



# The ACCFO Newsletter

Volume 6

Issue 1

February 2018

## 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.

## ACCFO Officers

President - Terri L. Ashcraft  
Vice President - Garion Bunn  
Secretary - Danny Carpenter  
Treasurer - Cindi Goodwin  
Vice Treasurer - Patricia Clark  
Past President - Bo L. Hightower

## ACCFO District Presidents

District I President - Mark Fox  
District II President - Randy Rogers  
District III President - Steve Sparks  
Dist. I Exec. Rep. - Lee Whittington  
Dist. II Exec. Rep. - Steve Garner  
Dist. III Exec. Rep. - Timothy Lassiter

## ACCFO Conference

2018 ACCFO Fall Conference  
September 19, 20, 21, 2018  
828-254-3211  
Crowne Plaza Resort  
1 Resort Drive  
Asheville, NC 28806

## Website Address - NCACCFO.org

## Contact Person

## 2018 ACCFO Fall Conference at Crowne Plaza Resort in Asheville, NC



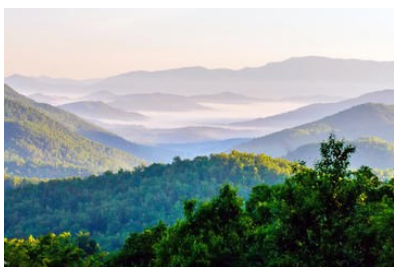
The Executive Committee wishes to thank all the ACCFO members that attended the 25th Anniversary Conference to represent their community college.

Everyone enjoyed the 25th Anniversary Conference in which we had a record turn out of ACCFO members. We hope that trend will carry over to this upcoming conference on September 19, 20, & 21, 2018. We hope that you were able to talk with fellow ACCFO members and see the benefit that the conference offers to you and your community college. It was a wonderful celebration that showed the importance and the impact that ACCFO has on all 58 community colleges. Thank you for your involvement in ACCFO and we hope to provide that same type of support for another 25 years.

Jack Puckett retired as of December 31, 2017 which we will surely miss his many contributions, one of which was his ability to provide our ACCFO members with many outstanding professional development sessions over the years. In his absence, we are working to fill his shoes at the 2018 ACCFO Fall Conference. The Executive Committee, is working on an agenda for the upcoming conference. We did receive some recommendations at our last conference that folks want to include at our 2018 ACCFO Conference. The group is working to find presenters for those topics and wishes to provide meaningful information to assist you with your facilities challenges. If you have a suggestion, please contact Terri Ashcraft at [Terri.Ashcraft@cpcc.edu](mailto:Terri.Ashcraft@cpcc.edu) and let her know your thoughts.

# ACCFO 26th Year

## ACCFO President - Terri Ashcraft, Central Piedmont Community College



The 2018 Fall ACCFO Fall Conference will be held at Crowne Plaza Resort in Asheville, NC on September 19, 20, 21, 2018. We have already started work on the agenda for the conference, with the efforts of our ACCFO members we will end up with programs that will benefit your community college. We hope you will make every effort to attend the 2018 ACCFO Fall Conference.

As your president, it was awesome to meet so many new folks and having community colleges that haven't attended in a while. It gave me a different perspective as to how you handle different situations at your community college. Depending upon the size of your community college, it really impacts your funding source for your facilities operations. I think with the different topics that we cover at the conferences helps you with knowledge to provide an outstanding facility environment for your students, staff, and faculty.

We encourage you to continue to come to the ACCFO Conferences to share your experiences with all the community colleges. Hope to see you in a few months, September 19-21, 2018 at Crowne Plaza Resort in Asheville. Thanks again for your determination to become an active part of ACCFO.

We have a great group of people serving on the Executive Committee. They have been willing to give me the support and guidance to ensure our organization can provide all of our members with information that can help them do their individual jobs at their community colleges. When we have meetings, they are willing to share their ideas and experiences so we keep ACCFO a viable organization for all the members. If you have any suggestions or comments that will improve our organization, please contact a Executive Committee members are listed on the front page of this newsletter.

We have other ACCFO Members serving on other committees that we would like to recognize them for their efforts and contributions. We will need some addition members to volunteer at the 2018 Fall Conference to replace members that have retired or taken positions outside of the community college system. So, be willing to volunteer and get more involved in ACCFO.

