



By Ruth E. Thaler-Carter

Introducing THE NEWEST APPA FELLOWS: *Maggie Kinnaman & Mo Qayoumi*

LONG-TIME **SHINING STARS**
RECEIVE APPA'S HIGHEST HONOR



Margaret Kinnaman



Mohammad Qayoumi

Few APPA members have contributed as much in as many areas over as many years as the 2010 recipients of APPA's highest individual honor, the APPA Fellow. The prestigious recognition will be made at the APPA 2010 conference in Boston to Margaret "Maggie" Kinnaman, who retired as director for business administration for the facilities division at the University of Maryland Baltimore in 2009, and Mohammad "Mo" Qayoumi, president of California State University East Bay, in Hayward, California. Selected by APPA's Awards and Recognition Committee, both recipients have tirelessly served APPA for many years and continue to make contributions to the association and to educational facilities.

STRINGENT GUIDELINES

The guidelines for an APPA Fellow's nomination and application make it clear that this is a signal honor requiring substantial contributions to the facilities management profession: "...

the APPA Fellow designation brings with it both recognition of specific accomplishments to date and expectations for continued involvement in APPA's leadership program through research and mentoring. This is APPA's highest individual achievement award." To be eligible, an individual must:

- Be an active member of APPA, with at least 10 years of membership.
- Complete APPA's Institute for Facilities Management.
- Complete the APPA Leadership Academy.
- Develop a body of work and education that provides the same standard and quality of experience as attendance at these programs.
- Complete a research project under APPA's Center for Facilities Research (CFaR).
- Prepare an article accepted for publication and/or presentation by APPA.
- Provide two references from colleagues in the educational facilities profession who can speak about successes in and dedication to the educational facilities profession.

REASONS TO SEEK ADDITIONAL HONORS

Both Kinnaman and Qayoumi have enough on their plates for colleagues to wonder why they would take on any additional involvement in APPA, but both felt the APPA Fellow honor was well worth the effort of applying.

“I applied to be considered as an APPA Fellow because I ran for APPA President on a platform of developing resources and tools to help members be more credible and better-equipped in their profession,” Kinnaman said. “The requirements for the award touch on all strategic directions of APPA”—many of which are directions in which Kinnaman has led the association.

In Kinnaman’s eyes, the APPA Fellow designation was developed in part so members can be more recognized and credible. Its focus on research is of paramount importance to her.

For Qayoumi, applying to be an APPA Fellow was a natural step. He was encouraged by colleagues to apply to be an APPA Fellow “as a cumulative effort for the profession. I have been an APPA member for more than 30 years—25 years as faculty in the Institute, about six years as dean of the Energy and Utilities track, and a speaker at many other seminars and programs,” he said. “I may have the record for number of

books and articles published with APPA, and I may be the only member to have received both the APPA Meritorious Service Award and NACUBO Distinguished Officer Award.” In fact, Qayoumi is the only APPA member thus far to have twice received the Meritorious Service Award.

FUNCTIONING AS A FELLOW

Both of this year’s APPA Fellows plan to remain actively involved in the association, Qayoumi despite enormous responsibilities as president of his institution and Kinnaman despite having retired from her professional position.

“As I transitioned into retirement, I had a number of roles with APPA that I will continue to fulfill,” Kinnaman said. These include serving as member-at-large of the Information and Research Committee and on the advisory board that does assessments—site visits, training survey takers in essential vs. optional data points, etc.—for the annual Facilities Performance Indicators survey and report, which has grown over the years. “That has been a *huge* project,” she said. She continually looks at how APPA and its members can extend and enhance their use of APPA research tools, such as how case studies and models can support funding for facilities management.

As editor-in-chief of APPA’s BOK project—creating a digital, Web-based Body of Knowledge that updates and replaces APPA’s four-volume *Facilities Management* manual—Kinnaman has been key in working with the BOK’s content coordinators, finding “as many new authors as we could,” and creating a digital workspace for updating the information. “We hope to add more embedded, dedicated video and use YouTube as well,” she noted. “It’s been more like a journey than an event, and makes the information much more dynamic, more timely, and more accessible to more people than book versions of the manuals.”

