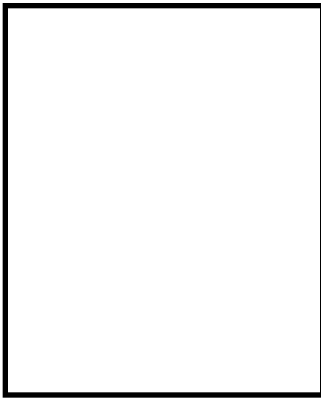


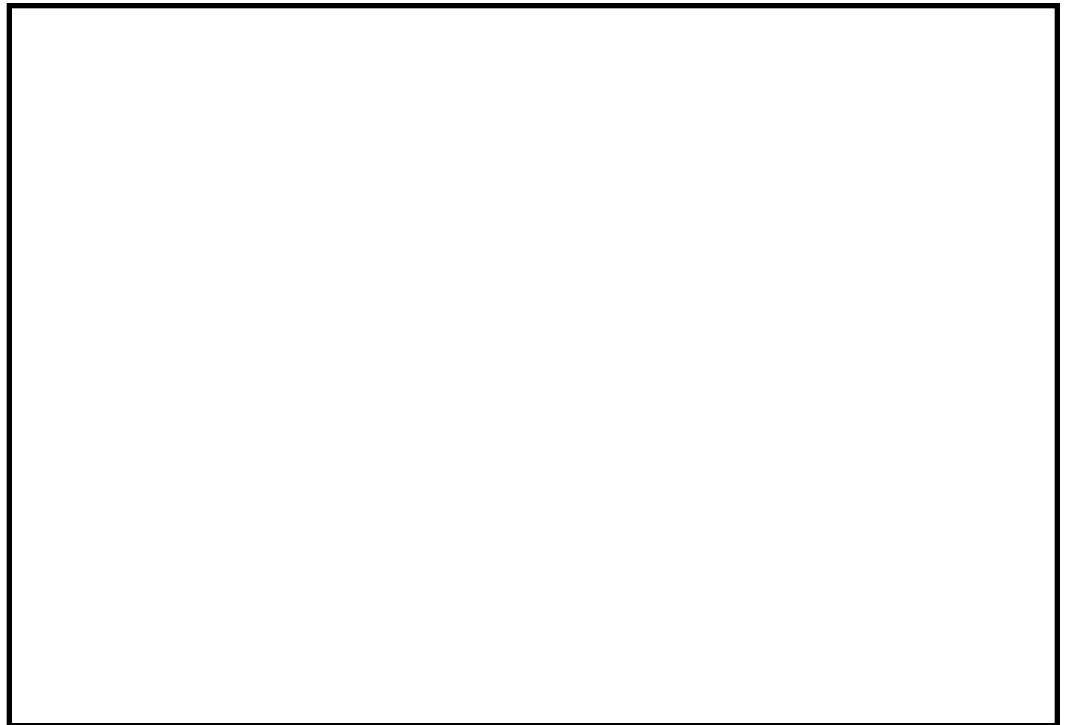
# News

Fall 1999 Edition • Editor, Lee Forest  
lforest@usm.maine.edu

## Fall AT USM...



By: DAVID BARBOUR



## CELEBRATING 20 YEARS.....

## WORKING TOWARD COMMON GOALS

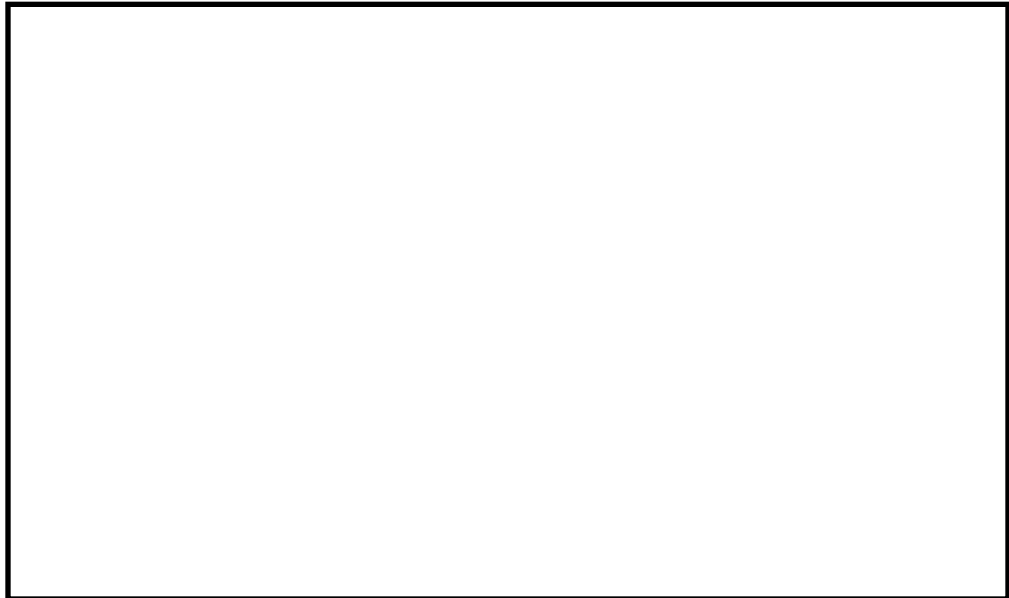
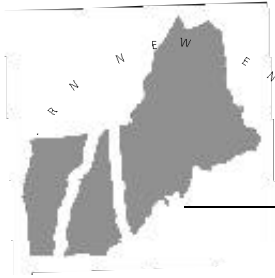
**A**s the days grow shorter and there is a cooler and drier feel to the air, we start to turn our thoughts toward the start of the academic year and the fall NNECERAPPA conference which is being hosted by the University of Southern Maine for the first time. The Facilities Management staff (Host Committee) have been meeting for over a year now planning for this event. We have chosen October 11 - 12, 1999, during the fall foliage season when the students will be away on fall break as the dates for the meeting which will be held on our Gorham Campus.

USM has three campuses all very different and unique. Our Lewiston Campus is a commuter campus which is housed in a converted tennis facility in Lewiston and serves the Lewiston-Auburn area. It is our fastest growing campus. The in town campus located in Portland is a combination commuter and residential campus although it is primarily a commuter campus. There is a residential hall located in the city. The Gorham campus is a small residential campus located about ten miles from Portland. The largest academic building in the University of Maine System, the major residence halls and athletic facilities including a new hockey rink and field house where the business partners will be set up are located

on the Gorham campus. Students are bused between the Portland and Gorham campuses to attend classes.

Gorham is a rural community with no hotels or motels. We have reserved hotel rooms at three major hotels both inside and on the outskirts of the city near the Maine Mall. There are also a number of other options including bed and breakfast accommodations. Keep in mind that this is the foliage season which is one of the heaviest booking times for hotels, motels and bed and breakfast businesses so make your reservations early.

The scheduling of the meetings is intended to encourage attendees to  
continued on Page 2



## COMMON GOALS FROM PAGE 1

come to the Portland/Gorham area early to spend some quality time visiting the area before the meeting. So often we rush to the meetings and rush back to campus because of our busy schedules and commitments. Take a mini vacation and spend the weekend before the meeting enjoying yourself. Bring your spouse or significant other as well. We encourage you to take a long weekend and learn more about the Portland and southern Maine area. There are many things to do including foliage tours, ferry rides among the calendar islands of Casco Bay, museums, LLBean, excellent restaurants, train rides, golf, fishing, boating, campus tours, etc. Or you can just relax and catch up on your rest. The choice is your's, but do come early and enjoy Vacationland along with us.