Again, I would like to take this opportunity to thank all the ACCFO members that made our 25th Anniversary Conference special and I think the event was made by your presence which is greatly appreciated.

You can reach me at [Terri.Ashcraft@cpcc.edu](mailto:Terri.Ashcraft@cpcc.edu) or call me at 704.330.6076

## ACCFO Professional Development Committee Chairperson - Terri Ashcraft, Central Piedmont Community College

We are asking for your input for the professional development sessions to be given at the 2018 ACCFO Fall Conference in Asheville, NC on September 19-21, 2018 at Crowne Plaza Resort. If you or one of your employees would like to make a presentation, please contact me. We feel that if members would share their experiences or issues that they face at their community college, this would give other members the opportunity to offer their ideas. Personal development is another area that the committee thinks we should provide, if you have anyone that you can suggest, again contact us. We had some great topics covered in the 2017 ACCFO Fall Conference however we need your input so we can find the right person or firm to talk about your facility issues. We have time to find the right topics and people, we just need your input. You can reach Terri Ashcraft at [Terri.Ashcraft@cpcc.edu](mailto:Terri.Ashcraft@cpcc.edu) or 704-330-6076 or you can also contact Phil Harrison at [Phil.Harrison@cpcc.edu](mailto:Phil.Harrison@cpcc.edu) or 704-330-6160. Thank you for your involvement to provide all our members with the very best in facility education.



### ACCFO Scholarship News

At the 2018 ACCFO Fall Conference there was a drawing for a \$1,000.00 scholarship by Brady Services in the honor of the Mike Bradley Memorial Scholarship. Asheville-Buncombe Community College was the fortunate community college to be able to provide funds for deserving students at AB Tech.

### ACCFO Outstanding Member

At the 2018 ACCFO Fall Conference there was a drawing for a \$100.00 to be given to a selected ACCFO member that has contributed their time and efforts to make ACCFO a better organization. Milton Saffelle with Saffelle Inc., was responsible to ensure the drawing was fair. Cindi Goodwin at Randolph Community College was the person that the group thought was the deserving ACCFO member. Congratulations Cindi!

### New ACCFO Members

❖ Mike Raney - Rowan-Cabarrus Community College - Mike was hired as the Manager of Facility Operations & Maintenance - You can reach Mike at [mike.raney@rccc.edu](mailto:mike.raney@rccc.edu) or 704.216.7138. Please take a few minutes to introduce yourself to Mike and welcome him to the ACCFO family.

❖ Derek Hunter - Wayne Community College - Derek was hired as the Facilities & Grounds Superintendent - You can reach Derek at [mdhunter@waynecc.edu](mailto:mdhunter@waynecc.edu) or 919.739.7040. Please take a few minutes to introduce yourself to Derek and welcome him to the ACCFO family.

### New Community College Presidents

❖ Dr. Laura Leatherwood replaces Dr. Molly Parkhill who has served as president of Blue Ridge Community College for the past 10 years and will be retiring in June 2017. Dr. Leatherwood, who currently serves as Vice President of Student Services at Haywood Community College in Clyde, will begin her presidency at BRCC on July 1, 2017.

❖ Dr. John Hauser will replace Dr. Kerry Youngblood who has served as president of Carteret Community College since 2011 and will be retiring effective June 2017. Dr. Hauser was currently the Vice President of Applied Career Technologies and Alleghany Center at Wilkes Community College in Wilkesboro and will begin at CCC on July 2017.

❖ Dr. Pamela Gibson Senegal will replace Dr. Walter Bartlett who has served as president of Piedmont Community College since 2009 and will be retiring effective June 2017. Dr. Senegal was currently the Vice President of Economic & Community Development at Central Carolina Community College in Sanford and will begin at PCC on July 2017.

### Retired ACCFO Members



❖ Jack Puckett at Vance Granville Community College retired on December 31, 2017. Jack was very involved in ACCFO serving as the Chairperson for the Professional Development Committee for many years. He was the main man at Vance Granville for many years. Like other community colleges he struggled to get the personnel to provide the services required by the college. Jack's father had passed away a few months before his retirement which may had a role in his decision to retire. Congratulations and thank you for your service to ACCFO. We wish him a happy and healthy retirement.



