



ACUHO-I | APPA Housing Facilities Conference

October 15-18, 2013
Providence, Rhode Island



Dear Delegates,

The 2013 ACUHO-I/APPA Housing Facilities Conference Committee welcomes you to the 11th annual Housing Facilities Conference in Providence, Rhode Island. We have all been working hard this past year to bring you a conference that continues to raise the bar. Many of our states continue to face unprecedented budget burdens and our campuses host an ever-changing and evolving student population. We continue to need more and more resources for renovation and rehabilitation, yet we are often asked to do more with less. In short, our profession continues to remain not only important, but critical.

Our theme is Excellence from Coast to Coast, and our volunteers surely live up to this statement. These exceptional volunteers have worked diligently to put this conference together and to provide you with an opportunity to enhance the resources available to you. The program committee, chaired by Dee Sneed from Emory University and chair-elect Kathy Creech-McGrath from Texas A&M/Commerce, worked tirelessly with their program committee members to pull all the details for more than 60 program topics and presenters, as well as the selection of our keynote speaker.

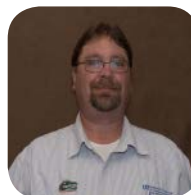
This year's keynote address will be delivered by Vennie Gore, Vice President for Auxiliary Enterprises at Michigan State University and the immediate past president for ACUHO-I. Vennie's experiences as a housing professional and administrator at one of the nation's largest campuses will surely make for an inspiring and enlightening address, and we look forward to him sharing some of his knowledge with us on how buildings + people = student success.

As we gather in Providence, let's make the most of our time together. Spend time getting to know one another. Engage with colleagues from across our great nation. Get to know our colleagues from APPA, as they provide a wealth of knowledge and professional development. Spend time getting to know ACUHO-I and what it can offer you. Tour a campus. Get to know Providence.

We are so excited that you are here!



Barry Olson
Conference Chair
North Carolina State University



Steve Wargo
Conference Chair - Elect
The University of Florida

Welcome from the Executive Directors

On behalf of our respective association boards, we would like to welcome you to the 2013 ACUHO-I/APPA Housing Facilities Conference. As dedicated members from each association we have worked diligently to provide you with outstanding programming!

Over the last decade plus, ACUHO-I and APPA have long shared a strategic alliance with its most tangible benefit being this annual conference. ACUHO-I and APPA are continually revitalizing our pledge to work together to improve the quality of residential facilities designs, renovations, maintenance, and utility operations on college and university campuses around the world.

As we foster this partnership between the housing facilities management community, all members will reap the rewards. Through encouragement of information exchange regarding

skills, experiences, and best practices, all members will see their programs' grow more efficient. As we leverage the strengths of both organizations, all members will enjoy improved programs, produces, resources and services. This is truly a partnership that will benefit our associations, our members and ultimately the campus communities we serve.

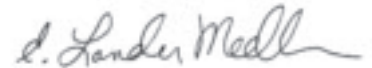
We look forward to capitalizing on the strength of our alliance as we forge ahead with our membership during this critical time for higher education.

So it is with that spirit of cooperation and collaboration that we encourage you to embrace the opportunities presented at this year's event. And keep your eyes open for more examples of ACUHO-I and APPA work together into the future.

Enjoy your time together and remember networking is the key to gaining new insight for productive change that you can control.



Sallie Traxler
ACUHO-I Executive Director



Lander Medlin
APPA Executive Vice
President

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Special thanks to our conference sponsor:



Puts the entire conference in your pocket.

Download the Guidebook conference app for your phone or tablet



1. Download Guidebook from the Apple App Store, Google Play, or at www.guidebook.com/getit.
2. Look for the conference guide within the app by searching for "ACUHO-I/APPA Housing Facilities."
3. You can also download the guide by visiting <http://guidebook.com/g/facilities2013/>.
4. Use the app to get the most up-to-date conference schedules, session descriptions, and more.



www.acuho-i.org



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ACUHO-I VISION & MISSION

ACUHO-I will be the leading global network and United States expert on college and university housing providing access to knowledge and resources.

The Association of College and University Housing Officers-International is the preeminent professional association that supports and promotes the collegiate residential experience. We create value through education, avocation, and network connections. We help housing professionals meet the needs of dynamic campus environments. And we do this to help make a positive difference in the lives of our members and the students they serve.





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APPA VISION & MISSION



APPA promotes excellence in all phases of educational facilities management, including administration, planning, design, construction, energy/utilities, maintenance, and operations. Membership is open to all educational facilities institutions and organizations, including those from public and private, two-year and four-year colleges and universities; medical and law schools; seminaries; public and private K12 schools and districts; museums and parks; military installations; federal, state and city-county governments, and business partners that serve the educational facilities sector.

Vision - Achieve continuous improvement and performance excellence

Transformation - Provide ongoing leadership development and continuously set the standard for credibility to transform our profession

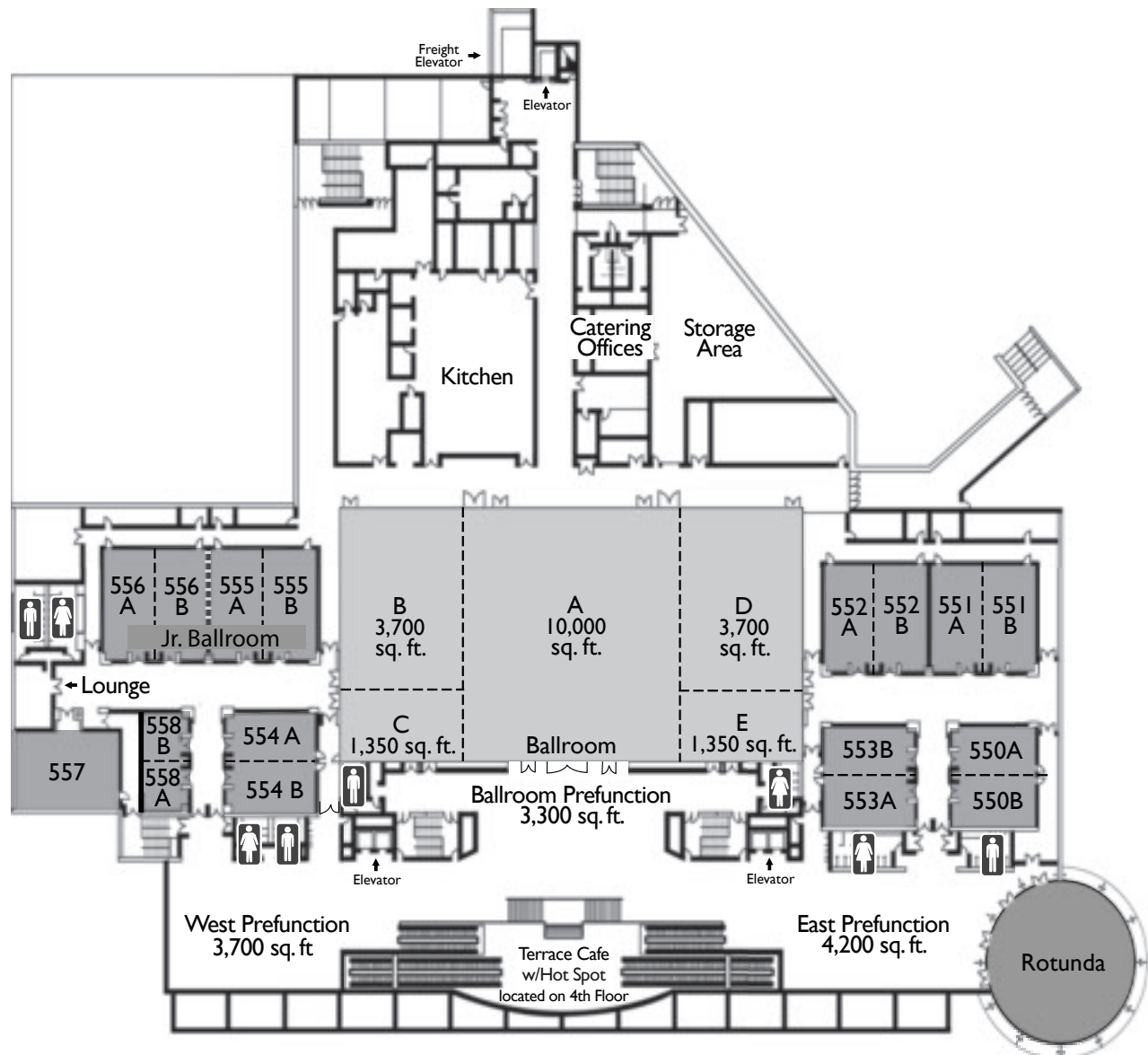
Stewardship - Sustain and maintain passionate commitment to the future of our professionals and their facilities, wisely investing in intellectual capital and producing results that enhance the credibility of the entire profession

Collaboration - Foster spirited collaboration achieved through networking, information sharing, celebrating achievements and creating meaningful connections among all members

Leadership - Implement the standards, processes and credentials that contribute to creating true leaders in educational facilities.



RHODE ISLAND CONVENTION CENTER



APPA RESOURCE CENTER

Learning doesn't stop when the Housing Facilities Conference is over, so be sure to stop by the APPA Resource Center to pick up valuable information specifically for housing professionals.

The Resource Center is located near the registration desk in the West Pre-Function Area.

