



# The ACCFO Newsletter

Volume 3

Issue 2

August 2015

## The ACCFO Organization

ACCFO is a private, non-profit organization comprised of managers and supervisors involved with facility operations and maintenance. The purpose of the association is to provide an opportunity for community college facility personnel to review their abilities and interests, to refine their skills, and to participate in discussions on facility issues. It provides the participants the opportunity to share their successes, receive assistance from their counterparts in overcoming obstacles, and establish facility networks for future collaboration. We encourage all 58 community colleges to become involved by participating in ACCFO and give back to its members.

## Our Officers

President - Bo Hightower

Vice President - Terri Ashcraft

Secretary - Wesley F. Adams

Treasurer - Garion Bunn

Assist. Treasurer - Donald Carpenter

Past President - Tim Strickland

## District Presidents

District I President - Harvey Whisnant

District II President - Cindi Goodwin

District III President - Patricia Clark

## ACCFO Conference

2015 ACCFO Fall Conference

October 14, 15, 16, 2015

Shell Island Resort

Wrightsville Beach, NC

## Website Address

ACCFO.org

## Contact Person

Phillip Harrison

Phil.Harrison@cpcc.edu

704.330.6160



## 2015 ACCFO FALL CONFERENCE

Attending the upcoming 2015 ACCFO Fall Conference on October 14, 15, & 16 at Shell Island Resort at Wrightsville Beach will provide you with experiences and tools to help you become a better facility manager or supervisor. We would like to make this a special invitation to new members and members that keep putting off attending the conference for one reason or another. We all are doing similar work and responsibilities but at different community colleges. Please join us and share your experiences and knowledge with others. How are you able to do more with less and maintain major pieces of equipment without replacing them?



You are invited to bring your "tools" to the 2015 ACCFO Fall Conference

Enjoy sightseeing cruises, dinner and lunch cruises on the Henrietta III located at 101 South Water Street in downtown Wilmington. There are other daily sightseeing cruises provide by Wilmington Water Tours, visit Wilmington's website.



### **ACCFO President - Bo Hightower, Central Piedmont Community College**

As President of ACCFO I want our members to know why it is important to me to have your participate in ACCFO. It is an easy way to network with fellow members who have similar interest and have the same career goals. You want to join other professionals like yourself to build on your knowledge about facilities, improve your communication skills, and take this opportunity to build your social skills. You want the challenge of becoming a responsible leader at your community college and becoming a mentor for young facility managers and all of your employees. If you participate in ACCFO, you learn to work as a team, meet great friends, benefit from professional development, share experiences, being inclusive of people, share ideas, ask for advice, volunteer, brainstorm, become active, discuss best practices, and even become a speaker. In my 15 years as a member, ACCFO has enabled me to become a more proficient facilities professional with a strong network of like minded comrades.

We are "hands-on type" of people with the understanding of our entire operation and can evaluate various facility issues and respond in a responsible and intelligent manner. When you're down in the trenches, you know what needs to be done and we take action to make things happen. We are a group of "let's make it happen" people and not a group that wants it to be someone else's responsibility or problem. We have the desire and passion to perform as professionals under all conditions and situations.



Again, I would like to encourage all of the community colleges to participate in the upcoming 2015 ACCFO Conference at Shell Island Resort in Wrightsville Beach on October 14-16, 2015.

Thank You for allowing ACCFO to become an integral part of your community college and provide professional development issues to your facility personnel. You can reach me at [Bo.Hightower@cpcc.edu](mailto:Bo.Hightower@cpcc.edu) or call me at 704.622.6639

### **ACCFO Professional Development Committee Chairperson - Jack Puckett, Vance-Granville Community College**

Jack Puckett, Chairperson for the Professional Development Committee has put together a good training session that will provide you and your facility personnel with a broader understanding of different facility issues at your campus. He would like to hear about other facility issues that you would like presented at a future ACCFO Conference, please contact



Jack at [puckett@vgcc.edu](mailto:puckett@vgcc.edu) or Phil at [phil.harrison@cpcc.edu](mailto:phil.harrison@cpcc.edu). We encourage all of our members to participate; one way is by doing a presentation so you can share your knowledge with other members, please contact Jack if you are interested. Sharing your experiences both good and bad will provide others the opportunity to learn from their peers and implement changes at their campuses. We would like to say "Thank You" to the Professional Development Committee for providing its members with meaningful materials and experiences. Remember, with your participation and input, we can provide all of our members with an educational experience like no other.

