



E.R.A.P.P.A.

Eastern Region Association of Physical Plant Administrators

News

OctoberFest *at* *Middlebury's Bread Loaf Campus*

the Facilities Management Department at Middlebury College is proud and excited to be the host of the Fall Meeting of the Northern New England Chapter. The Chapter gathering will again be held at the scenic Bread Loaf Mountain Campus of Middlebury College.

In a move that would make Samuel Walton, founder of Wal-Mart, proud, we have "rolled back" the costs for the upcoming Fall NNECERAPPA Meeting. Yes siree Bob, \$49.00 for the two-day conference fee and overnight accommodations for \$39.00. How can you possibly go wrong?

Thanks in large part to the gen-

erosity of our business partners, and frugal financial management by the host committee, we are able to lower the conference fees and rooms rates to ridiculously low levels! Even in these tough financial times, it is still possible to take a break from the action at home, visit with old friends, make new acquaintances, swap war stories, and exchange ideas.

If you enjoy FANTASTIC food, FREE golf and swimming, casual attire, LOADS of fun, SPECTACULAR foliage, oh.....and GREAT educational programs too, all in a rustic Vermont atmosphere.....be sure to mark your calendar for NNECERAPPA at Middlebury, Thursday and Friday, October 16 & 17.

The Bread Loaf Campus is located in Ripton, Vermont, 16 miles from the College's main campus in Middlebury. Bread Loaf is home to the critically acclaimed Bread Loaf Writer's Conference and the Bread Loaf School of English. Once a rambling inn and country estate, the Bread Loaf campus is a quaint, rustic New England facility nestled into an idyllic setting.

The Bread Loaf Campus is a unique site for a Chapter Meeting. Meals, educational sessions, vendor exhibits, entertainment and relaxation opportunities are all located in one convenient complex. (For those who prefer "finer" less rustic accommodations, alternative arrange-

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ments in the surrounding community may still be available.)

While visiting our campus, you'll have to excuse our appearance. The main campus at Middlebury continues to be alive with major construction projects. A new 145,000 square foot library is nearing completion and a 115,000 square foot residence hall - dining complex is well underway. In addition, a new chilled water plant is being added to the Central Heating Plant to provide chilled water to a number of campus facilities.

Our new science center, Bicentennial Hall, the subject of a construction tour at the NNECERAPPA meeting in 1998, is now operational. As Middlebury makes the transition to a "commons" based educational system, a new dining facility and residence hall have also been recently completed.

We invite you to come and tour our changing campus and take part in an interesting and varied educational program. The theme of our program is, "Can We be Lean and Green?" The theme reflects Middlebury's commitment to the environment in the challenging economic times we are all facing.

From an educational perspective, we will offer four tracks with interesting topics and activities for administrators, supervisors, and support staff.

One track will showcase new construction and renovation as the central theme. Middlebury continues to utilize a construction management firm as an extension of the Facilities

Management Department during our capital improvement period. The sessions in this track will include tours of construction sites in addition to classroom educational sessions and an experience exchange.

Another track will offer exciting and interactive programs for front-line supervisors, team leaders, and crew chiefs. Recognizing that there is no one 'cookie-cutter' approach to supervising all employees, these practical, hands-on programs will examine communication and behavior styles and a way to view your effectiveness as a leader. We will explore how you manage employees to the resolution of conflict and every skill in between. This track is guaranteed to improve the supervisory skills of everyone that attends.

In keeping with our "green" theme, our business partners will pool their talents to offer sessions on topics ranging from "Infrared - Thermography" to environmentally appropriate window treatment, sustainable design, and the use of green certified wood for construction projects.

We have had an excellent response from a wide variety of vendors. Middlebury's in-house Dining Service has prepared a menu to delight anyone's taste. The Thursday evening Octoberfest Banquet Dinner Menu is especially mouth watering! After the meal and business meeting (if you can move) you will be entertained by a Vermont Storyteller. Those who were present at Bread Loaf in 1998 may remember the local color that was added to the Welcoming Lunch by the "Loaf" family. It is rumored at press time

that this infamous family will be in town and may stop by for a special encore visit. Word on the street from well-placed and usually highly reliable sources is that they are "fresh back from a 'Swimsuit Calendar' photo shoot."