SCHEDULE**Monday, October 14**

8:30 a.m. - 4:30 p.m.	APPA's CEFPP Prep Course 553A
8:30 a.m. - 2:45 p.m.	APPA's EFP Prep Course 553A
3:00 p.m. - 5:00 p.m.	APPA's EFP Testing Session 553B
4:45 p.m. - 7:45 p.m.	APPA's CEFPP Testing Session 553B

Tuesday, October 15

8:00 a.m. - 11:00 a.m.	APPA's EFP Testing Session 553A
8:00 a.m. - 12:00 p.m.	APPA's CEFPP Testing Session 553A
7:30 a.m. - 4:30 p.m.	Conference Registration & Information RICC-5th Floor West Pre-Function Area
8:30 a.m. - 3:30 p.m.	Campus Tours: Rhode Island University and Brown University Meet on the 1st floor of the Convention Center. See page 13 for more details.
Noon - 4:00 p.m.	Exhibitor Set-Up Exhibit Hall A
4:00 p.m. - 4:30 p.m.	Volunteer Meeting 551
4:30 p.m. - 5:00 p.m.	First Time Conference Attendee Welcome 551
5:00 p.m. - 6:00 p.m.	Welcome & Keynote Ballroom D
6:00 p.m. - 7:00 p.m.	Opening Reception Rotunda
7:00 p.m.	Dinner on Your Own

Wednesday, October 16

7:00 a.m. - 4:00 p.m.	Conference Registration and Information RICC-5th Floor West Pre-Function Area
7:30 a.m. - 8:30 a.m.	Breakfast Exhibit Hall B
8:30 a.m. - 1:00 p.m.	Exhibitor Fair Exhibit Hall A
10:15 a.m. - 10:30 a.m.	Break with Refreshments Exhibit Hall A
11:45 a.m. - 1:00 p.m.	Lunch with Exhibitors in Exhibit Hall Exhibit Hall A
1:00 p.m. - 4:00 p.m.	Exhibits Tear Down Exhibit Hall A
1:15 p.m. - 2:30 p.m.	Interest Session #1 See program listings for room locations.
2:30 p.m. - 2:45 p.m.	Break with Refreshments West Prefunction
2:45 p.m. - 4:00 p.m.	Interest Session #2 See program listings for room locations.
4:00 p.m. - 4:15 p.m.	Networking Break

4:15 p.m. - 5:30 p.m.	Interest Session #3 See program listings for room locations.
6:00 p.m. - 6:30 p.m.	Dinner Connections Omni Lobby
6:30 p.m.	Dinner on Your Own

Thursday, October 17

8:00 a.m. - Noon	ACUHO-I/APPA Information & Resource Center West Pre-Function Area
8:00 a.m. - 9:00 a.m.	Breakfast Exhibit Hall B
9:15 a.m. - 10:30 a.m.	Interest Session #4 See program listings for room locations.
10:30 a.m. - 10:45 a.m.	Networking Break
10:45 - Noon	Interest Session #5 See program listings for room locations.
Noon - 1:00 p.m.	Lunch Exhibit Hall B
1:15 p.m. - 2:30 p.m.	Interest Session #6 See program listings for room locations.
2:30 p.m. - 2:45 p.m.	Break with Refreshments West Prefunction
2:45 p.m. - 4:00 p.m.	Interest Session #7 See program listings for room locations.
4:00 p.m. - 4:15 p.m.	Networking Break
4:15 p.m. - 5:30 p.m.	Interest Session #8 See program listings for room locations.
5:30 p.m. - 6:00 p.m.	Housing Facilities Committee Meeting Room 555
6:00 p.m. - 6:30 p.m.	Dinner Connections Omni Lobby
6:30 p.m.	Dinner on Your Own

Friday, October 18

8:00 a.m. - Noon	ACUHO-I/APPA Information & Resource Center West Pre-Function Area
8:00 a.m. - 9:00 a.m.	Breakfast Ballroom A
9:15 a.m. - 10:30 a.m.	Interest Session #9 See program listings for room locations.
10:30 a.m. - 10:45 a.m.	Networking Break
10:45 a.m. - Noon	Interest Session #10 See program listings for room locations.
Noon	Conference Adjourns



SPECIAL EVENTS

KEYNOTE SPEAKER



VENNIE GORE

People + Buildings = Student Success
The Impact of Facilities on Achievement

Tuesday, October 15
5:00 p.m. - 6:00 p.m.

In his current role, Vennie Gore administers a residence hall system with a capacity for 17,500 students, apartments housing for 2,500 students, faculty and staff, and a culinary services program serving more than 50,000 meals daily.

Among his honors, Vennie received NWACUHO's Outstanding Leadership and Service Award in 2002 and the David B. Stephen Award for Outstanding Leadership in 2005 and served as the president of ACUHO-I from 2012-2013.

During his keynote presentation, Vennie will share his experiences on how facilities - both the buildings themselves and the people employed within - can create transformative experiences for students, leading to higher levels of academic achievement.

Discover how you can be an essential part of student success in, and through, our built environments.

NEW ATTENDEE WELCOME

FIRST TIME CONFERENCE ATTENDEE WELCOME

Tuesday, October 15
4:30 p.m. - 5:00 p.m.
Room 551

Join our Conference Chair, and other members of the ACUHO-I/ APPA Housing Facilities Conference Committee, as we welcome you to your first time conference attendees welcome reception to kick-off the 2013 conference. Hear from program veterans to help you navigate your first conference and get the most out of your learning experience.

DINNER CONNECTION

DINNER CONNECTION

Wednesday, October 16 and Thursday, October 17
6:00 p.m. - 6:30 p.m.
Meet in the Omni Lobby

Looking for colleagues to join for dinner? Want to see some of what the city has to offer? Join the Dinner Connection gathering located in the Omni Lobby to meet other delegates for Wednesday and Thursday dinners.



SPECIAL EVENTS

CAMPUS TOURS

BROWN UNIVERSITY CAMPUS TOUR

Tuesday, October 15
8:30 a.m. - 1:15 p.m.

Join us for a tour of Brown University's residence halls. Brown University, founded in 1764 and steeped in history and traditions, is a private Ivy League research university located in Providence. The tour will depart at 8:30 a.m. and return at 3:30 p.m.

Brown University will host participants on their campus in Providence. The tour will include their new Medical School, new Chemistry Complex, new Life Sciences, and participants will also have the chance to see a complete renovation of one of our residence halls! For lunch, participants will dine at the Faculty Club, compliments of Brown University. Join us for the day!

UNIVERSITY OF RHODE ISLAND CAMPUS TOUR

Tuesday, October 15
8:30 a.m. - 3:30 p.m.

The University of Rhode Island campus tour will depart at 8:30 a.m. and return at 3:30 p.m. The ride to the campus is approximately 40 minutes. The tour will consist of visiting Garrahy and Wiley residence halls (apartment style) and Hillside residence hall. Hillside is a LEED Certified residence hall which opened in 2012 housing freshmen, nursing, pharmacy and international students. We will also tour the College of Pharmacy which opened in the fall of 2012.

The new \$75 million facility defines leading-edge teaching, research, and service activities. Featuring three interconnected science buildings with an expansive medicinal garden, the University of Rhode Island's new College of Pharmacy Building is the second major part of the URI Health and Life Sciences District. The University will host our lunch in a dining hall. Lunch, which is sponsored by the University of Rhode Island, will be at approximately 1 p.m.

Please wear good walking shoes and possibly a light jacket, as October weather can be warm or cool.

Participants should meet on 1st floor of the convention center.

Note: The skywalk from the Omni connects to the 3rd floor of the convention center, which is the exhibits level. Take escalator from the 3rd floor to the first floor. Buses will be parked in front of the convention center on Sabin Street.

HOUSING FACILITIES COMMITTEE MEETING

COMMITTEE MEETING

Thursday, October 17
5:30 p.m. - 6:00 p.m.
Room 553

Housing Facilities Services Committee - All are welcome!

Interested in getting together for a quick meeting? Join us immediately following the last session of the day and for a dinner connection after.



SCHEDULE-AT-A-GLANCE

	1 Wednesday, 10/16 1:15 p.m. - 2:30 p.m.	2 Wednesday, 10/16 2:45 p.m. - 4:00 p.m.	3 Wednesday, 10/16 4:15 p.m. - 5:30 p.m.	4 Thursday, 10/17 9:15 a.m. - 10:30 a.m.
Sustainability Track Room 551	Zero Sort	Alternative Power Sourcing	To LEED or Not to LEED	Sustainable Trends in Construction: Calculating Energy Savings ROI
Maintenance & Operations Track Room 552	The Pros & Cons of a BIM Project From The Owners Perspective	Design and Application of Variable Refrigerant Flow (VRF) Systems	Light, Vision and Energy Legislation	Landscaping to Your Environment
Custodial Operations Track Room 555 A&B	Hard Surface Floor Care	Knowledge, Respect, Pride	Preventative Maintenance	Initiatives to Build a Winning Team!
General Administration Track Room 556 A&B	Women in Facilities	People + Buildings = Student Success: The Impact of Facilities on Achievement - Keynote Follow Up	Creating a Graduate Facilities Experience	Moldageddon 2012
Construction/Master Planning Track Room 554	BIM: Working with Facilities Management Owners	GIGO: How it Impacts Your BIM	Saving Energy On Campus	Sensible Construction
Hot Topics Track Room 553	Holistic Approach to Bed Bug Protocol	Mold vs. Student Housing	To Contract or Not To Contract	Amenities
Forums Track Room 557	Sustainability Forum	Achieving LEED GOLD with Fully Integrated Building	Teaching Facilities Competence to Residence Life Professionals	Recycling Your Resident Hall Furniture



SCHEDULE-AT-A-GLANCE

5 Thursday, 10/17 10:45 a.m. - 12 noon	6 Thursday, 10/17 1:15 p.m. - 2:30 p.m.	7 Thursday, 10/17 2:45 p.m. - 4:00 p.m.	8 Thursday, 10/17 4:15 p.m. - 5:30 p.m.	9 Friday, 10/18 9:15 a.m. - 10:30 a.m.	10 Friday, 10/18 10:45 a.m. - 12 noon
	Living Well With Less		Evergreen Aquaponics Greenhouse Project: Bridging the Gap between Academics and Facilities	Green It Together	Construction Contract Administration
Bridging Long Term Strategic Public/Private Partnerships in College Housing	Latest Research on Impact of Various Floor Coverage	Are M&O Costs of VRF the Lowest	Utilizing Visual Construction Documentation	Old Home New Day	Charting Success
Microfiber	Basic Custodial Skills Training: New Employees	Summer Conferences & Student Cleaning Crew	How We Determine Our Cleanable Square Footage		You've Been Told You Need a Cleaning Contractor Now What
Harvesting the Crop	Lifecycle Budget Maintenance	Collaboration Between Housing & FM	What in the World is an FRA Bridge?	Student Staffing in Housing & Facilities	General Administration Roundtable
P3's and Residential Life on the University Campus	Maintaining Interior Systems	How Pre-Design Planning Can Help Project Achieve LEED	Influence of Privatized Housing on University Housing Facilities	Role of Resident Life in Creating Campus Master Plan	College Residential Buildings - Facts, Figures, History & Change
From 1919 - 2013 Lessons Learned	Differences in How CHOs & Hall Directors Make Decisions in Crisis Situations	Keys, Cards, Cameras, and Cops: Are Your Halls Safe and Secure?	APPA Credentialing 101	Managing More Heads than Beds	Odor Control the Green Way!
M&O Forum	Weekend Custodial Crew	Custodial Operations Forum	So You Want To Be A Mentor? So You Want Be A Mentee?	Construction Birds of a Feather	Construction Master Planning Forum 2012 Survey Findings



WEDNESDAY, OCTOBER 16

INTEREST SESSION #1 Wednesday, October 16 1:15 p.m. - 2:30 p.m.