Thank You for your support - Jack Puckett, Vance-Granville Community College

### **Gary Johnson, Retired from Mitchell Community College**

Gary wanted to share his thoughts about ACCFO with all of its members because he was very grateful that ACCFO was available to him when he took over as the Director of Facilities and Auxiliary Services at Mitchell Community College. He was serving Mitchell CC in a different capacity when the college President asked Gary to take this position. Without any facility knowledge, Gary turned to ACCFO which was a young organization at that time. He participated in all the conferences and became ACCFO President in 2002. He wanted to pass along his thoughts about being involved in ACCFO.

I disagree with anyone who says cost is a reason for not attending ACCFO meetings. I can honestly say that my participation in ACCFO never cost Mitchell a penny. It worked the other way. I never attended an ACCFO meeting that I didn't bring back something that saved the College more money than they spent on my attendance. I learned about lighting retrofits early on and pretty much paid my SALARY for the rest of my career from the savings from that. I also made contacts who helped me do my job better and saved the College a lot from that. ACCFO is a winner for anybody who participates.



## New ACCFO Members

❖ **Sharon Linese Hatcher** was hired at Cape Fear Community College as the Director of Facility Operations. Please take a few minutes to introduce yourself, you can reach her at 910-362-7865 or by email at slhatcher281@mail.cfcc.edu.

❖ **Lita Davis** was hired at Central Piedmont Community College as Renovation Project Manager in the Construction Department. Please take a few minutes to introduce yourself, you can reach her at 704-330-3693 or by email at Lita.Davis@cpcc.edu.

❖ **Scott Booth** was hired at Forsyth Technical Community College as the Director of Physical Department. Please take a few minutes to introduce yourself, you can reach him at 336-734-7317 or by email at dbooth@forsythtech.edu.

❖ **David Patterson** is performing some of the duties of Facilities and Auxiliary Services at Mitchell Community College. Please take a few minutes to introduce yourself, you can reach him at 704-878-3360 or by email at dpatterson@mitchellcc.edu.

❖ **John Melville** was hired at Craven Community College as the Director of Facilities. Please take a few minutes to introduce yourself, you can reach him at 252-638-7260 or by email at melvillej@cravencc.edu.

❖ **Tiffany Cheryl Allen** was hired May 7, 2015 at Southwestern Community College as the Director of Administrative and Facility Development. Please take a few minutes to introduce yourself, you can reach her at 828-339-4230 or by email at t\_allen@southwesterncc.edu.

❖ **Deanna Brown** was hired at Gaston College as the Plant Operations Facilitator. Please take a few minutes to introduce yourself, you can reach her at 704-922-6408 or by email at brown.deanna@gaston.edu.

## **Do You Remember Your Fellow ACCFO Members?**



## Gary Johnson, Mitchell Community College



After 29 years with the Community College System I have hung up my Facilities Director's hat. It has been a wonderful career and I attribute much of my success to my association with ACCFO. From the beginning, my ACCFO colleagues were there for me, holding my hand, guiding me, directing me, sharing knowledge, ideas, successes and choices. I have always felt that there were people I could call who would help me do my job. I am forever grateful to the organization and the people who make it what it is. On August 3, I will start the next chapter of my life. I have accepted a job with Brady Service's security division, Access Controls Consultants (ACC) as the Business Development Director for Higher Education. I hope I will continue to get the same warm reception I always got from my ACCFO colleagues when I call to set up a meeting to describe how I can help them in my new roll. Thanks.

