



WORKING UNIFIED

To achieve the

APPA Award for Facilities Excellence (AFE)

By Including, Improving and Inspiring!



We are critical enablers,
providing safe environments
where students can
thrive, inspire, collaborate,
and seek innovative solutions
to the world's grand
challenges.



WORKING UNIFIED



How do we know
if **WE** are doing a **GOOD** job?



We can measure our success using **6 indicators**

By Including

- 1 • Quality of Work
- 2 • Efficiency and productivity
- 3 • Feedback

By Improving

- 4 • Learning and growth
- 5 • Impacts

By Inspiring

- 6 • Aspirational Goals

WE are already doing a **GOOD** job!



2023

ACCOMPLISHMENTS

Let's take a moment to reflect about how much we have accomplished last year.



2023 ACCOMPLISHMENTS

- **Relocation from Leonardtown Office Building to the Service Building**
- **Summer Staffing**
 - Recruitment of Student Staff in IT Services
 - 10 additional housekeepers
- **Talent Acquisition & Full Team:**
 - 67 administrative/supervisory staff & 217 frontline employees
 - Pre-boarded 42 new hires and 25 student employees
 - Housekeeping vacancy decreased 12% to 3% in FY 23
- **SERMA Safety Award**
- **100% Student Satisfaction at Fall '22 Opening**
- **Lined Ductwork Cleaning Program**
- **Water Intrusion Detectors**
- **Development & Completion of the Ellicott Community Program**
- **Division of Student Affairs Facilities Strategic Plan**
- **Completion of 48 Summer Projects in 2023**



Including

2023 ACCOMPLISHMENTS

- **Internal Promotions**
- **Certifications, Licenses & Accreditations:**
 - Cleaning Industry Management Standards (CIMS)
 - 3 Certified Educational Facilities Professionals (CEFP)
 - 1 journeyman electrician
 - 1 master electrician
 - 2 level-one thermography technicians
- **Safety program development**
- **Mold Literacy Training**
- **Industry Leaders: TRAKA Key boxes**
- **Elevate & SHIFT Implementation**
- **Proactive maintenance with sensors and thermography**
- **Technology to front line staff**
- **File Digitization**

Improving



Our journey is taking off!



How do we know we are
the **BEST**?!

Inspiring

By **WINNING** the





APPA Award for Excellence in Facilities Management

The *APPA Award for Excellence in Facilities Management* is the highest institutional honor, recognizing outstanding achievement in educational facilities management.

The **AFF Award** is based on a set of criteria, which include:

- *Leadership*
- *Strategic and Business Planning*
- *Customer Focus*
- *Assessment and Information Analysis*
- *Development and Management of Human Resources*
- *Process Management*
- *Performance results*



**I DON'T ALWAYS ASK MY
EMPLOYEES TO DO SOMETHING FOR ME**



**BUT WHEN I DO,
IT'S TO WIN THE A.F.E.**

**Why is the
APPA Award
so important?**

Winning the Award Leads to Good Things!

1. Industry Recognition
2. Morale Boost
3. Improved Reputation and Strong Identity/ Branding
4. Strengthen Team
5. Campus Leadership Support
6. Benchmarking Excellence

- Winning the APPA Award proves we're the BEST in Facilities Management, and EVERYONE will know it!
- We are critical enablers, providing safe environments where students can thrive, inspire, collaborate, and seek innovative solutions to the world's grand challenges.
- We know it, and it's time for everyone to recognize it too!
- What are we going to do? Let me hear you loud and clear!

We will win the Award for Facilities Excellence!

How do we win the award?

THREE Year Plan.

Guided by the Facilities Management Evaluation Program (FMEP)