101

Zero Sort

James Dunning, Casella; Laura Lommler,
University of Maine
Room 551

Campus recycling comes with a whole host of challenges. Recent programs such as Zero-Sort seem to provide solutions to the more common challenges in resident halls. Zero-Sort is the single bin recycling service that puts more stuff back into the world and less of it into the landfill.

102

The Pros & Cons of a BIM Project From The Owners Perspective

Ronnie Graham, University of Florida
Room 552

Program will outline the Steps necessary to coordinate a BIM project with Design Profes-

sionals on New Building Projects and Renovations. It will also cover the advantages and disadvantages of the program, and also How to achieve the maximum utilization of the program data as it relates to scheduling and performing Maintenance of the Buildings.

103

Hard Surface Care

Ray Noonan, Emerson
Rooms 555 A&B

In today's residential halls, hard surface flooring is playing an increasingly important role. Examples of popular flooring materials include stone, concrete, ceramic/clay, wood, resilient and specialty flooring. These materials appear to be easy to clean, maintain and restore, however, soils on hard surface flooring have a tendency to build up progressively, resulting in erosion. Sooner or later, it's necessary to clean beyond routine dusting and damp mopping. Join us for an informative session on how to keep up with all the traffic on your surfaces!

104

Women In Facilities

Lee Kerneck, University of Central Florida
Rooms 556 A&B

Women have increasingly joined the ranks of the male-dominated field of facilities management. Whether in the trades or professional level positions, women have arrived and established themselves, contributing in numerous ways to this dynamic profession. This session will address the roles, challenges, and contribution of women in educational facilities management.

105

BIM: Working with Facilities Management Owners

Joe Walke and Todd Whitehead, Walker Architects, Inc.
Room 554

This presentation will focus on how Building Information Modeling is used to benefit the Owner during the early conceptual and design phases of a project for space programming and conceptual design, rendering, concept

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development, coordination between design disciplines, and cost estimating. Presenters will also discuss how the BIM model evolves during construction, ultimately becoming a facilities management tool for the owner.

106
Holistic Approach to Bed Bug Protocol
Woogie Kim, Structural Pest Control North Carolina
Room 553

Increased chances of bed bug infestation exist for people who travel frequently because bed bugs can hitchhike in personal belongings. Social relationships of travelers may spread bed bugs among friends and relatives. University dormitories may be especially prone to bed bugs due to the high density of residents and adjoining residential units, and social relationships of college students. This poses a unique challenge to university officials who design a bed bug prevention program. Education of maintenance staff, managers, and students is a starting point of bed bug prevention. Concise and easy-to-understand information about bed bugs needs to be readily accessible to students. An easy reporting system and in-house policy needs to be established. Understanding the biology of bed bugs and recognition of the pest is an essential part of an integrated pest management (IPM) program. Treatment options, monitoring tools, and preventive measures will be presented.

107
Sustainability Forum
James Bridgforth, The University of South Alabama
Room 557

The 2013 APPA/ACUHO-I Sustainability Forum will focus on this year's topic sustainable trends for college and university facilities. This forum will be an open dialogue aimed at discussing hot topics and trends that center on college and university facilities to include student unions, residence halls, and academic space. The moderator will lead the group in highlighting trends from their respective campuses that are best practice examples that will allow other professionals to improve and enhance sustainability on their respective campuses. Some of the topics to be discussed include the defining sustainability for your campus, cost benefit of campus sustainability, developing and implementing a sustainability plan, challenges/rewards of sustainable facilities and University Social Responsibility (USR). This session will provide a comfortable and inclusive format for discussing new ideas in regard to facilities management and sustainability. We look forward to seeing you there.

INTEREST SESSION #2 Wednesday, October 16 2:45 p.m. - 4:00 p.m.

201
Alternative Power Sourcing
Michael Swartz, University of Maine;
Jon Sorenson, Competitive Energy
Room 551

The University of Maine has employed a variety of strategies to control rising costs of all utilities, but most importantly our heating costs. The various strategies will be discussed and shared including current strategies as well as current research involving alternative power sources.

202
Design and Application of Variable Refrigerant Flow (VRF) Systems
Chad Doering, Moses & Associates
Room 552

The goal of the presentation is to provide a general understanding of the operation, application and design of VRF systems. VRF systems have a wide range of applications for both new and existing student housing facilities. The systems provide a cost effective and energy efficient alternative to traditional heat pump and chilled water systems. VRF systems also provide the ability for individual temperature control in each zone, which provides greater occupant comfort. With 726 tons designed and 306 tons installed at the University of Florida, the pros and cons of the system will be discussed.

203
Knowledge, Respect, Pride
David Thompson, GCI
Room 555 A&B

Professional development for Environmental Health Services to date has been greatly regionalized, extremely varied and generally task orientated. Operations throughout the world have depended heavily on manufacturers of product and equipment to build their programs, wondering later why they have spiraling employee retention rate issues, growing risk management costs, all the while realizing health care costs are "out the roof". Many continue to do nothing really proactive about these issues other than the same thing, relying on the same sources getting the same answers. Please join us for this introduction to your next professional development and maybe your first, for your frontline workers. Be aware, there will be a mindset change required. It is not like any other custodial class you have ever attended. Thank goodness for that!

204
People + Buildings = Student Success: The Impact of Facilities on Achievement Keynote Follow Up
Vennie Gore, University of Michigan
Room 556 A&B

Join Mr. Gore in a smaller session for an engaging dialogue regarding his keynote presentation. Explore the impact staff and buildings can have on student success based on consistent access and environment creation, including sustainable policies and construction. This session will be interactive, including a time for questions and responses.

205
GIGO: How it Impacts Your BIM
Matt Webster, CPPI
Room 554

Collaborate with your team to ensure your REVIT drawings and BIM model contain the proper information in the beginning to get the value out in the end.

206
Mold vs. Student Housing
Keith Kewley, University of Texas/
San Antonio
Room 553

Presentation will include the species of molds most prevalent to the indoor environment and what causes molds to become established and grow indoors. Will discuss investigative techniques for determining mold growth issues and the remediation methods used for removing the mold growth from the indoor environment. Will also discuss health concerns and effects of exposure to molds.

207
Achieving LEED GOLD with Fully Integrated Building
John Breidenbach, Tremco
Room 557

Join us as we discuss the principals of fully-integrated building envelopes and their effect on high performance building design; how to become familiar with construction best practices including on-site sorting, recycling and reuse of materials; Chain-of-Custody documentation for all off-site recycling; and verifying that materials used are consistent with LEED credit requirements; and learn about four types of sustainable roofing systems; vegetated roofs, reflective high-performance built-up roofs, single-ply roof systems & thin-film rooftop photovoltaic systems.



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INTEREST SESSION 3 Wednesday, October 16 4:15 p.m. - 5:30 p.m.

301

To LEED or Not To LEED

Douglas Kuenn, University of Wisconsin/La Crosse; Lynne Deninger, Cannon Design; David Frassinelli, Fairfield University; and Frank Bartlett, UW-Whitewater
Room 551

This program will take a "Shakespearian" look at the decision making process of campus' looking at going for LEED designation in a panel/round table format. The conversation will be led by individuals that have been part of the decision process. The discussion will include panelists from institutions that have made the decision to or not to pursue LEED certification by providing insights into the different aspects that went into the decision making process. Each individual can also share their final thoughts after the process was complete and whether their point of view might have changed after the construction process was complete.

302

Light, Vision and Energy Legislation

Rebecca Hadley Catter, Cooper Lighting Central
Room 552

This course will review how light and vision work together to allow one to experience color and various states of vision. Discussion of the aging eye, health factors related to lighting and vision changes and psychological factors related to lighting. There will also be an overview on energy legislation and factors related to energy savings and requirements.

303

Preventative Maintenance

John Breidenbach, Tremco
Room 555 A&B

The Facility Asset Management presentation will help you eliminate small problems such as leaks and minor imperfections before they become expensive issues that require major repair or replacement. By employing a proactive asset management program, you can significantly extend the service life of your roofing and building envelope and lower your total facility asset costs.

304

Creating Graduate Facilities Experience

Granvill Adkins, Stacey Holmes, and April Hicks Konvalinka, Arkansas State University/Jonesboro
Room 556 A&B

The purpose of this presentation is to discuss the importance of building a graduate experience that includes facilities into a professional development plan. Understanding the area of facilities, i.e. how buildings are maintained and general daily operations, can complement a hall directors main focus in developing students while creating a community that is "home away from home". The focus of most graduate hall director's experience is residence education. This presentation will highlight the benefits of graduate hall directors gaining knowledge in facilities management. Presenters will highlight the importance of graduate hall director's understanding of the renovation and construction process, preventative maintenance and capital projects, and the daily functions of maintenance and housekeeping.