We would like to welcome our new members to ACCFO and to a wealth of knowledge and experience from our existing members. Some times it is hard to know what is expected and where do you find the answers. We invite all of our members to contact one another concerning facility issues. We encourage you to utilize the ACCFO website at [www.accfo.org](http://www.accfo.org) to find assistance and information. If you need to find out who your neighbor is, just click on members by college under the members tab on the Home Page. We all have questions, why not use the knowledge and experience of fellow members. Even our veteran members run into various situations that they have not seen before or they were not responsible for certain areas until there was a change in organization.

ACCFO wishes to provide information and contacts to all of its members. We hope that you are willing to share your expertise with others, this may be in the form of procedures, training aids, policies, various types of forms you created, software you utilize, areas of responsibility, renovation and new construction projects, administrative duties, and other facility operations. Do you have a standard operating procedure manual that covers your areas of responsibility? Do we need to create a manual for ACCFO which covers all facets of facilities services including which products and services work for us? If you think this is a good idea, then put together a list of things that you feel needs to be included and if you have some procedures then share. Let us hear from you, your experience and judgement is important to everyone in ACCFO.

Starting out as a new facility manager has many challenges and pit-falls. Wouldn't it be good to have a list of things that give us headaches or things that we wish we had known about? Again, if you think this is a great idea then submit your personal list of things.

We all know we don't have the same resources and funding as a number of community colleges hence if we share things that work for us with our fellow members, then everyone benefits. Well, you are thinking that I operate a small community college and those big guys aren't going to share their money however they can share their knowledge and experiences. If you are a little guy, then let us know what we can do to make your operation a more enjoyable experience for your students. We all can do things for others that doesn't cost money; what can we do for you?

Again, we encourage all community colleges to participate in our ACCFO Conferences because you get an opportunity to discuss facility issues and situations with other facility people. It may be hard to get away from your daily operations however this is only once in a year chance to meet with others and a chance to see what our vendors have to offer in our support of maintaining our facilities. Please take the time to join us in October at Shell Island Resort in Wrightsville Beach. Make your plans NOW.



Mike Bradley and Gary Johnson



**ACCFO District I Meeting**

District I held their meeting at Cleveland Community College, hosted by Harvey Whisnant on July 22, 2015. There were some members from District II that were able to attend the Lighting Program that Harvey was able to put together with Illuminating Technologies and GE Lighting. The program covered things like LEDs and the future of lighting; lumens and footcandles, color of lamps, ballast, and lamp types; linear fluorescent, HID, Halogen; indoor and outdoor lighting solutions; and the economics of lighting retrofits.

Harvey broke up the lighting session with a great lunch and time to talk with fellow ACCFO members. He provided a tour of their main campus after the lighting session was complete. He felt like that the ACCFO members took away a good understanding about lighting and what they might be able to implement at their community colleges. Great job Harvey!



**ACCFO District II Meeting**

District II held their meeting at Davidson County Community College Davie Campus, hosted by Keith Raker on April 29, 2015. Keith had put together an agenda that include the following topics:

Mass Notification System - Carolina Video Security Inc.

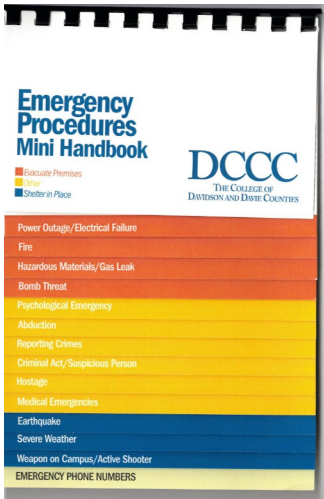
Emergency Procedures Handbook - DCCC, Keith Raker

Restroom Floor Renovation - Title Restoration Inc.

