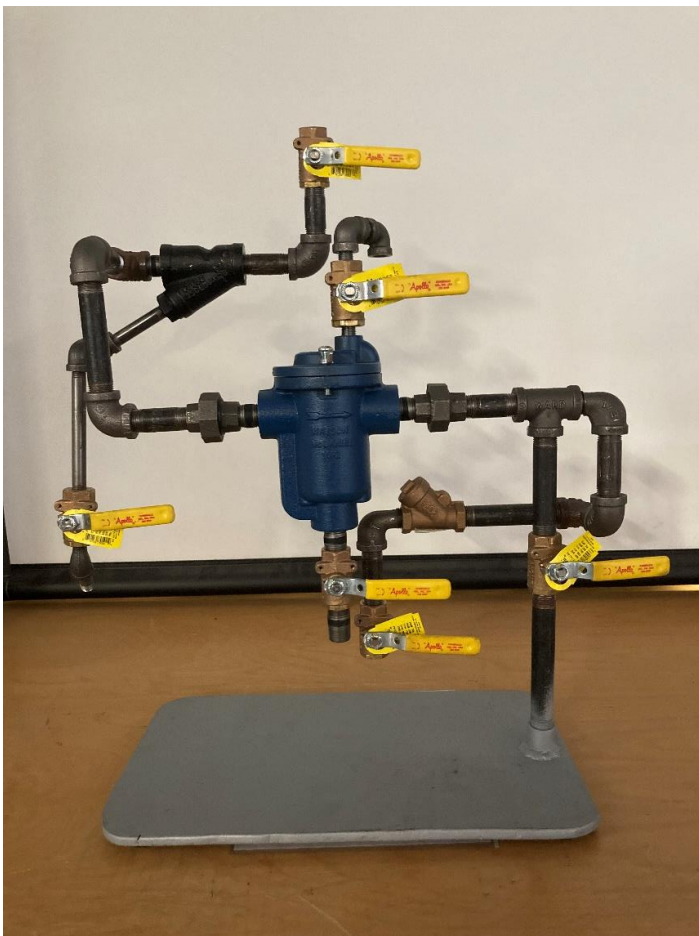


Figure 1 - Steam Trap Training Aid (with all the basic components: Strainer (with blowdown), check valve, test valve, and swing joints).

If you have a steam system – you have them. Understood by few, they are required for safe & efficient production and distribution of steam. Small or large they can make or break your system and are frequently taken for granted (or completely forgotten). Steam traps are installed in lines to drain condensate from a system without allowing the escape of steam (MM3 & 2 124). There are several types of traps, and the application (not the pipe size) should determine the type of trap installed.

At MSU we have several steam traps in our facilities and our utility distribution system. Over the years several folks had their hands in the maintenance and repair of these traps. A rule of thumb to remember from an energy perspective is that a trap that has failed in the “open” position will cost you at least \$100 per year in energy (see [Armstrong steam loss](#)). As time passed, two issues became very apparent. Swing joints were being removed (resulting in threads failing as piping shifts), and test valves were being left out. These issues were compounded by new staff joining our team that had little steam experience.

To remedy the situation one of our pipefitters built this training example. It resides in our main shop as a conversation piece and training aid.

– SAVE THE DATE –

CAPPA 2023

ALLEN, TX
OCTOBER 1-3, 2023

Marriott Dallas Allen Hotel & Convention Center



FROM THE EDITOR:

Thank you to those who submitted articles, photographs, and information to be included in this season's CAPPA Newsletter!

We Want to Hear from You!

Share the lessons you've learned, your triumphs, innovations, and more!

Please feel free to write and submit articles for the CAPPA Newsletter at any time throughout the year for consideration. Preferred size for the articles would be between 500 words (ex. ½ page with 1 medium graphic/photo/chart) - 1,000 words (ex. full page with 2-3 small graphics/photos/charts). Please include names, descriptions, or titles for the media used. If the article submitted exists in another publication, please provide the link to the article, if available. Provide author's name & title (photo preferred, but not required). Email submissions via Word document or PDF attachments to the Newsletter Editor, Jeannie.knott@utdallas.edu.



Central Association of Physical Plant Administrators

ATTN: Virginia Smith, Secretary
800 W. Campbell Rd. FM11
Richardson, TX 75080

