



NJAPPA Fall General Membership Meeting

November 1, 2024, 8:00 AM – 1:00 PM

Montclair State University

The Conference Center Ballroom, 7th floor, University Hall

1 Normal Avenue, Montclair, NJ 07043

Parking: Red Hawk Parking Deck (*for a fee*)

[Campus Map](#)

Event Cost: Edu Members - \$20, Business Partners - \$40, Non-Members - \$60

Registration: *Advanced registration is mandatory. On-site registration will not be accepted.*
Please register here: [Fall General Membership Meeting](#)

MEETING AGENDA:

08:00 AM – 9:00 AM Registration, Breakfast and Networking

During breakfast, please visit our platinum sponsor – **Dancker** – who will provide chair samples for testing within the conference center!

09:00 AM - 9:15 AM Welcome Remarks and Board Introductions:

- Joe Marzullo, Associate Vice President for Facilities Maintenance and Energy Management, Montclair State University
- Amy Baker, NJIT, NJAPPA President

09:15 AM – 10:30 AM Session One:

“Intersecting Facilities Operations with Customer Service”

Presenters: John Argento, Operations Manager, Princeton University, Thomas Calabrese, Associate Director MEP, Princeton University and Daniel Debelak - Assistant Director, Business Intelligence, Facilities Operations

Facilities Operations teams have always been the people behind the scenes, the ones who always get "stuff" done. Facilities Operations people focus on the doing, repairing, cleaning and responding to requests. Things are always accomplished, but the end users (the customers), didn't always know things were taken care of, and didn't always know the results from their requests. A few years ago, some of our customers at Princeton brought up these questions and points to our Senior Leadership in Facilities. Out of these inquiries from our customers was birthed the idea of our Linked Services Neighborhood Program. The successes in linking our daily services with increased customer service is the focus of our presentation.

The linked services neighborhoods approach is a more integrated model of providing daily services to meet increasing and different customer needs as our campus grows. The goals of the model are the following: 1) Deliver excellent service and meet changing customer needs, 2) Develop and foster a communications culture based on transparency and trust, 3) Create a clear process for providing feedback, escalating concerns, and tracking metrics. This approach will include greater integration of Building Services, University Services Housing and Real Estate Services, and Residential Colleges.



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10:30 AM – 10:45 AM **Break**

10:45 AM – 12:00 PM **Session Two:**

[“Acopian Engineering Center: Focusing Transformative Renovation Projects with Design Drivers and Collaboration”](#)

[Presenter: Darin Jellison, Principal, Blackney Hayes Architects and Scott Hummel, Professor, Lafayette College](#)

In 2018, then-Director of Lafayette College's Engineering Division, along with the Lafayette Facilities Planning Department, engaged Blackney Hayes to provide an overall building master plan, programming, design, and multi-phase construction at the Acopian Engineering Center (AEC). The project would ultimately last over four years, driven by a need for 21st century learning spaces, a desire to create a sense of consistency throughout a building that had been modified many times over the years, and a need to give the engineering division at Lafayette a stronger presence and identity. Overriding the process were a set of guiding principles developed by the team in collaboration with the faculty and administrators, and over the course of the planning exercise and ultimately the design of a series of phased projects, these guiding principles ensured that the ideas and needs raised during the process were appropriately addressed, provided the maximum impact with limited dollars, and aided in the ongoing fundraising that led to successful integration of spaces for 21st century educational models within a pre-war engineering building. Upgrades of existing lab and classroom spaces are some of the resultant projects that were executed during that time. The renovation ultimately totaled over 50,000 square feet, catalyzed transformative change at Lafayette College, and ensured its ranking among the very top schools for women in STEM.

In this presentation, Darin Jellison of Blackney Hayes and Scott Hummel of Lafayette Engineering, will show the process its guiding principles, and the successes they were able to enable for Lafayette College's well-established engineering program.

12:00 PM – 01:00 PM **Luncheon**

12:15 PM **ERAPPA Update**

- Amy Baker, NJIT, NJAPPA President, and Sue Maddalena, Zack Painting, ERAPPA 2025 Host Committee Co-Chairs

01:00 PM **Meeting Adjourned**

01:00 PM – 02:00 PM **NJAPPA Board Meeting (closed session)**