



NJAPPA Spring General Membership Meeting

Thursday, June 9, 2022, 8:00 AM – 1:00 PM

Montclair State University

University Hall, 7th Floor Conference Center

AGENDA

08:00 AM – Registration, Continental Breakfast, & Networking

09:00 AM - Welcome Remarks, Board Introductions, Thank you to our Sponsors,
Green Building Center (GOLD), and **Ferguson Facilities Supply (BRONZE)**

(Earl Farrell, MSU, NJAPPA President)

09:15 AM - ERAPPA Update – September 18 – 21, 2022 Turning Stone Resort, Verona, NY

(Amy Baker, NJIT, Secretary)

09:30 AM – **“Marketing and positioning your Facilities Organization for building successful customer relationships”**



(PRESENTED BY: Melissa Bergeron, Assistant Director Operational Services, University of Massachusetts, SNEAPPA Chapter) & Erik Cagle, Manager, Custodial Operations, Penn State, KAPPA Chapter)

Effective customer communication is essential for a successful facilities management organization. The presentation will review techniques for customer communication as well as provide useful training and outreach tools. You will leave this presentation equipped with effective takeaways that you can put into practice immediately.

10:30 AM - Break



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10:45 AM - "Deferred Maintenance Assessment: A paperweight or an executable plan? Swarthmore College's success story."



(PRESENTED BY: Andrew Feick, Assoc. VP Sustainable Facilities Operations & Capital Planning, Swarthmore College, DVAPPA Chapter)

How does a Deferred Maintenance study get from a paperweight to a funded and executable plan? Learn how Swarthmore College structured a Deferred maintenance Study based on the principles outlined in Harvey Kaiser and Eva Klein's book, *Strategic Capital Development - The New Model for Campus Investment*. Learn how the assessment was structured and executed, and what foundational elements were set in place for the plan to be embraced and funded. You will also learn how the Board is prepared to receive and fund the plan.

11:45 AM - Lunch & Networking

12:15 PM – Board elections have been postponed until the Fall General Membership Mtg. *Why get involved? Benefits and commitment discussion.*

(Todd Miller, NJIT, Past President, and Amy Baker, Secretary)

12:45 PM – Current Board Members (Photo)

01:00 PM – General Membership Meeting Conclusion

(Earl Farrell, MSU, President)

01:00 PM - Board Meeting *(Closed Session)*