❖ Ed Farris at Wayne Community College retired on December 31, 2017. Ed was a ACCFO President and shared his knowledge and experiences with so many ACCFO members. We appreciate his contributions to ACCFO and to Wayne Community College. Ed utilized his military experiences at Wayne Community College to provide them with excellent facilities management. We hope that Ed can work in a few rounds of Golf in his spare time. GOOD LUCK - Ed



## ACCFO Professional Development

One of the major challenges facing many maintenance operations in the community colleges today is providing quality services that meet or exceed customer expectations utilizing a limited budget. To accomplish this, services should be provided in a professional and timely manner – ensuring that each encounter with facility employees is a positive collaborative experience for all involved. This approach should include: responding to all customer requests; helping customers resolve problems; improving customer work relationships, communications, and perceptions; soliciting feedback; etc. It is essential that employees at each community college be provided the opportunity to voice their opinions on issues of vital importance to the department and the institution. Understanding the various maintenance situations can provide the opportunity to have a better interaction between customer and employee. Assigning the right employee to the right work order can go a long ways in customer satisfaction. Where surveys are used, they can become a critical part of the department's communications channels. They should also be part of a formal process for receiving, assessing, and acting on different types of suggestions. Employees should be encouraged to freely offer feedback and, where appropriate, be duly recognized and awarded for suggestions that are deemed meritorious. All departments have demonstrated an exceptional ability to respond to many events and to resolve emergency situations or correct oversights. We possess many talented individuals with diverse skills, age, ethnicity, and experience and are willing to try new things, are open to change and are constantly working on improving services on our campus.

This type of feedback between customers and employees can help develop and implement a plan to define facility needs, shortcomings, create a list of deficiencies to be addresses as funds become available. At least you know where your dollars can make the most impact on your facilities. It is important to work with your facility personnel to get their input about repairs and help maintain a current list of deferred maintenance. It is good practice to assign a cost estimate to each deferred item so when funds are available then you have an idea how much the project may run. When utilizing outside contractors, ensure they are performing the work that meet building standards and your standards for that particular type of work. Provide some oversight of the contractor, taking pictures of the work in progress will provide documentation for future reference. It is important to have an understanding of all of your facilities so that you can foresee issues that may arise. Provide the support and training to all of your employees so they can meet the challenges of smart buildings and equipment.

Utilize the programs offered by your community college to help train your staff. Encourage your employees to seek higher education, certification, and obtain North Carolina State Licenses in their trade. Provide workshops for your employees by utilizing professionals to come to your campus and do a half-of-day or 2 hours of training. Use trade contractors that you have found to do exceptional work to come and provide guidance to your staff in that particular field. Find You-Tube clips that have the information that you want your employees to understand. Think outside of the box to provide your staff with current training techniques.

## Vendors Note

The 2018 ACCFO Fall Conference will be held at Crowne Plaza Resort on September 19, 20, & 21, 2018. The Site Committee is working with the hotel to see if we can hold our event at their newly renovated (shown on front page) Expo Center. This will allow accommodations for vendor booth space, meeting space with dining at back at the hotel; allowing us to have most of our functions at one location. However we will still need to restrict the number of vendors to around 45-48 spaces. We limit the number of spaces to ensure that our members have the opportunity to visit each vendor attending the conference.

We are currently working on our professional development sessions to finalize those arrangements with the presenters. We hope to have all the materials ready to email to all of our vendors **mid-part to late June**. Again, we do not accept credit cards so you will need to process your registration form and mail your check to our ACCFO Treasurer, Cindi Goodwin at Randolph Community College, we ask you NOT to take your check to Cindi. We can not reserve a booth space until we receive your application with your check. Vendor booth fee has been increased to **\$1,000.00** per booth space. We encourage everyone that wishes to attend the 2018 ACCFO Fall Conference in Asheville, that you respond to our invitation as soon as possible.