305

Saving Energy On Campus: Sustainability Through Improving Existing Building Performance

Michael P. Della Barba, Environmental Health & Engineering, Inc.
Room 554

Measuring building performance ensures that HVAC systems meet the original design intent or current operational needs. History has shown that these systems are often operating inefficiently even though they may be well maintained and meeting comfort requirements. This gap in efficiency between operation and performance translates into wasted energy, increased maintenance, and reduced equipment life throughout the life of the building. Energy efficiency and savings are natural by-products of optimal building system performance, but they are not the only benefit. Additional benefits that are important to overall sustainability include: extended equipment life, system reliability, failure prevention, improved indoor air quality, and reduced occupant comfort issues. This performance optimization presentation will detail the process and results from a multiple facility case study.

306

To Contract or Not to Contract

Jay Klingel, University of Virginia
Room 553

This course will offer a discussion on the contract vs. in-house alternative, when/why to contract for services, and the types of services that are commonly contracted for. It will include a quick review of basic contracting principles, various types of procurement methods, and contract administration techniques. The notion of privatization as a cost reduction tool will be explored. Participants will the opportunity to share service contract experiences.

307

Teaching Facilities Competence to Residence Life Professionals

Eric Scott, The University of North Carolina/Greensboro
Room 557

Facilities competence and knowledge is widely regarded amongst facilities and residence life professionals alike to be an area that is lacking in many residence life programs and key to the success of departmental leadership. Join this roundtable discussion which will highlight the importance of teaching facilities competence to residence life staff in order to encourage effective collaboration and prepare staff who may ultimately lead a program to be well versed in the language, issues, and challenges of facilities operations. Dialogue may include questions such as developing an outreach program, critical knowledge gaps, the benefits and drawbacks of expanding facilities knowledge, departmental support or precedent, and best practices for organizational success. Facilities and Residence Life staff from The University of North Carolina at Greensboro will lead the roundtable and share details of their collaborative efforts, challenges, and successes.



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INTEREST SESSION 4 Thursday, October 17 9:15 a.m. - 10:30 a.m.

401

Sustainable Trends in Construction: Calculating Energy Savings ROI

Jimmy Stevens and Gary Thompson, Hanbury Evans Wright Vlattas + Company
Room 551

Sustainability has taken a front seat in the design and construction/renovation of campus residence halls. Many projects have established "LEED Certification" goals from the outset and incorporate technology and program delivery to meet the desired classification. The question that arises with a sustainability platform is: "How can we measure our return on investment with each green initiative we choose to implement." Our program will focus on ROI measurement of energy saving technology. How can we objectively measure the cost effectiveness and desired impact on residents of inclusions such as: "Automated Lighting and HVAC Control", "Daylight Harvesting", and "High Efficiency Envelope Technology"? We will present a simple ROI spreadsheet model you can use to evaluate the true cost savings (or not) of the energy savings technologies you have (or desire to have) implemented on your new construction/renovation projects.

402

Landscaping to Your Environment

David Brahm, University of Texas Health Science Center/San Antonio
Room 552

The University of Texas Health Science Center at San Antonio's landscape maintenance division has evolved its approach to landscape design as it faces the current realities of limited financial and labor resources, regional irrigation restrictions, coupled with prolonged drought to provide an attractive and unique campus.

403

Initiatives to Build a Winning Team!

David Sagaser, Florida State University
Rooms 555 A&B

How do you build a cohesive custodial services team? This program will share 10 initiatives at Florida State University that build a team environment and the first initiative happens at the employment interview. Do you have daily communication with your custodial staff? We do and it only takes a couple of minutes to build

team and motivate employees! Do your employees know how that they contribute to a successful department mission statement? Do you provide time for one on one contact with front line employees and supervisors? Come join in the discussion and see how we build team (and these initiatives are used with the maintenance staff too!). All participants receive a flash drive with the FSU Housing custodial manual and the presentation handouts.

404

Moldageddon 2012

University of Louisville Team
Rooms 556 A&B

What do you do when an entire residence hall is forced to close down due to an infestation of mold? The University of Louisville had to come up with their own protocol during the Fall 2012 semester after receiving notification that over 85 percent of the entire residence hall had visible mold growth on the interior infrastructure and most furniture. After scrambling with their campus partners into action and strategic collaboration, all 288 students were successfully relocated and transitioned back to campus upon completion of the remediation process several weeks later.

405

Sensible Construction

Greg Mills and Johnny Wood, Dewberry; Peter Fraccaroli, North Carolina State University; Chris Roberts, LS3P ASSOCIATES LTD.
Room 554

All construction projects have to balance quality, durability, functionality, and of course, cost. Explore the technical, practical, and financial implications for various construction systems and components being used in today's student housing facilities. This session will provide an overview of various building structural systems, cladding systems, mechanical, electrical, and plumbing systems, as well as discuss real-world applications for the systems across a variety of housing projects.

406

Amenities

Tricia Trick, Eckert
Room 553

Millennial students have grown up in a world that is deeply different from that of previous generations. Today's college students (and their parents) have high expectations for living and learning

environments. To achieve the desired balance between privacy and community, functionality and flexibility are key in public areas. The design of multipurpose spaces must reflect the habits and methods of today's student; supporting group collaboration and individual study, as well as social gathering and quiet retreat. Access to the latest technology is essential. During this presentation we will explore the successful ways that Purdue University, IUPUI and Butler are meeting these needs. You will walk away with practical information you can implement immediately.

407

Recycling Your Residence Hall Furniture

Jamie Faulk, The University of Florida
Room 557

Basically I was tasked to get rid of the student room furniture for recycling. So I proceeded to contact any nonprofit organization to see if they were interested. And they were, over the past 3 years I was able get them roughly 2500 bed, dressers, desk, and chairs. I will be discussing how we did this and the outcome for helping these needy people. This has been one of the most rewarding projects I've had to do and at times been one of the most stressful.

INTEREST SESSION 5 Thursday, October 17, 2013 10:45 a.m. - 12:00 p.m.

502

Bridging Long Term Strategic Public/Private Partnerships in Collegiate Housing

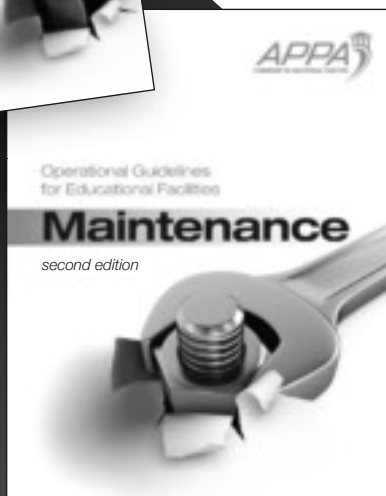
Teresa Crum, Ed Trust
Room 552

Public-private/private-private partnerships are growing to assist in updating and adding student housing. Successful partnerships exist to incorporate cutting edge design with the seamless partnering of developer/manager and student affairs. Requirements for innovation and collaboration between all stakeholders top the list of "must haves". With a focus on relationship building, learn how one university created and combined best practices and cultivated a 10 year partnership with the private sector to create a truly unique and collaborative student housing management model.

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Grounds

Task Force Chair: Tom Flood, Elon University

A comprehensive guide to maintaining and managing a grounds and landscaping operation. Contains information on sustainable grounds operations; environmental stewardship; staffing guidelines; contracting options; position descriptions; benchmarking, and environmental issues and laws.

Maintenance

*Task Force Chair: Tom Becker,
Philadelphia University*

A guide for maintenance in facilities. Subjects include maintenance of buildings; levels of maintenance and benchmarking; case studies; compliance, safety, and sustainability; zero-based staffing buildup; career ladder and job descriptions; and much more.

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503

Microfiber

David Collette, Cintas
Rooms 555 A&B

Microfiber use has grown over the past 10 years in North America. Should you be using it or should you stick with cotton? This course examines microfiber history, manufacturing and quality. We compare microfiber to traditional cleaning materials like cotton, microfiber cleaning protocols and how to clean your dirty microfiber. Practical information will be presented on protocols for cleaning that can be used to benchmark your facility.

504

Harvesting the Crop: How evaluation and motivation can help keep your valued employees

Jeremy Biddy and Tara Wilkinson, Capstone On-Campus Management
Rooms 556 A&B

You have hired a new employee, and you want them to succeed. How do you help them on their path to success? This session will provide information and resources on how to retain good employees through evaluation and motivation. The session will identify evaluation formats and styles utilized at a variety of campuses and will explore how it's a valuable tool not just a requirement or compensation influence. Motivating employees based on their needs and your department / campus culture will be explored. The goal is to bring awareness to the advantages of keeping good employees and improving the performance of others.

505

P3's and Residential Life on the University Campus

Richard T. Przywara, West Chester University Foundation; Charles M. Harris, EdR; and Cameron J. Mactavish, Voith & Mactavish Architects LLP
Room 554

Public Private Partnerships have become a solid means for colleges and universities to have high quality residential facilities come online quickly and affordably leaving their construction dollars available for other needs. This session will use West Chester University's housing replacement initiative as a case study for examining the roles of the developer, architect, builder, and institution and the contractual relationships that are making possible the delivery of 3200 beds with a full complement of amenities including fitness center, screening room,

student lounges, visiting faculty apartment, offices, and classrooms.

506

From 1919-2013 Lessons Learned

Greg Fefeld, Balfour Betty
Room 554

In 2008 and 2009, the University of North Carolina at Greensboro (UNCG) considered removing and replacing seven historic residence halls located in the Quad. Originally built between 1919 and 1923, the residence halls did not contain the necessary amenities to keep pace with students' evolving and modern educational needs. In 2009, UNCG selected Balfour Beatty Construction and D.H. Griffin Construction, a joint venture, to renovate the residence halls. The \$48 million project, which has allowed the University to link its past, present, and future, encompassed the complete interior demolition and comprehensive renovation of approximately 610 beds/241,000-square-foot of space. The renovation project successfully improved students' living areas and safety conditions, while preserving the buildings' legacies with a passionate embrace of green building that resulted in the project's recent LEED Gold certification. Balfour Beatty/D.H. Griffin overcame many challenges during construction resulting from the age of the residence halls, including the discovery of hazardous materials, structural modifications, and other constructability issues that impacted both the aggressive schedule and budget. Although these unforeseen issues resulted in approximately a dozen change orders and \$2 million in structural renovations, the project team diligently met these challenges through early engagement with the design team, weekly meetings with the owner, and diligent management of subcontractors. The team also faced site logistics issues due to the University's goal of preserving the historic oak trees that were original to the Quad buildings, but ultimately, the team was able to complete the renovations in a restricted work area through a proactive approach to safety and innovative construction methods.