We are wrapping up the final plans for the meeting. The education portion of the meeting will consist of three tracks which I think you will find of interest. The Host Committee consisting of Dave Early, Doane Corson, Anita Higgins, Lee Forest, Walter Lacombe, Sandra Steele, Gary Toppi, Matthew Kelley, and me as chair have tried to select topics which haven't been presented for a number of years or have never been presented. The manage-

ment track will explore Gender & Leadership and Ethical Decision Making over the two days. The regulatory track will consist of a presentation on the EPA's enforcement initiatives against colleges and universities and how to prepare for them. The technical track will include presentations on providing electrical power to and distribution of it on our campuses along with how best to manage it while minimizing its use and cost.

This year we are celebrating the 20th birthday of the Chapter's founding. At Monday's evening banquet we plan to celebrate the occasion with a birthday cake for dessert and perhaps a round of happy birthday for good measure.

Remember first time attendees attend for free, so bring one of your new employees to the conference.

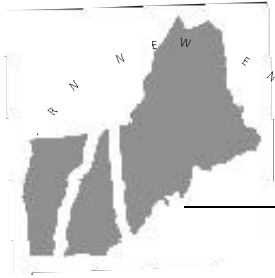
Our business partners will be a major part of our meeting. We have invited over 70 to participate. The opening lunch, all breaks, the reception on Monday night, and Tuesday's continental breakfast on October 12 will be held

in the business partner area. We are planning to provide long breaks to allow time to visit the business partner booths. They play a major part in supporting these meetings and we want them to receive maximum exposure to our availability.

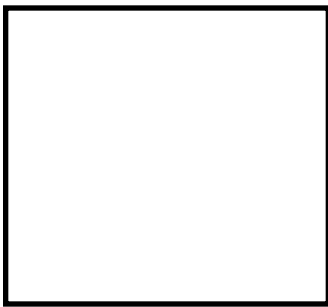
The Host Committee believes that you will benefit by attending the Fall '99 NNECERAPPA Conference. It has a little something for everyone: business partner contacts, education, networking, entertainment, meeting new colleagues, quality time away from campus, RE-creation time, and all at a very reasonable price.

MARK YOUR CALENDARS AND SET THE TIME ASIDE TO ATTEND THE FALL '99 NNECERAPPA CONFERENCE AT USM. Look for the registration package at the end of August and return your registration form. See you on OCTOBER 11 - 12.

Dave Barbour  
Chair, Fall '99 NNECERAPPA  
Host Committee



# Planning A Meeting To Get Results!!!!



by: Anne Goodenow

**I** recently returned from Lexington, Kentucky where I completed and "graduated" from the College Business Management Institute; a southern region NACUBO-sponsored three-year educational program which provides a week long curriculum of study each year on business and financial management in higher educational institutions. One of the most interesting courses I took was Effective Meetings. Since many of us spend a significant portion of our working hours in meetings at our institutions, I thought I would share a few ideas and concepts with you.

One of the most important considerations in planning meetings is to question the need! What is the purpose of the meeting? Will an impromptu gathering of two or three key employees accomplish the same goal? Once the need has been established, determine the "type" of meeting - this will shape the agenda and the organization of the meeting as well as determine the processes that are critical to the meeting's success. Some examples of meeting types are Decision-

Making, Informative, Persuasive, Problem-Solving, Conflict and Committee Meetings. Secondly, analyze the attendee list. Is there anyone missing or someone on the list whose attendance is not required? The third planning item is preparing an agenda. I know we do not always have the time. But preparing and distributing an agenda sent in advance to attendees provides for more effective and efficient meetings.

Participants, who have been asked to provide feedback on the agenda, will be more committed to the success of the meeting as well as be more prepared and willing to participate.

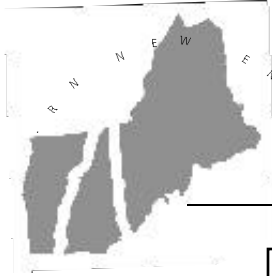
During the meeting itself, participants usually fill certain rolls. There is the Leader who is responsible for following the agenda, keeping the meeting moving, encouraging participation by all and bringing the meeting to a conclusion. The Recorder, an important position, keeps a record of the key points of discussion and prepares a follow-up report. There can also be an Observer who provides objectivity. He/she pays attention to how the group interacts, whether there is participation by all, checks on the effectiveness of the leader and reports to the group his/her observations during the meeting or at the close. Certain meetings may suggest a Consultant to provide pertinent information or cite experiences relevant to the topic. Most impor-

tant, Group Members have responsibilities which include contributing ideas and suggestions, listening and respecting the contributions of other members, providing information on own experiences, avoiding monopolizing the discussion, co-operating to solve a common problem, keeping own prejudices and personal goals from influencing decisions, and working to help the group become a cohesive unit.