We are offering a special "early bird" program for those who arrive on Wednesday evening or early Thursday morning. Come and play a free round of golf or enjoy a swim in our pool. Campus tours will begin at 9AM on Thursday.

So, whether you are interested in: trying to make par on our golf course, touring our construction projects, participating in educational development sessions, looking to find the elusive Middlebury Panther, taking a dip in our indoor lake, delighting your palate with superb cuisine, or just relaxing with friends and colleagues, please join us in Middlebury on October 16 & 17. You'll have a GREAT time.....
.....we promise! n



BY: GORDON CHEESMAN, COLBY COLLEGE

Chapter Update!

September. What a great time of year! Summer projects are behind us, the campus is alive with students, the Red Sox are still in the race and cool mornings predict the arrival of Northern New England's premier season (fall, not football). The Northern New England Chapter is stirring to life as well.

The Chapter Education Committee met at the end of August with the host committee at Middlebury College to help with any last minute details for the upcoming fall Chapter meeting. Mike Moser, Norm Cushman and company, who guarantee glorious fall weather for the conference, demonstrated that they have the planning well in hand. The meeting at Middlebury's Breadloaf campus promises to be a great combination of stimulating educational tracks, campus tours and business partner displays, not to mention food, friends and foliage.

The Education Committee has always been one of the Chapter's most active and productive committees. Chair Dana Peterson of UNH is looking for people who would like to serve on a group that is instrumental in maintaining the high quality of our educational programs.

Following the Education Committee, the Chapter Board also held its first meeting since the election of new officers in the spring.

I am honored to serve as the new Chapter President, following in the footsteps of Keene State's Frank Mazzola, who continues on the Board as Ex Officio Past President.

Ann Goodenow of Bowdoin College moves into the Vice President position after serving a term as Secretary-Treasurer.

Bob Kief of Phillips Exeter, long an active Chapter member, has taken on the extensive duties of the Secretary-Treasurer.

John Gratiot of Dartmouth and Dave Cutler of St. Michael's each continue to serve as Directors from New Hampshire and Vermont, respectively.

Dale DeBlois of Colby joins the Board as the new Maine Director.

This hard-working group of people brings wisdom, enthusiasm and professional expertise to the challenges facing the Chapter. Providing excellent support to the Board are the committee chairs:

Dana Peterson, Education

Don Briselden, Membership

Bob Kief and Rich Wohlbach, Business Partner Support

Dan Gearan, who has agreed to chair the new Technology and Communication Committee. For information on how to contact any of these people, visit the Chapter's excellent website, www.erappa.org/nne/.

Highlights of the Board meeting:

1. The Chapter is in excellent financial condition, thanks to the continuing support of our business partners and the completion of two successful Chapter meetings.
2. An internal Audit Committee reviewed the Chapter's financial records and concluded that "the business of the Chapter appears to be carried out in a professional and responsive manner." Thanks to Holly Mussatti and Tim Pedrotty for their work in this important effort.
3. We approved three applications for scholarships, and we have resources to provide additional scholarship support when applications are received.
4. We have established a good process for communicating with our business partners. They are very supportive of the Chapter and want to be involved in Chapter activities.
5. Chapter meetings have been scheduled through Spring 2005. There are a variety of issues that the Board will be addressing in the coming year: Evaluating the structure of future Chapter meetings, and the fall meetings in particular, is a high priority agenda item.

I encourage you to make it a point to get to the Middlebury meeting, and to consider how you can participate in the activities of the Chapter. I welcome your input. See you in Vermont! ⁿ



The nuts and bolts of Facilities Supervision



BY: ANNE GOODENOW

Wow, have the old Ogden Tapes come a long way! I'll have the pleasure of attending the debut of the "Supervisor's Toolkit – Nuts and Bolts of Facilities Supervision" in Indian Wells, California from September 14-18, 2003 and I can't wait to see how, what I got a sneak preview of at Phillips Exeter in the Spring of 2003, will be presented.