507

M&O Forum

Steve Wargo, The University of Florida
Room 557

Join us for a facilitated session on maintenance and operations as participants share points of view and issues they are facing on campus in the area of maintenance and operations.

INTEREST SESSION 6

Thursday, October 17

1:15 p.m. - 2:30 p.m.

601

Living Well With Less: Strategies for Energy Efficient Residence Halls

Hank Colker, WTW Architects;
Thyrone Henderson, The Ohio State University; Frances Lengowski, VMDO Architects; Karen Rockett, Louisiana State University
Room 551

With students arriving on campus with expectations that colleges and universities are addressing issues of sustainability, the triple bottom line benefit to the environment, economy and society continues to grow in importance. With ever challenging budgets, housing operations can leverage the implementation of energy savings and efficiency, thus meeting student expectations for a greener campus and administrative mandates for controlling expenditures. This interactive session will present perspectives and strategies on energy efficiency in the new construction, renovations and programming/operations of residence halls. Participants will both interact with the presenters as well as one another to share best practices and lessons learned in living well with less.

602

Latest Research on Impact of Various Floor Coverage Related to Student Exposure To Airborne Particles in Schools

Richard J Shaughnessy, PhD, University of Tulsa
Room 552

Airborne particles, re-suspended due to occupant activities on various school flooring surfaces, are an important subject of scientific research related to student exposure to particles. This research, focusing on particle re-suspension from specific floor coverings in classroom environments, may help to provide a better understanding of the impact of flooring materials on airborne particulate matter exposure. The presentation will focus on performance of various flooring covering (hard flooring vs. textile surfaces) in actual classroom occupied settings. Several aspects of the flooring shall be detailed to include:

- typical dirt loadings on various floor covering types in classrooms
- recovery time required to remove embedded dirt in new vs. older/aged textiles
- re-suspension of particles from

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various flooring types (Flow-through carpet, vs. VCTT, vs. VCT) as a function of walking activity on flooring
 • practical implications as to considerations that must be accounted for in selecting an appropriate floor covering in school classroom environments.

603**Basic Custodial Skills Training: New Employees**

Howard Pruitt and Jack Woodbury, University of Missouri
 Rooms 555 A&B

The Basic Skills Training & Testing Program is designed to provide consistent basic skills training to all new Custodians at the University of Missouri. This program will allow employees to complete their job successfully within their assigned department as well as other departments on campus, if the employee chooses to transfer. New Custodians must complete the Basic Skills Training & Testing program, pass a written examination, and successfully complete a performance test to continue their employment beyond the end of the six-month probation period.

604**Lifecycle Budget Maintenance**

Mark Hill, The University of Florida
 Rooms 556 A&B

Life Cycle Costs can be very detailed analyses that require knowledge of the inter-working relationships of various Architectural and Engineering disciplines or it can be as simple as saying I need to replace that new roof in twenty years and I think it will cost \$x. Attendees that are novice to the process will learn some current strategies for Life Cycle Costing in an Institutional setting and the veteran Facilities Manager may learn some new ideas, concepts and current structured methods of analysis that are available.

605**Maintaining Interior Systems**

Elizabeth Reeves, Rutgers University
 Room 554

This session will address the maintenance and operation of interior finishes in educational facilities. Evaluate the cost effectiveness of various flooring, wall, and ceiling systems; engage in the debate of aesthetics vs. maintainability; discuss the value of institutional design standards. Review trends in office and classroom furniture, window treatments, landscape furniture systems, and specialty floor systems.

606**"I Could See a Lot of This in My Head Before It Happened" vs. "I Wasn't Sure What to Do"****Differences in How CHOs and Hall Directors Make Decisions in Crisis Situations**

John Buck, Webster University
 Room 553

In today's world of college and university housing, professional housing staff members - from first-year hall directors to veteran CHOs - will undoubtedly find themselves thrust into crisis situations, characterized by high stakes, inadequate information, ill-defined goals, and changing conditions. As colleges and universities today rightly focus significant time and energy toward crisis mitigation and response planning, one area left almost entirely un-researched is the decision-making processes made by people in the crisis response effort: those staff in the middle of it all, in the heat of the moment, making on-the-spot assessments and choices that direct the initial responses to the crisis itself. This presentation shares the findings of two pieces of research that investigated the decision-making processes of housing professionals in crisis situations: one of chief housing officers and one of entry-level hall directors. Practical application of these findings to areas such as training, crisis planning and preparation efforts, and professional staff development will be discussed.

607**Weekend Custodial Crew**

Dee Sneed, Emory University
 Jack Woodbury, University of Missouri
 Room 557

Join us for a facilitated session on operating and leading weekend custodial crews and the issues faced on campus today.

INTEREST SESSION 7**Thursday, October 17****2:45 p.m. - 4:00 p.m.****702****Are Maintenance Costs of Variable Refrigerant Flow Systems the Lowest of All HVAC System Types?**

Matthew Sooy, Mitsubishi Electric US, Inc.
 Room 552

Variable refrigerant flow (VRF) is an HVAC solution that optimizes energy usage through the use of advanced technology. The key to VRF's success resides in the

technology's variability; an inverter driven variable capacity outdoor unit is connected to multiple variable capacity indoor units to make up a single system. This zoning solution only consumes the energy required to meet the load in each zone at any given time, the result of which is superior comfort with optimized energy consumption. As compared to conventional HVAC solutions, VRF technology requires surprisingly little maintenance over the lifespan of the equipment. A side-by-side comparison of maintenance requirements for traditional HVAC systems will shed light on total cost of ownership. This emerging technology is gaining momentum in educational facilities in the Northeast, and this will be explored through several case studies.

703**Summer Conferences & Student Cleaning**

Tonya Gilbeaux, Texas Woman's University
 Rooms 555 A&B

For many colleges and universities summer is the time for deep cleaning, projects, conferences and camps. With only three months to prepare for the fall semester many campuses face a shortage of staff to get the job done. Tuition cost can make it difficult for some students to take classes year round. Summer jobs can be the deciding factor whether or not a student can return to school in the fall. Why not hire students to work and contribute to their education? At this session we will discuss how you can utilize student cleaning crews to make your summer camps run smoothly without sacrificing your full-time custodial staff.

704**Collaboration between Facilities and Residence Life: What's in Your Tool Box?**

Shannon Staten, University of Louisville
 Rooms 556 A&B

The goals of the facility and operations staff in a residence hall environment are the same as of the residence life staff: provide a safe, comfortable environment that supports student learning and success. However, the manner by which those goals are accomplished can be different. The intended outcome of this program is to provide ideas that help facilitate a stronger working relationship between facility / operation staff and residence life staff in the Housing residence halls and apartments. The presenter will collect and share methods of training, planning, visioning, and implementation of the vision from various campuses. The program will be interactive and will have participants "fill" their tool box with ideas and concepts that can be taken back to their campuses.



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705

How Pre-Design Planning Can Help Project Achieve LEED

Julie Hendricks, Kirksey EcoServices
Room 554

The importance of early planning in order to meet LEED and sustainability goals cannot be emphasized enough. Whether a housing project wishes to achieve LEED or to simply follow green building principals, devoting time to this subject during the building programming phase offers maximum influence for the least amount of project funds. With early planning, and taking into account lifecycle costs, a project can now meet LEED requirements at a comparable cost to projects that do not emphasize green building principals. This program will identify ways in which the building program and owners project requirements (OPR) can create the basis for achieving sustainability goals. It will cover topics as diverse as how site choice influences multiple LEED categories to how specifications for MEP systems in the OPR can give you the best "bang for your buck." Examples of lessons learned from completed projects will also be included in the program.

706

Keys, Cards, Cameras, and Cops: Are Your Halls Safe and Secure?

Steve Waller, Louisiana State University
Room 553

The session will address the tools, from human to high-tech, for making your halls secure. We will discuss key control from basic to hi-tech to effectively manage and control keys. Card access has been around for years, we will explore some best practices and cost profiles for on-line and off-line systems. Smile as the camera goes up and how they can make your halls safe and modify behaviors. Finally, are you using the human resource at your fingertips? We will explore how you can enhance police presence and show they are human too. You should leave the session with ideas for key control, card access, surveillance cameras, and programs to engage the police in your halls as a partner.

707

Custodial Operations Forum

Ernie Olivares, University of South Florida
Room 557

Join us for a facilitated session on custodial operations as participants share points of view and issues they are facing on campus in the area of custodial operations.

INTEREST SESSION 8

**Thursday, October 17
4:15 p.m. - 5:30 p.m.**

801

Evergreen Aquaponics Greenhouse Project: Bridging the Gap between Academics and Facilities

Mark Lacina, The Evergreen State College
Room 551

Our presentation will use an ongoing, student-led project, specifically the Evergreen Aquaponics Greenhouse, as a case study for how academics can work with facilities to create a more sustainable campus environment. The students involved envisioned a community space in which food, power and clean water can be managed in order to create a life-cycle system that promotes sustainability within the built environment. This presentation will explore solutions to the following questions: how can we, as administrators, help student workers to foster and maintain helpful relationships with those involved? How can we challenge students to ask the right questions and make the correct decisions without disempowering them? How can we help them to navigate the maze of policy that they're confronted with? How can we find the balance between having control of a project, but not over it?