To conclude, I would like describe the steps for a successful Decision Making Meeting.

1. Get agreement on the issue - what needs to be decided?
2. Creatively identify options.
3. Pro/con the options, providing cases for and against each.
4. Have an open discussion with 100% participation.
5. Use an appropriate method (consensus, vote, etc.) to select an option or options.
6. Determine a plan for implementation or follow through.
7. Follow-up with a report outlining points of agreement and tools to measure results.

Note, the critical processes to insure the success of this type of meeting are getting agreement on the issue and determining the pros and cons of each option.



Online Scholarship Application@erappa.org

<http://www.erappa.org/onlineschol.htm>

**NNECERAPPA SCHOLARSHIP PROCESS**

**T**he 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 chapter scholarships by using the Chapter form on the reverse side and mailing it to their State Director or to the chapter secretary. See the Chapter directory for names and addresses. An application may also

be sent on-line through the Chapter's home page:  
[www.erappa.org/erappa/nne](http://www.erappa.org/erappa/nne)

The board of directors reviews applications prior to each spring and fall meeting. The chapter can award twelve full scholarships and three half-tuition scholarships each year. The Board awards on the basis of even distribution by the three states; Maine, New Hampshire and Vermont.

Scholarships from APPA and ERAP-

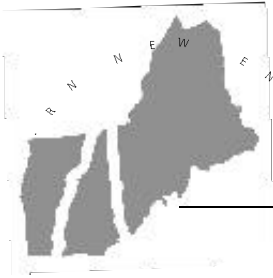
PA are also available. Please see the APPA or ERAPPA home page for information or use the form on page six (6) of the Chapter directory.

**HOW TO APPLY? - EASY!!**

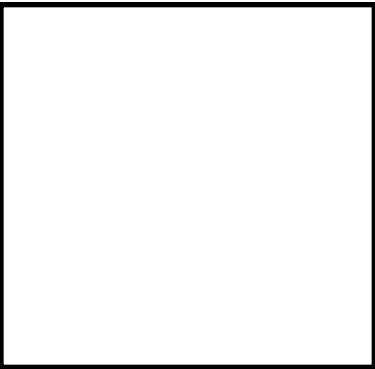
- Fill out the enclosed form or use the on-line form.
- Obtain the endorsement of your supervisor.
- Mail it to your state Director or to the Chapter Secretary.

**University of Southern Maine**  
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## K-9 INITIATIVE UPDATE



by: DON BRISELDEN,  
PHILLIPS EXETER ACADEMY

**W**HEN YOU HAVE A CHANCE, TAKE A LOOK AT THE APPA WEB-SITE [WWW.APPA.ORG](http://WWW.APPA.ORG) AND YOU WILL SEE THE HOME PAGE FOR YOUR GLOBAL PARTNER IN LEARNING. AT THE TOP OF THE PAGE, ALONG WITH KEY WORDS FOR EDUCATION, AND MEMBERSHIP YOU WILL FIND K-12. THAT IS YOUR ENTRY TO FINDING OUT MUCH MORE ABOUT APPA'S K-12 INITIATIVE; INCLUDING K-12 CONSTRUCTION FACTS, INFORMATION ON BEST PRACTICES, THE DEPARTMENT OF ENERGY'S REBUILDING AMERICA'S K-12 SCHOOLS PROGRAM, AND MUCH MORE.