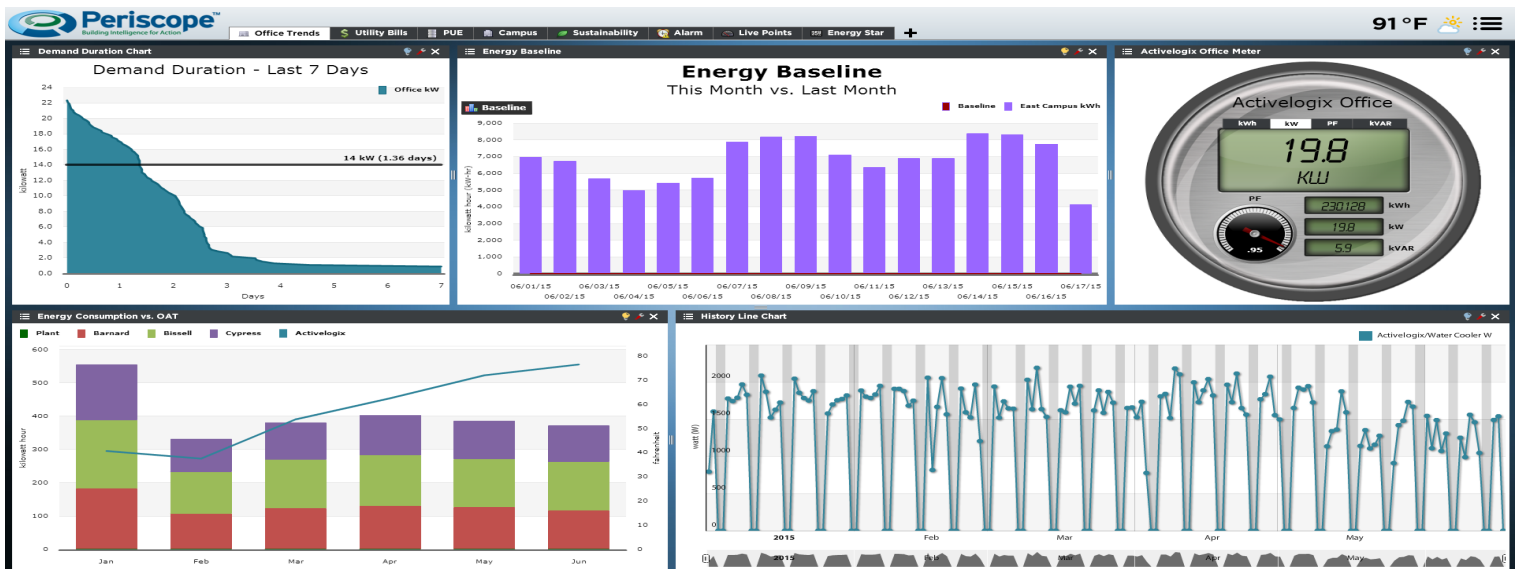
Cosmetology Flooring - Envirohealth Flooring

After a great lunch, they toured the Davie Campus and were able to see some examples of the work done by some of the presenters.

Thank you Keith for putting together an informative program along with great hospitality and some interesting slide shows.



## Energy Dashboard



Central Piedmont Community College is currently in the process of deploying an energy dashboard called Periscope on campus in order to enhance the college's energy awareness and potential for resource management. The project is a collaborative effort between CPCC's Facilities Management Department, Atlanta based Essex Consulting Group, and local automation and controls solutions provider, ActiveLogix. The Periscope dashboard, developed by ActiveLogix, is a customizable graphical user interface that will display historical and real-time data sourced from the campus' recently upgraded building automation system. System data is presented through Periscope's expansive library of configurable 'viewlets' that will provide the software's users with quick visualization of key performance indicators and important metrics related to energy consumption and expenditure on campus. Periscope is currently utilized at numerous schools and commercial facilities around the world, including a recent implementation at nearby Davidson College. CPCC hopes to use Periscope to monitor and analyze resource consumption trends, identify opportunities for operational improvements, and evaluate ongoing sustainability strategies. Live versions of Periscope will also be displayed on kiosks in public areas around campus to help foster energy awareness for students and staff.