802

Utilizing Visual Construction Documentation Technology for Facility Maintenance and Operations

Michael Dorman, Multivista; Edward Keller, EFP, University of North Carolina/Greensboro; Steve Waller, Joe Hitt and Karen Rockett, LSU
Room 552

With a growing need for smarter facility management and efficient operations of housing facilities in the education industry, education professionals are turning to technology solutions to enhance the building lifecycle. Visual documentation of the construction process including photo, video and webcam documentation is a technology that allows stakeholders to capture actual construction conditions for future reference including specific benefits for maintenance and facility operations. By digitally documenting the project from start to finish, education industry professionals will have a facility management resource once the facility is completed. Join us to learn how to use visual documentation of your facility, indexed within your plans on a web-based application, which can provide a perfect record of your project during construction and after for facility management.

803

How We Determine Our Cleanable Square Footage

Billy Pogue and Terry MacDonald, The University of Florida
Rooms 555 A&B

Face it, determining the Cleanable Square Footage can be confusing. In the latter part of 2011, we began reading a book published by APPA titled "Custodial Staffing and Guidelines for Educational Facilities". Since that time, we have intermittently been working to gather, create and assemble the information needed to establish the Cleanable Square Footage (CSF) for the Department of Housing and Residence Education at the University of Florida. From a practical approach, we will explain our process for creating a matrix, and documenting cleaning times.

804

What in the World is a FRA? Bridging the Gap Between Housing and Residence Life

Bryan L. Shelangoski and Amanda Cunningham, University of Louisville
Rooms 556 A&B

Many colleges and universities across the nation having Housing and Residence Life departments which operate in a segmented fashion, i.e. Housing is separate from Residence Life. Even those whose Housing and Residence Life departments are combined often struggle at bridging the gap between what are traditional Housing staff and functions and what are traditional Residence Life staff and functions. The University of Louisville has created a student staff position to address this very concern, the Facilities Resident Assistant (FRA), in hopes of ultimately better meeting the needs of our students. This program will emphasize the necessity for Housing and Residence Life staffs to work as a cohesive team, regardless of departmental structure, in order to portray the importance of and realization that not only programming engages and retains residents, but facilities do as well. As research shows, a direct and significant correlation exists between recruitment, retention, and facilities (Cain & Reynolds, 2007). It is the responsibility of both Housing and Residence life to ensure that the students are receiving the best possible overall on-campus living experience.



Interest Sessions

THURSDAY, OCTOBER 17

805
The Influence of Privatized Housing on University Housing Facilities
 Greg Hladik, UTA
 Room 554

The University of Texas at Arlington has a mix of privately owned and operated, privately operated through a ground lease, and University owned and operated student housing all competing to meet student's housing needs. UTA Facilities and Housing staff had to rethink operations as usual after privatized housing installed marble countertops, stainless steel appliances, and crown molding in student apartments. Come hear how University Housing has evolved at UT Arlington, how this evolution impacts facilities decisions, and this impact the student's expectations.

806
APPA Credentialing 101
 J. Thomas Becker, Philadelphia University
 Room 553

In an era when credentials are critical to your success, and that of your colleagues, APPA offers the institutional facilities community two levels of credentialing - Certified Educational Facilities Professional (CEFP) and Educational Facilities Professional (EFP). Join us for this informative session as a brief understanding of the origins of the credentialing program are shared; determine which credential is right for you and which is right for members of your team; take away the value proposition provided to educate your leadership on the benefits of a credentialed facilities team; how to prepare to sit for the exams and much more!

807
So You Want to be a Mentor? So You Want to Be a Mentee?
 Lindsay Burkart, University of North Carolina/Greensboro; Ed Keller, University of North Carolina/Greensboro
 Room 557

Learn the benefits of a mentor/mentee relationship and gain access to the knowledge and expertise of seasoned facility managers. Mentors can guide young professionals through the transitions of starting a career and provide the extra support to meet goals, both in business and in life.

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FRIDAY, OCTOBER 18

INTEREST SESSION 9

Friday, October 18

9:15 a.m. - 10:30 a.m.

901

Green It Together

Aaron Knight, Penn State University and
David Manos, Pennsylvania State University-
University Park
Room 551

Green It Together was a Zero Waste Pilot that ran for one semester in Runkle Hall at Penn State University. Hear how a group of students working with Residence Life, Housing, and the Office of Physical Plant's Waste Management Team dramatically increased one building's recycling capture, providing students with a zero waste option, collected very encouraging data, and won leadership support to expand this initiative across the campus.

902

Old Home New Day: A Successful Integration of Operations and Maintenance in a Historic Residence Hall Renovation

Mary Romestant and Nancy Bayly, Emory University
Room 552

Are you faced with challenges associated with maintaining and operating existing or historic residence halls? On Emory University's campus, the renovation of Dobbs Hall was an important project to improve their student's living environment. Built in 1917, Dobbs Hall is Emory's oldest residence hall and is on the National Registry of Historic Places. In this session, learn about a critical initiative to engage Emory's operations and maintenance staff during the renovation from planning to occupancy. Through the planning, implementation and reporting of this important strategy, Emory University has realized a facility that responds to its students' needs and enhances the students' college experience.

904

Student Staffing in Housing and Facilities: Challenges, Successes, Failures, and Lessons

J. Clarence Flanders, Georgetown University
Rooms 556 A&B

Staffing students to work within housing and facilities can be a challenging exercise for many departments and managers. Many of our positions consist of work that might be unappealing to college students but are ultimately necessary for our department's success. Within Georgetown University's

Student Housing and Activity Facilities organization we employ over 250 student staff members during the academic year and summer session in various full-time and part-time positions. Focusing on our busiest time of year, summer, and attendees will gain insight into our summer staff planning and assessment processes. Reviewing some of the challenges we face in recruiting, selecting, and hiring staff to work within a housing and facilities environment. And examining our training and appreciation initiatives that aim to ensure staff are prepared to succeed at their job responsibilities and feel valued and appreciated as staff members.

905

Role of Resident Life in Creating Campus Master Plan

Lynne Deninger and Jeannine Talbot, Cannon Design
Room 554

What role should Residence Life play in the development of a Campus Master Plan? In the past, institutions often undertook master plan campaigns as independent projects. These projects would address mission and vision, without incorporating strategic, academic, and capital plans. Today, institutions understand the importance of comprehensiveness in their master plans. This conference session will detail how Residence Life should be an integral part of overall campus planning and master plans in particular. It will explore through case studies how integrating Residence Life in the planning process can help craft and support holistic campus strategies. Too often, Residence Life space strategies in campus planning merely include identifying the needs for additional beds. Successful examples of how Residence Life has had a major role in strategic planning and campus master planning will be discussed. Residence Life is key to being able to attract new students, retaining existing students, and in the creation of a vibrant campus community. Participants are encouraged to bring their own experiences to this discussion!

906

Managing More Heads Than Beds

Alicia G. Dugas, Kenyon College
Room 553

Temporary Housing, Expanded Housing or Short-Term Housing...No matter the name you give to it, the problem is still the same. There are more heads than beds. This is a good problem to have, but a real headache for those having to create the spaces and manage the process. For family members they may read "temporary housing" and

images of Revenge of the Nerds come to mind with their student living in a gymnasium with 100 other students in bunk beds. This student generation sees displacement and relocation as a detriment to their college experience. As administrators, we see facilities, public relations, and staffing issues. How often do college administrators see the opportunity in this type of housing crisis? Most professionals in higher education are going to at one time in their career find themselves needing to create and manage temporary housing options. This presentation will review best practices; communication strategies and temporary manage crisis strategies. This presentation will address the needs of institutions that create "long term" temporary housing as well as one year/one semester spikes in housing needs.

907

Construction Birds of a Feather

Peter Fraccolli, North Carolina State University
Room 557

Join us for a facilitated session on construction and master planning as participants share points of view and issues they are facing on campus in the area construction and master planning.

INTEREST SESSION 10

Friday, October 18

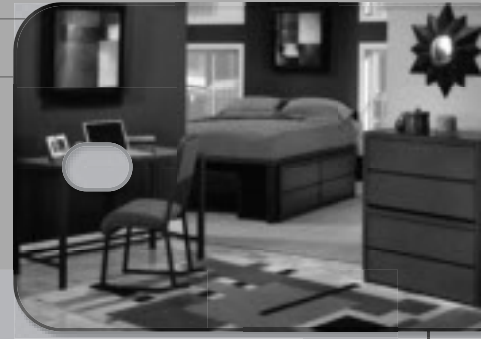
10:45 a.m. - 12:00 p.m.

1001

Construction Contract Administration

Don Guckert, University of Iowa
Room 551

This session covers the basic legal and contractual documents for a design and construction project; including an examination of the structure of a construction contract and what makes up the specifications, drawings, and other contracting tools. Various project delivery approaches utilized by colleges and universities will be reviewed, and how contracting relationships are altered depending on the delivery approach taken. Finally, the question of A/E responsibility for design errors and omissions will discuss in the context of the contractual relationship with the owner.



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FRIDAY, OCTOBER 18

1002

Charting Success: Utilizing Campus Partners to maximize the benefits of building infrastructure decisions

Joanna Norton, North Carolina State University
Room 552

A case study of a partnership between Campus Housing and Facilities Operations to build a new 1,195 bed student housing project, with an emphasis on impacts of decisions made during the design/build process that affect future maintenance and operation of the facility. Participants will have a chance to share ideas about how they collaborate across campus, and will hear examples of best practices that can help all of us create a better end product.

1003

You've Been Told You Need a Cleaning Contractor - Now What?

Renee Phillips and Tanya Hughes Joiner, The University of Florida
Rooms 555 A&B

Have you found yourself needing more time or more staff in order to turn around your residence halls for Fall Opening? In the last two years the university's academic calendar has cut our preparation time from 11 days to 4 days to turn around our residence halls for Fall Opening. We also had a number of summer renovations that were running behind schedule. Without sacrificing excellence, what are the options to turn our residence halls into ready for occupancy? Hire more staff? Work longer hours? Hire a cleaning contractor? We will discuss staffing options and some pros and cons if you decide to hire a cleaning contractor. We will share our Building Services Standards for Contract Cleaning with all participants.

1004

General Administration Roundtable

Amanda Cunningham, University of Louisville
Rooms 556 A&B

Join us for a facilitated session on general administration & leadership as participants share points of view and issues they are facing on campus in the area general administration & leadership.