FOR THE PAST EIGHTEEN MONTHS, THE K-12 TASK FORCE, CONSISTING OF NINE INDIVIDUALS FROM PUBLIC SCHOOL DISTRICTS, PRIVATE SCHOOLS, IN THE US AND CANADA, AND THE APPA OFFICE MET IN LAGRANGE, GEORGIA TO DEVELOP A VISION, MISSION STATEMENT AND SPECIFIC ACTIONS. I HAVE HAD THE GOOD FORTUNE OF BEING INVOLVED AS A TASK FORCE MEMBER FROM THE BEGINNING. THE MEETINGS HAVE BEEN HOSTED THROUGH THE CORPORATE SPONSORSHIP OF MILLIKEN CARPETS.

THE TASK FORCE DEVELOPED THIS MISSION STATEMENT "ENHANCE GLOBAL LEARNING BY SHARING THE FACILITIES KNOWLEDGE AND RESOURCES OF APPA, HIGHER EDUCATION AND THE K-12 COMMUNITY." FURTHER, THE TASK FORCE SET OUT GOALS AND MEASURABLE OBJECTIVES IN THESE AREAS: DEVELOP PROFESSIONAL NETWORKING, IMPROVE EDUCATIONAL FACILITIES, MARKETING, PROMOTE CONTINUOUS LEARNING OPPORTUNITIES, STRENGTHEN RELATIONSHIPS

THIS PAST JUNE, THE CHAIRMAN OF THE K-12 TASK FORCE (ED SMITH, FROM THE UNIVERSITY OF RHODE ISLAND) PRESENTED A SUMMARY REPORT OF PROGRESS TO THE APPA BOARD OF DIRECTORS AT THE APPA ANNUAL MEETING IN CINCINNATI. THE RESULT OF THE PRESENTATION, AFTER CONSIDERABLE SCRUTINY AND DIALOGUE, IS THAT APPA WILL CONTINUE TO SUPPORT THE K-12 INITIATIVE FOR AN ADDITIONAL TWO YEARS. THE TASK FORCE HAS BEEN TASKED WITH COMPLETING THE FOLLOWING ACHIEVABLE OBJECTIVES:

- \* DEVELOPING AN EDUCATION PROGRAM THAT IS TARGETED TO MEET THE NEEDS OF THE K-12 COMMITTEE.
- \* ESTABLISHING A K-12 WEB-SITE PRESENCE ON APPA'S WEB-SITE THAT WILL INCLUDE: RESOURCE CONTACTS, TOOLS, PERFORMANCE INDICATORS, AND BEST PRACTICES INFORMATION.
- \* DEVELOPING MEMBERSHIP MARKETING INFORMATION GEARED TOWARD THE K-12 COMMITTEE WITH A PRESENCE AT THE APPA INTERNATIONAL, REGIONAL, CHAPTER AND STATE LEVELS.

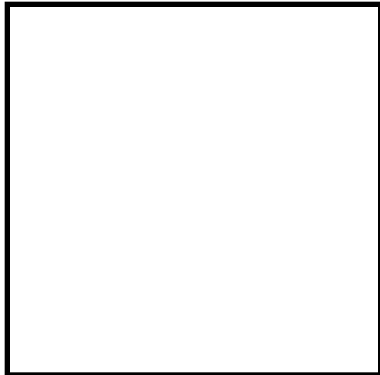
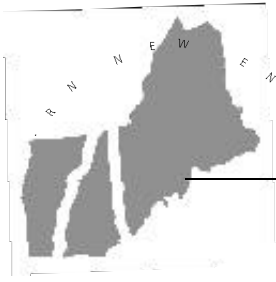
HERE IS HOW YOU CAN ASSIST THIS CONTINUING INITIATIVE AT THE OUR CHAPTER LEVEL. INVITE THE FACILITIES MANAGER OF YOUR LOCAL SCHOOL DISTRICT OR A PRIVATE SCHOOL IN YOUR AREA TO THE NEXT CHAPTER MEETING WHICH WILL BE HELD AT THE UNIVERSITY OF SOUTHERN MAINE, OCTOBER 11-12, 1999. I AM SURE THAT SUCH A REACH OUT CALL WOULD BE MUCH APPRECIATED. AT THE SAME TIME IT PROVIDES AN OPPORTUNITY TO SEND ALONG INFORMATION ABOUT APPA. PLEASE