I've received the information packet and the seven (7) modules and wrap up session are listed as follows:

Module 1: Supervision, What Is It? - The description tells me that I'll learn to define effective facilities supervision, our roles and responsibilities as supervisors and understand the four key functions of supervision.

Module 2: It's More Than Administration – in this section we will learn to understand the supervisor's role in administering our organizations policy and procedures; to recognize legal considerations in our environment and to gain an awareness of resource management

Module 3: Communication, Let's Talk! – given how important communication is to all of us, this section takes it from the barriers we face to demonstrating effective communication skills and then understanding our roles in the whole commu-

nication process.

Module 4: If It Weren't for the People – this session focuses on the importance of developing and maintaining effective relationships in the workplace, examining the different types of relationships and then to identify strategies and skills for improving those relationships

Module 5: Motivation and Performance – this is the expanded version of what we received at Phillips Exeter Academy in our Spring 2003 session. It will help us as supervisors identify methods of training and developing our employees, ascertain methods of positive reinforcement and understand the importance of performance management and evaluation.

Module 6: Customer Service Triangle – in this section we will learn to create a basic understanding of the three major aspects of customer service which include process, experience, and recovery and to examine the role of the supervisor in customer service and then to wrap up by helping us identify areas for improvement in our own delivery of customer service at our institutions.

Module 7: Supervisors as Leaders – here we will learn techniques to understand the critical elements of leadership, to transition from just managing to managing and leading and to understand our own particular leadership style.

Module 8: Synthesis – this wrap up session will allow us the opportunity to look

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BY: RICHARD WOLBACH

Business Partners Feedback

On August 20, 2003, Phillips Exeter Academy (PEA) kindly hosted a successful Business Partner luncheon. Bob Kief and myself acted as the NNECERAPPA liaisons for this very lively, feedback meeting. Those Business Partners and NNECERAPPA members in attendance were the following: Clifton Greim; Harriman Associates Stephen Nicholas; Air Industries, Inc. Daniel Shea; Air Industries, Inc. Rick McKallagat; McKallagat Furniture Richard Aaron; System Specialties Inc. Peter Lisiecki; The Butcher Co. Kristin Hedderman; Payton Construction Charles Martin; Payton Construction Frances Hughes; ADD Inc. John Grundling; Institution Recycling Network Andrew Westergren; IRN Jennifer Cove; Carrier Corp. Jeff Cover; Carrier Corp. Boni Morse; ENPRO Services, Inc. Robin Decker; ATC Associates Inc. Dana Peterson; University of New Hampshire Greg Sferes; Clean-O-Rama Nancy Goodwin; Finegold Alexander + Assoc. Peter Middleton; Martini Northern Cheryl Marsh; Martini Northern Michael Giardina; Stubbins Associates Cynthia Linz; Cutler Associates, Inc. Bryce Blynn; J. Calnan & Associates, Inc. Amanda Gill; J. Calnan & Associates, Inc.

Bob Bogardus; School Dude .Com
Carl Jay; Shawmut
Katie Fleming; Shawmut
Bob Kief; Phillips Exeter Academy
Richard Wolbach; University of Vermont

The "top-ten" feedback highlights of the roughly twenty-nine (29) Business Partners and NNECERAPPA members in attendance were the following:

1. Business Partners prefer (or require) 8' x 10' booths for their setups. This is a standard size that should be a minimum for future meetings.
2. Joint meetings with other organizations are an option and should be researched for future meetings. Business Partners had some examples: SCUP, NACUBO or other regional Chapters (e.g., Southern New England region). "Cross-pollination" of the organization is important for both Business Partners and the overall NNECERAPPA membership.
3. Feature technical sessions, in the Business Partner's booth area, in parallel with the regular educational tracks or sessions. Business Partners prefer on-site technical sessions.
4. NNECERAPPA newsletter should showcase subscribing business partner member(s) -- potentially 1 or 2 vendors per publication. Open for discussion / review with the Board.
5. Those attending Business Partners would like Business Partner feedback sessions on an annual basis, prefer-

ably during the summer months (the month of August is acceptable).