## Preventative Maintenance Program

Do you utilize a great preventative maintenance program that actually works and saves your equipment from down time and/or major failures? We would like to hear how you manage your system and how you handle updates, technology changes, employee training and verification.

We feel that a great preventative maintenance program starts with a list of all pieces of equipment that require routine maintenance. Each piece of equipment must have all data information available including any operating manuals usually in some type of electronic format. The piece of equipment has the nameplate data filed electronically for access by any technician. This piece of equipment has an electronic check list of procedures and tasks that are necessary to keep running efficiently. It should indicate the frequency of each task along with a list of required tools, safety precautions, detailed steps and procedures including types of parts and supplies required for that specific task. It should be verified that each procedure was completed noting any visual signs of wear or stress to the equipment. If a part needs to be ordered, then the task should not be closed out until the replacement part has been installed; do not wait until the next scheduled time to replace the part.

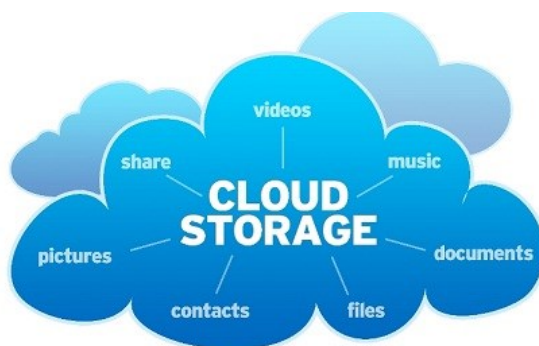
Know the safety precautions and procedures when dealing with systems that may have hydraulics, pneumatics, Freon, electrical power, kinetic power, and other sources of energy. Inspect all guarding and safety precautions before lock-out and tag-out procedures are in place; before service is done on the equipment. Ensure there is at least a three foot clearance around each system. Make sure the area is clean and free of debris when service is completed.

Create different task sheets for different pieces of equipment, do not use one standard procedure because vital procedures may be overlooked. There may be multiple procedures for certain types of equipment and they should be scheduled as required by the owners manual. The more detailed the procedure, better results will occur; be willing to spend the time to create the best procedures as possible. Allow for notes at the end to allow the technician to make comments about the task and describe any discrepancies.

Training must be the most important tool in every technician tool box. With proper training, your technicians will ensure the success of the preventative maintenance program. They will need in-house training along with specialized contract trainers with specify knowledge. Training includes technology upgrades and advances in various systems they service. Training should not be an afterthought nor an item used to trim the budget. Make sure they are competent and well versed on all equipment they are repairing or servicing, no matter the complexity of the equipment. New equipment usually has emerging technology installed on it and is vital that your technicians learn the proper procedures, old methods may not work with such complex equipment. With new equipment comes the need for new types of tools and technology training. The use of computer-based training, web-based and internet training should be part of your training library.

Technicians need to be trained to perform preventative maintenance tasks and the necessary steps to troubleshoot various pieces of equipment. A set of troubleshooting steps can be created for various pieces of equipment and attached to their work order. The technician needs to know what parts will need to be replaced, types of lubricants, filters, and other products necessary to perform the task.

Create a place on your server for O&M manuals, as-built drawings, technical data sheets, BIM/3D models, MSDS sheets, digital photographs, warranty information, spare parts list, vendors/manufacture data and other pertinent information can be stored and accessible through mobile devices. This should be an “on-line” interactive electronic path using web-based and other accepted applications (html, xml, PDF, etc.).





Southwestern Community College  
Landscape Pictures of Campus  
Provided by  
Tiffany Cheryl Allen,  
Director of  
Administrative & Facility Development