1005

College Residential Buildings - Facts, Figures, History & Change

Deb Moore, College and Planning Management
Room 554

Residence halls – or dormitories, as they were once called – used to be places where students could sleep, dress, and study while attending college. They were the simplest of spaces, providing each student a bed, a desk, a place to keep some clothes and not much more... and they were usually the least expensive buildings on campus. Things are different now! In this session we will look at the history of residence hall construction; trends in design; changes in cost and size; and changes in expectations and amenities. We will share with you twenty years of college construction trends and the results of CP&M's most recent Living On Campus report. Join in the conversation as we discuss the issues faced by today's college housing professions

1006

Odor Control the Green Way

Kevin Coffey, OMI Industries/Fresh Wave IAQ
Room 553

School and university facility teams face a multitude of odor challenges throughout campus, from science labs and residence halls to food service areas and athletic facilities. With the growing number of states exploring "green janitorial supplies contracts" new guidelines require that school facilities "adopt purchasing policies focused on less-toxic products," while mandating they "purchase equipment, supplies, and other products that do not contain toxic chemicals unless no feasible alternative exists." Accordingly, school housing facilities management teams will need to find odor abatement solutions that are non-toxic, effective, and friendly to the bottom line. Fresh Wave IAQ® odor eliminating solutions are non-hazardous, and proven to be as safe as they are effective in eliminating organic and inorganic odors, regardless of the source. Carrying the EPA's "Design for the Environment" recognition for safer chemistry, Fresh Wave IAQ products can be used alone or with custom-engineered delivery solutions designed to eliminate odors while demonstrating not only effectiveness, but overall cost savings as well. Solutions and cost benefits will be demonstrated and discussed during this presentation.

1007

Construction Master Planning Forum - 2012 Survey Findings

Dave Sagaser, Florida State University;
Cynthia P. Balogh, MGT of America, Inc.;
Barry Olson, North Carolina State University;
and Jules LaPoint and Trisha Hanson, SUNY Plattsburgh
Room 557

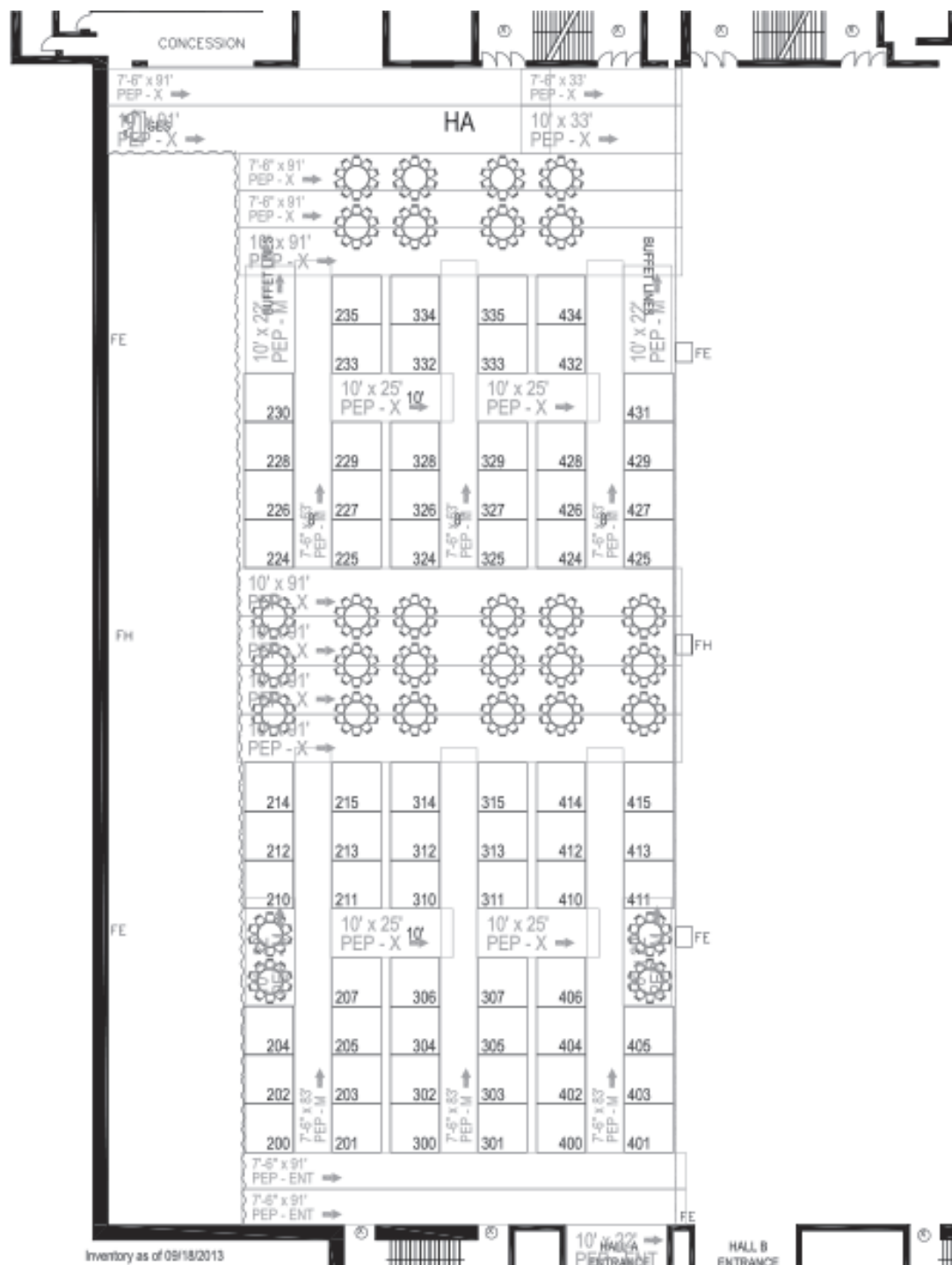
Presenters will share survey findings from the 2012 ACUHO-I Construction and Renovation Survey and analyses of trends from previous administrations of the survey. CHOs from selected institutions will present case studies via PowerPoint on how they addressed issues related to demand, construction types, and sustainability into new construction and renovation projects on their campuses. Institutional representatives will then respond to participant questions related to how they addressed related issues in recent projects. The Construction and Renovation Survey is a biennial data collection effort by ACUHO-I and is administered by MGT of America, Inc. The survey is completed by chief housing officers at institutions throughout the United States, as well as international institutions. Data collected provide comparisons to assist CHOs with planning for housing construction and renovation. As in the past, quantitative data related to construction and project costs, GSF, and number of beds were compiled for renovation and new construction projects completed during the past two years. These data, as well as analyses of trends from previous administrations of the survey, will be shared at the presentation and via the MGT Website.

EXHIBITORS

EXHIBITOR INFORMATION

EXHIBIT HALL HOURS:

Wednesday, October 16
8:30 a.m. - 1:00 p.m



EXHIBITORS

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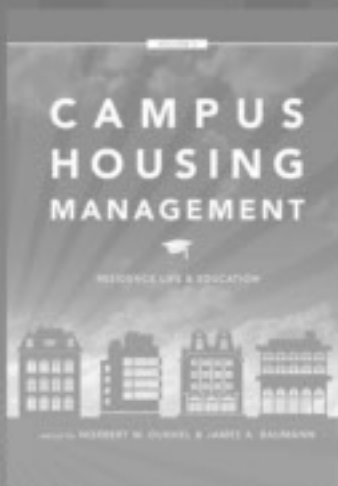
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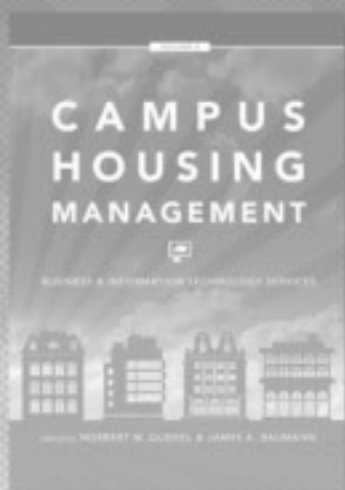
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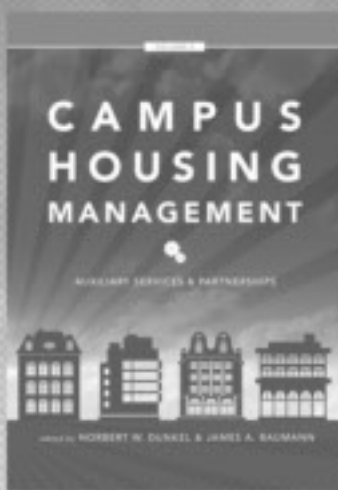
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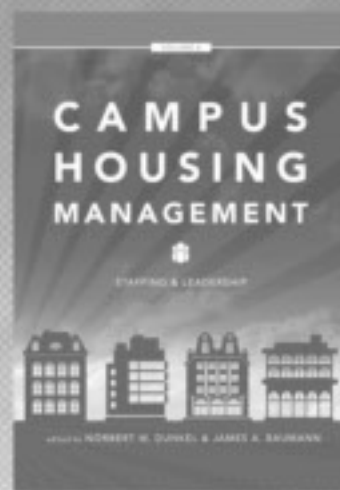
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www.lg-hvmc.com

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Lions Volunteer Blind Industries, Inc

Booth #315
758 West Morris Boulevard
Morristown, TN 37813
www.volblind.org

Lions Volunteer Blind Industries is a nonprofit organization that has been providing employment opportunities for people who are blind or visually impaired since 1951. We have operations in Morristown, and Johnson City, Tennessee.

Mac-Gray Campus Solutions

Booth #404
404 Wyman Street, Suite 400
Waltham, MA 02451
www.macgray.com

Celebrating 60 years, Mac-Gray Campus Solutions is the premier laundry service provider to over 625 college and university campuses. To best server our customers, we combine advanced technology including LaundryView, the #1 online monitoring system, with the most water-and-energy- efficient equipment available.