PHASE 1 • 2024

PHASE 2 • 2025

PHASE 3 • 2026



PHASE 1 • 2024

19

Initiatives

7

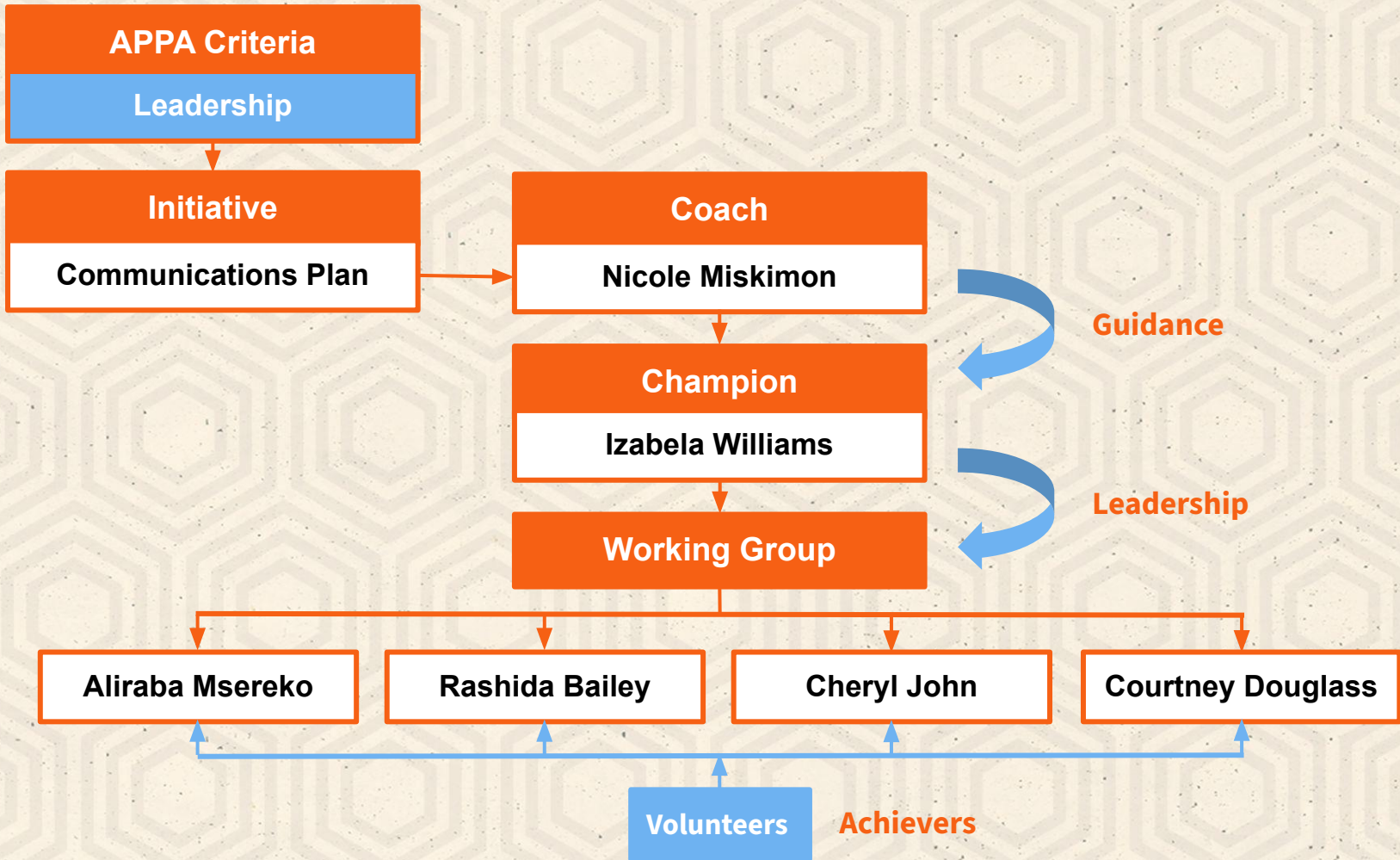
Coaches

12

Champions

19

Workgroups



APPA Criteria	Initiative	Coach	Champion
Leadership	Communications Plan	Nicole Miskimon	Izabela Williams
Leadership	Ethics	Nicole Miskimon	AD Employee Services
Strategic & Business Planning	Strategic Planning	Andrea Crabb	Nicole Miskimon
Strategic & Business Planning	Staff Performance Improvement	Cindy Felice	AD Employee Services
Customer Focus	IWMS Implementation with Staff	John Blackwood	Patrick Rhodes
Assessment & Information Analysis	Benchmarking - FPI	Nicole Miskimon	John Blackwood
Development & Management of Human Resources	Continuous Improvement Implementation	Vassie Hollamon	Nicole Miskimon
Development & Management of Human Resources	Training Program	Cindy Felice	Angela Jackson
Development & Management of Human Resources	Skills Based Training Program	Cindy Felice	Courtney Douglass

Development & Management of Human Resources	Continuous Improvement	Vassie Hollamon	Nicole Miskimon
Process Management	Organizational Structure: Work Management	Cindy Felice	Kelly Ridings
Process Management	Organizational Structure: Customer Relations	Cindy Felice	Kelly Ridings
Process Management	Facilities Condition Assessment Program	Henry Dickson	Vincent Ippolito
Process Management	Budget and Accounting Practices Re-engineering	Lisa Amick	Michelle DeOrnellas
Process Management	IWMS Implementation Process Mapping	Nicole Miskimon	Kelly Ridings
Performance Results	M&O (Maintenance & Operations) Preventative Maintenance	John Blackwood	Dan McKelvy
Performance Results	Budget New Buildings	Lisa Amick	Nicole Miskimon
Performance Results	Capital Renewal Funding	Andrea Crabb	Henry Dickson
Performance Results	Training and Development	Cindy Felice	Angela Jackson

Let's Talk...

- What excites you the most of this initiative?
- What concerns do you have?

Contribute and help achieve the Department's goal!

This is a great opportunity to collaborate with colleagues from various units and gain important skills and experience! Boost your confidence in the workplace! The potential benefits are limitless...

- Coaches and Champions can continue to pull individuals in as resources throughout the entire process
- If you are interested in participating in any of the initiatives let your supervisor know



A commitment to **SERVICE**, A commitment to **EXCELLENCE!**



Questions  **Ask Your *Line Of Business (LOB) Leaders***



Thank You & Have a Good Time!