6. Color-coded nametags for members or non-members. Keep nametags brief (first name / school or institution), and utilize a color system -- so that business partners can identify potential contacts.
7. Remind Business Partners, not providing a booth, that unsolicited contacts are not acceptable, as well as not fair to paying Business Partners - during our meetings.
8. Business Partners prefer formal or off-site lunches for a change in scenery, as well as meeting other attendees. All breaks (and the cocktail hour) should be held in Business Partner area(s).
9. Maintain recognition of event or clothing sponsorships. Phillips Exeter Academy did a great job! Business Partners appreciate the repeat exposure to the NNECERAPPA membership during the meetings.
10. Try to target "non-traditional" higher educational staff in meetings (specific trade groups in lieu of only middle and/or upper-level administrators). New faces and contacts -- if possible.

Phillips Exeter Academy (PEA) has graciously agreed to host future business meetings -- due to its' central location every summer (preferably August time frame). We would like to sincerely thank all of the Business Partners for their attendance and

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honest input regarding our Chapter meetings. Dana Peterson (Chair of the NNECERAPPA Educational Committee) had some additional comments / remarks pertaining to his specific area with the NNECERAPPA organization. A raffle ensued with a couple of gifts provided from PEA. The complete meeting minutes are available via e-mail from either Richard Wolbach (rwolbach@uvm.edu) or Bob Kief (bkief@exeter.edu).

Thank you in advance for all of your honest dialogue and feedback. We sincerely look forward to this annual luncheon / meeting with all of our NNECERAPPA Business Partners. We appreciate the continued support that our Business Partners have provided to our organization -- and look forward to combined efforts for future Chapter meetings. n

On behalf of the NNECERAPPA board of directors we would like to congratulate the following people for receiving NNECERAPPA Scholarships:

- * Rosemarie Leland - University of Vermont
- * John Harasen - Phillips Exeter Academy
- * Elisabeth Haase - University of New England
- * Anita Higgins - University of Southern Maine
- * Guy Conrad - Phillips Exeter Academy
- * Luce Hillman - University of Vermont

The NNECERAPPA chapter provides full tuition scholarships to the APPA Institute and one-half tuition scholarships to other APPA educational programs such as seminars. Members may apply for the chapter scholarships by using the Chapter form and mailing it to their State Director or the Chapter Secretary. See the Chapter Directory for the names and addresses and to obtain an application form. An application form may also be obtained on-line through the chapter's home page: www.erappa.org/nne

Scholarships from APPA and ERAPPA are also available. Please see the APPA or ERAPPA web page for information.

Bob Kief
NNECERAPPA Secretary/Treasurer

Schedule of NNECERAPPA Conferences and Conference Opportunities:

Fall 2003

- October 16-17 Middlebury College

Spring 2004

- March 18-19 University of New Hampshire

Fall 2004

- Oct. 27-29 University of Vermont, Champlain College and St. Michaels College

Spring 2005

- March 24-25 University of Southern Maine

Education Committee Notes



BY: DANA PETERSON

As Chair of the Education Committee, I try to make it my responsibility to communicate regularly with the members in the Chapter Newsletter to keep them informed on what things the Education Committee is up to and to solicit your input. In last year's article, I told you that it would be my goal to try to raise the bar even higher to provide the best possible educational programs at our Chapter meetings. In the interim we have formulated a number of proposals aimed to put this goal into practice. In the following lines I will try and give you a capsule summary of these proposals that the Education Committee will be considering for adoption at its next meeting at the Fall Conference at Middlebury College. We need your feedback to help with out deliberations.