Miracle Method

Booth #310
5020 Mark Dabbling Boulevard
Colorado Springs, CO 80918-3833
www.miraclemethod.com

Miracle Method saved colleges and universities thousands of dollars in 2011! Our proprietary surface refinishing process eliminates costly replacement of leaking shower pans, damaged tile, laminate countertops and porcelain bathtubs. We change surface colors, repair porcelain chips, fix cracked fiberglass units, and restore kitchen and bath surfaces to like new.

EXHIBITORS

Norix Furniture

Booth #228,230
1800 W. Hawthorne Lane, Suite N
West Chicago, IL 60185
www.norix.com

For 30 years, Norix has been providing specialized furniture for challenging environments. Designed and engineered for critical applications, Norix furniture is ideally suited for housing facilities that experience high volumes of turnover. Norix products are extraordinary by design, surpassing industry standards for strength, safety and long-term performance.

Northern Lights Restoration

Booth #226
121 Lang Road
Spencer, NY 14883
www.northernlightsrestoration.com

Northern Lights Restoration Inc. was established in 1992 with the unique and environmentally friendly service of on-site furniture re-finishing. Our services include on-site refinishing of furniture, architectural woodwork, floors and upholstery cleaning for the Educational, Hospitality and Governmental markets across the United States. We can refinish 20 -25 rooms per day at a cost savings of 85% of buying new while maintaining the sustainability of our environment.

Nyren Company - Focus Products

Booth #427
600 Academy Drive, Suite 110
Northbrook, IL 60062-5350
www.nyren-tms.com

The Nyren Company is happy to introduce Focus Products Group to the ACUHO-I members. Along with our product line of mattresses and covers, blankets, pillows, laundry carts, and bed bug protection, we now offer Focus Products Group's Hookless & Traditional Shower Curtains and Bath Accessories.

Postcraft Company

Booth #215
625 West Rillito Street
Tucson, AZ 85705
www.postcraft.com

Protective mattress covers, pillow covers and shower curtains; aprons; snair shower drain inserts (to prevent hair clogs); bye bye gum (professional gum removal with no solvents or odor).

PPG Architectural Coatings

Booth #327
8375 Waite Road
Clarklake, MI 49234
www.ppgpro.com

PPG and Glidden Professional: Better Together. With programs like never before, PPG Architectural Coatings is better able to serve your coating needs. With our enhanced footprint via Glidden Professional, PPG / Pittsburgh Paints, and PPG / Porter Paints company-operated stores, we are well positioned to service you. For information contact: joe.falasco@gliddenprofessional.com.

The Refinishing Touch

Booth #424
9350 Industrial Trace
Alpharetta, GA 30004
www.therefinishingtouch.com

Founded in 1977, The Refinishing Touch® is a world leader in providing on-site environmentally safe, furniture re-finishing and re-upholstery to private and public organizations. It enables its 20,000 customers across the following markets; government, hotel, hospitality and academia to save up to 80 percent of their budgets and maintain environmental sustainability.

Sauder Education

Booth #304,306
930 West Barre Road
Archbold, OH 43502-0230
www.saudereducation.com

Sauder Education is a leading U.S. producer of durable, functional seating and table solutions for application across campus, including residence halls, dining, student unions, classrooms, computer labs, libraries, and chapels.

Savoy Furniture

Booth #311
P.O. Box 248
300 Howard Street
Montoursville, PA 17754-0248
www.savoyfurniture.com

For over 60 years, Savoy Furniture has been a leader in manufacturing quality residence hall furnishings. In addition, design and function are engineered into all of the Savoy Products. Superior customer service, on time deliveries and seamless installations solidifies the quality reputation of Savoy Furniture. A Made in America Company.

Shaw Contract Group

Booth #205
410 Old Mill Road
Cartersville, GA 30120
www.shawcontractgroup.com

Shaw Contract Group designs flooring products for educational facilities based on extensive research and customer understanding. Our carpet is completely recyclable into new carpet at the end of its life and is Cradle-to-Cradle Certified. We'll even collect it and recycle it at no charge through our environmental guarantee program.

Solid Products, LLC

Booth #324
2746 Prince Drive
Lincolnton, NC 28092
www.solidproductsusa.com

Solid Products, LLC offers shower pans, wall panels, trims and vanity tops manufactured using solid surface material in a variety of popular colors for Higher Education, Healthcare, and Military applications. The material is non-porous and antibacterial by nature so it resists mold and stains and is backed by our 10 year limited warranty.

Southwest Contract

Booth #400
17 Professional Drive
Temple, TX 76504-8830
www.swcontract.com

Complete furniture supplier for residence halls, apartments and lounge areas.

The Swan Corp

Booth #201
515 Olive Street, Suite 1800
St. Louis, MO 63101
www.swanstone.com

Swanstone solid surface and Swan Fiberglass products for tub walls, shower walls, shower floors (including barrier free). Swanstone, the most durable and affordable solid surface, also available in vanity tops, tabletops, window sills, sinks and sheets used for a variety of horizontal and vertical applications such as partitions and counters.



EXHIBITORS

Tandus, Inc.

Booth #403
311 Smith Industrial Boulevard
Dalton, GA 30721
www.tandus.com

Tandus Flooring creates innovative floorcovering solutions through our unique product line of Powerbond and reg., modular tile, broadloom and woven products that work in tandem to enhance spaces for learning, working, healing and living.

Tower Industries

Booth #412
2101 Ninth Street, S.W.
PO Box 647
Massillon, OH 44647
www.towersurfaces.com

Tower Industries manufactures Meridian. Solid Surfaceshower bases and shower wall systems for residence hall, healthcare, and commercial use. We offer creative customized surfacing solutions for all dormitory shower remodel and institutional shower installations, as well as a full line of standard solid surface shower products to satisfy any commercial project.

Transformations Furniture

Booth #207
P.O. Box 308
Harlan, IN 46743
www.trfurniture.com

Transformations Furniture manufactures truly renewable upholstered seating that's unrivaled in the marketplace. Our premium products preserve your facility's image longer to provide a superior solution for everyday use and abuse. For more information, please visit us at www.trfurniture.com or call 800.440.9337.

Treanor Architects

Booth #410
1040 Vermont Street
Lawrence, KS 66044
<http://www.treanorstudentlife.com>

Treanor Architects has been creating environments for students' personal, social and academic success since 1981. They have planned, programmed or designed 150 student life projects on more than 70 college campuses.

Tremco Inc.

Booth #229
3735 Green Road
Beachwood, OH 44122
<http://www.tremcoroofing.com>

Tremco Roofing and Building Maintenance addresses your roofing and sustainable needs by preserving the integrity of your campus' housing facilities. We have provided solutions to numerous colleges and universities nationwide by identifying problems through expert discovery and making programming recommendations for maintenance, repair, restoration or replacement. Visit us at www.tremcoroofing.com.

University Loft

Booth #406
2588 Jannetides Boulevard
Greenfield, IN 46140
www.uloft.com

University Loft Company is the leading supplier of contract furnishings in the college/university and developer market. Our innovative product designs and durable construction will ensure long-lasting, great furniture for years to come.

Wiltcher Industries, Inc.

Booth #302
2611 SE 27th Street
Ocala, FL 34471
www.wiltcherindustries.com

"University Waterwalls®- commercial grade fashion plumbing products for student and faculty housing. Solid surface shower bases, surrounds and vanity sinks manufactured with 12% rapidly renewable materials. Beautiful, durable and environmentally friendly. Come see our new Stone Selections color series. Wiltcher Industries, we engineer value in, not out."
www.wiltcherindustries.com

WTW Architects

Booth #203
Timber Court, 127 Anderson Street
Pittsburgh, PA 15215-5801
www.wtwarch.com

WTW Architects is an innovator in the transformation of living learning facilities and integrated quality of life, sustainable environments. Based upon our continually evolving research and knowledge of best practices, we create responsive and adaptable solutions that enhance interaction and sharing, which is essential to the success of the educational experience.

Zipcar, Inc.

Booth #312
25 1st Street, 4th Floor
Cambridge, MA 02141
<http://www.zipcar.com>

Zipcar is the world's leading car-sharing service with approximately 9300 vehicles in urban areas and on college campuses throughout the US, Canada, the UK, and Spain. Zipcar offers a variety of self-service vehicles by the hour or day students, residents, and businesses looking for an alternative to the costs and hassles of owning a car. More information is available at www.zipcar.com.



Where Learning Comes Together As ONE!

The Institute for Facilities Management is APPA's premier educational program. Designed as a four-track course of study, the Institute is held each fall in September and winter typically in January offering core programming in General Administration, Maintenance & Operations, Energy & Utilities, and Planning, Design & Construction. Institute students select one core area which will be the focus of their classes for that week. Morning classes consist of required courses, centering on the core area selected. Afternoon classes will be electives chosen by the student and may be a combination from any of the four core areas.

Benefits

- Explore the elements in educational facilities management in a week long program in one of four core areas; General Administration, Operations & Maintenance, Energy & Utilities, or Planning, Design & Construction.
- Network with hundreds of educational facilities managers from US and international institutions.
- Participate in a collaborative learning environment. Share your institution's approach while hearing from peers.
- Have access to a staff of instructors and facilitators with broad experience in educational facilities management.
- Receive a certificate of completion designating the core area of study and 3.0 continuing education units (CEUs) upon satisfying the requirements of the week long session.
- Receive a graduation plaque and be honored at the closing banquet after you complete your fourth session.

To receive maximum benefit, APPA recommends that students work towards graduation from the full Institute program by completing all four core areas. In order to graduate, students must complete all of these areas. Upon successful completion of the program, students are awarded a certificate of completion, and recognition in the Facilities Manager magazine.

"When I joined our Physical Plant I came from an unrelated field. The Institute was a crucial piece of the puzzle in getting me up to speed with what (Facilities Management) is. I can say without a doubt I would not be where I am today in my organization had it not been for the fact our director sent me through the Institute. I learned all the lingo and the basics that allowed me to learn more about our organization and how it worked..."

For more program info, visit us at www.appa.org/training.

1643 Prince Street, Alexandria, VA 22314



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