**A**nd, it will take just a moment to pass on to you that new energies and resources are being applied to the important issue of growing and sustaining our membership. First, a note to tell you that the new chair of APPA's membership committee is Phil Cox from Cornell University. Also, and of key note, is that in the APPA office, Dina Murray is the new Director of

Member Services. Dina came to APPA this past spring and along with Phil has been running hard to address the membership issue.

Some members may have recently come in contact with APPA's new membership initiative. Especially if you had not paid your dues by July 31. The past practice of providing a grace period until the end of the year has ended. Starting this summer, if an institution has not paid its dues by the end of July, the member will be dropped from the roles and will not be included in the directory. A considerable effort was made this past July to contact all delinquent members to advise them of this change and to encourage their immediate payment.

A strong membership base is absolutely vital to our association. In recognition of that fact, APPA is providing additional resources to help us grow and sustain our members. In addition to supporting Dina, APPA is providing support for its membership committee and is making a direct connection with the K-12 Task Force to reach out to the K-12 committee. At the regional level, thanks to the support from Earl Smith, ERAPPA President, a regional membership task force is about to be approved. That task force will be aligned with the chapters (each chapter appointing a membership representative). The new network, at the APPA and regional level, will provide the contacts that we need to reach out directly to existing and potential members.



by. DAN GEARAN

## Spring Meeting Wrap Up

**T**he Chapter has once again been treated to a fantastic educational program and meeting hosted by one of our member institutions. The University of New England hosted a top notch two day meeting in March themed "Its about Time". The educational portion of the conference featured four educational tracks, Housekeeping, Grounds, Mechanical and Administrative Support. The keynote speaker was "The Worlds Number One Cleaning Expert Don Aslett who's humor and motivational presentation kicked off the conference. The meeting was well attended with over 230 attendees and 75 vendors in the trade show area. Alan Lewis of Colby College was recognized with an emeritus certificate recognizing his years of service to the organization.

## Burlington 2000

he Chapter has also been planning next falls ERAPPA meeting which we will be hosting in Burlington Vermont. The Host Committee has been

working hard to produce an educational meeting that will be as spectacular as the fall foliage will be in the Green Mountains. Watch for more information about this meeting in the near future!

## Web page

**F**or the latest information on the Chapters activities check out our Web Page at: <http://www.erappa.org/nne/>

## Board Room

**W**hile the summer months are a busy time for everyone in the higher education facilities field, the Chapter's Board of Directors has been working on chapter business as well as their full time jobs at their institutions. In addition to the Host Committee work for the ERAPPA 2000 Meeting in Burlington Vermont which all the chapter officers, directors and committee chairs are involved in, the board has been meeting to deal with issues which keep the chapter operating.

The hottest current issue is future meeting sites. We currently have this falls meeting at USM, next Spring at University of Maine Farmington and next fall the ERAPPA 2000 meeting will be our fall meeting. We are searching for meeting sites for spring 2001 and beyond. The Education Committee is assisting with this issue offering guidance and assistance to help plan meetings with any willing

host institution. They have added to the process book which has become a valuable tool for hosting a meeting. If your institution is interested in hosting a meeting you can contact any board member or our Education Committee Chair Anita Bailey at Phillips Exeter.

Soliciting and processing scholarships is a regular topic at all board meetings. Two scholarships are available for each state (ME, NH &VT) to each APPA Institute. Scholarship information and applications can be found in the membership directories distributed at each chapter meeting as well as on-line at our web site at:<http://www.erappa.org/nne/>.

Other business such as the chapters financial health, which is always good, the Educations committees work, also always good, and reviewing upcoming chapter meeting information fill our agenda and keep us current.

As always if you have any comments or suggestions or would like to get involved in any way contact any board member. Hope to see you at USM.