Consider establishing a set of minimum standards or guidelines for Conference educational programs. – There are currently very few written standards for educational programs and they seem to be spread over several different documents. Our first proposal would be to combine these scattered writings into a single document that Host Committees as well as prospective presenters could use to guide the development of individual programs and overall conference offerings. Some of the additional standards that have been mentioned as possible additions include:

1. Establish a standardized solicitation process and form for presenters to propose a prospective program for Host Committee consideration and post-presentation critique for future reference, repeat, and archival use by future Host Committees.

2. A requirement that presenters who have a commercial interest in the topic they are presenting on partner with either an educational institution, governmental or regulatory agency, non-profit organization, or a direct competitor to promote balanced presentations.

3. A requirement that the target audience and/or technical level (non-technical basics or expert level detail) of a planned presentation be identified as a part of the description of the program to permit conference attendees to assess which programs would have the most value and interest for them.

4. A requirement that some minimum amount of program time be reserved for programs of interest to members in professional areas which are generally a minority of the overall membership (ie. Security, Health and Safety, Environmental Services, etc.)

5. Establish a recommendation that presenters, who have generally been unpaid volunteers, be provided some minimum compensation for their service to promote program quality and set such an expectation.

6. Establish a separate venue within the exhibition area for the presentation of programs which would be allowed more latitude to promote business prospects or be of a proprietary or promotional nature so as to provide an acceptable alternate venue from the "regular" educational program forums.

7. Promote experimentation and develop "how-to" guidelines for programs in different formats like experience exchange, networking events, roundtable discussions, and single topic clinics.

These are some of the ideas we are considering. Perhaps some of you out there have others. We'd love to hear them, as well as your thoughts about these. You can send or give your comments to any of Chapter Education Committee members listed on the Chapter website, or send them to me directly at dana.peterson@unh.edu . n

Phillips Exeter Academy Conference...

“Celebrating the Excellence of our Workforce”



A Success!!

BY: DON BRISELDON,
PHILLIPS EXETER ACADEMY

On March 27 and 28, Phillips Exeter Academy hosted the Chapter spring meeting in Exeter, New Hampshire. The weather was excellent and a perfect background for the 250 facilities related people that attended. The theme of the conference, which placed emphasis on the excellent skills and abilities of the workforce in all of the member facilities departments, was:

"Celebrating the Excellence Of Our Workforce"

We did celebrate! An excellent two-day program of educational opportunities was mixed with campus tours and networking of members and business partners. Highlighting the list of seventeen education sessions was a special program that provided two modules from APPA's new supervisors training program; Supervisors Toolkit: Nuts and Bolts of Facilities Supervision.

The meeting included a special business partner display area for 65 business partners in Grainger Auditorium. A dedicated grounds track and equipment display was also provided. In keeping with our traditional meeting format we held a lively banquet, elected officers and held the annual business meeting, on Thursday evening.

It was an excellent conference, which provided the opportunity for Exeter's facilities department to return the favor and say thanks for the opportunity to visit other colleges in the tri-state area over the many years.

Many thanks to the host committee and the dining services staff.

Don Briselden, for Exeter's Host Committee

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at the lessons learned, examine our toolkit and then to evaluate the programs effectiveness.

I am looking forward to shaking out my old managing/leading toolkit and trying an updated one on for size. I've found the new workforce to be somewhat different from some of the old paradigms we've experienced in the past. With that changing workforce we will need to upgrade our skills as supervisors as well. In these budget lean times it is

important that we spend our departmental monies in ways that really motivate our employees and give us the biggest bang for our buck while showing our employees that we really do care about their perception of our workplace.

At Bowdoin we have been learning about "Fish" Philosophy and getting some great results. We are learning about such things as choosing our attitude, being present, making people's day and "playing"

at work. I see the Supervisor's Toolkit program as one that will dovetail nicely with this recent education. When I return from this exciting new program, I would like to share with you what I learned from this new and exciting program.

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