If you have suggestions on how we can improve your experience with ACCFO, please contact Phil Harrison. We appreciate any feedback that you can offer because we want both our members and vendors to have a positive experience. As most of you know ACCFO has a list of Vendors by Category on our website at [naccfo.org](http://naccfo.org). If we do not have your firm listed, please send the information along with which categories that you feel fits your firms services.

Thank you for your continued service and support of ACCFO. Your participation is crucial to the development of ACCFO and we look forward to seeing you at our 2018 ACCFO Fall Conference in September 2018.

## Facility Operations Outstanding

The following was provide by the University of Houston Plant Operations

- ❖ We will communicate professionally and directly
- ❖ We will get things accomplished and will produce a quality service
- ❖ We will share our opinions in an appropriate manner and we will not act out of fear of the unknown
- ❖ We will be courteous and respectful
- ❖ We will clearly listen to our staff members regarding their ideas and concerns
- ❖ We will provide a professional and safe environment in which to work
- ❖ Accountability does not mean punishment. It means learning from our mistakes and continually improving
- ❖ Mistakes do not equal failure. We fail when we do not accept responsibility or plan for recovery and/or improvement
- ❖ We will talk with our staff and not at them
- ❖ We will not lower our standards. Mediocrity is not an acceptable standard
- ❖ Participation and visibility are expectations
- ❖ We will set clear goals and lead by example in accord with our core values
- ❖ Fun is important and should not be lost in the day-to-day tasks
- ❖ We need to encourage ourselves and our teams to do well
- ❖ Winning and doing well are important, but we must always remember the human element. What we do is all about people
- ❖ Trust is critical to the team and has to be built
- ❖ Senior leaders must be honest, direct and trustworthy
- ❖ While staff members are encouraged to present their ideas and concerns, once leadership has made a decision, it becomes an expectation that staff support it actively and professionally. To do otherwise is unacceptable and will be treated as a performance issue
- ❖ Collaboration and cooperation is important and necessary
- ❖ We will lead with purpose and dedication
- ❖ We will provide a clear vision and strategy for the future
- ❖ We will celebrate our successes and communicate them to the campus community
- ❖ Sound decisions and timeliness are critical to our success
- ❖ We will empower our employees as we provide support and assistance to achieve success
- ❖ We must hold each other accountable in a positive and supportive manner
- ❖ Gatekeepers should not be roadblocks -- don't say why we can't – say how we can. Negativity is destructive and discouraging to team morale.
- ❖ To improve, you need to know how you are doing and what changes, if any, need to be implemented
- ❖ Assessment should be continuous and consistent within established guidelines and procedures
- ❖ We will consider suggestions and ideas for improving and streamlining processes and initiatives when presented in a professional and positive manner
- ❖ Information + Planning + Action = Success



## Do You Know these ACCFO Vendors?





## Union Station

Designed as a tribute to the city of Wilmington's early 20th century building of the same name, Union Station is one of Cape Fear Community College's newest and largest facilities.

Union Station is a 250,000-square-foot academic and administrative building on the northern side of CFCC's Wilmington campus.

The five-story, \$54.5 million building provides additional space, 36 total classrooms, and labs—for CFCC's health sciences programs. The Health science labs include state-of-the-art simulated operating and emergency rooms—complete with computerized interactive dummies as “patients”—and control rooms where instructors can observe students while they practice procedures. Union Station also includes computer labs and labs for biology, chemistry and anatomy.

Union Station also consolidates student services in a centralized location and will provide space for financial aid, veteran affairs, career and testing offices, student activities and counseling to operate under one roof.

In addition to administrative offices, the top floor features a conference suite with an open-air terrace that overlooks the Cape Fear River and downtown Wilmington.



## Humanities and Fine Arts Center

Prominently located on Third St. at the northern entrance to historic downtown Wilmington, the CFCC Humanities & Fine Arts Center adds state-of-the-art learning spaces for our region's students and adult learners in an over 159,000 sq. ft. facility.

The Center will add a major new performance venue to southeastern North Carolina. The over-1,500-1,600 seat performance theater – the largest in the area – is designed to accommodate Broadway touring productions, concerts, symphonic performances, recitals, symposiums, and other events. The performance hall will offer professional-quality lighting systems, rigging, acoustics and orchestra equipment, and will boast two tiers of balconies and two levels of opera boxes for a variety of seating options.