A workbook for all participants in APPA’s Institute for Facilities Management is another project in which Kinnaman is involved. As co-chair, she hopes to create a “resurgence” of the Institute, which has been affected by the economic downturn. She continues to teach classes on the Facilities Performance Indicators and the trilogy of staffing guidelines at the Institute, as well as Track IV of the Leadership Academy.



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As if all this were not enough, Kinnaman said she also now focuses on something she sees as “dancing around the edges” of her professional activities: “I’ve always been so grateful for how APPA representatives have been treated when we go overseas, so my husband and I are now hosts to people who come to the U.S. for APPA meetings,” she said.

In her continued involvement in APPA and designation as one of this year’s APPA Fellows, Kinnaman sees herself as an important link to APPA’s future: “I am a connection to the past and history of APPA.”

Since becoming president of CSU East Bay in 2006, Qayoumi has reduced his involvement in other organizations due to the demands of his position, but he plans to remain as active in APPA as possible because “APPA is very close to my heart,” he said. “It was the first professional organization I joined and worked closely with, and APPA provided me with so many opportunities in my professional development. I only kept APPA.”

Glowing testimonials

Both Mo Qayoumi and Maggie Kinnaman received glowing recommendations from colleagues for the APPA Fellow status.

APPA Fellow and Past President Jack Hug, president of Hug Consulting and Management Services:

“Mo is an excellent representative, a consummate professional, and always the ambassador for APPA and the facilities management profession. Through his exceptional unselfish participation, he consistently elevates the facilities management professional standing throughout the entire higher education enterprise. His work has, time and again, enhanced the image of APPA as a recognized leader in its distinctive role as the association for higher education facility professionals ... every single institution’s campus facilities organization, and overall campus physical plant and condition of assets, and facilities services where Mo has worked has benefited substantially from his leadership ... he is indeed a friend and advocate for campus facilities, even while serving in high places.”

Douglas Christensen, APPA Fellow and Past APPA President, Brigham Young University:

“There is none in the APPA organization today, and may never again be, a candidate that represents the status of ‘Fellow’ more than Mo Qayoumi. I have never talked with or asked Mo to do something that he would not stop and find a way to be completely prepared and willing to do it.... Most (college) presidents would not take the time ... yet he stays (in APPA), not only involved but willing to take new learning and apply it to his new position. His example and his fingerprints will continue for years to inspire us—his peers—and inspire young professionals.

“There is none more worthy of this recognition. This award will just (officially confirm) what all of us would say if we were asked—that Mo Qayoumi is a FELLOW servant (of) his peers in an association that he works hard to improve and elevate ... his spirit of service, friendship, and sharing.”

Gary L. Reynolds, P.E., APPA Fellow and Past APPA President, University of Colorado-Colorado Springs:

“Maggie is a past president who, while serving as president, helped to shape the vision and goals that guide APPA today. Her leadership throughout her service on the Executive Committee was exemplary, with an unselfish commitment to the high standards that have helped to make APPA the world-class organization it is today.

“For more than 26 years, she has been a tireless worker on APPA’s behalf and has never failed to volunteer to help APPA move forward, no matter how large or time consuming a project may be ... In every way, Maggie has made significant contributions to APPA.

“It is appropriate that Maggie be recognized with the honor of APPA Fellow as she truly embodies the excellence of APPA and its vision.”

Douglas Christensen, APPA Fellow, Brigham Young University:

“Maggie is a natural leader with a bulldog mentality when the right challenge needs to be accomplished. She requires a high standard ... She loves to be organized and allows anyone working with her to carry that same desire and standard. Maggie has provided to APPA the leadership needed to ensure that APPA is truly the association of choice among our peer professionals and institutional leaders, who look to APPA as the developer and standard-bearer for facilities management and leadership in the education industry.”

E. Lander Medlin, APPA Executive Vice President:

“Maggie is just amazing. She has persistence and tenacity. She not only knows the details of any project she takes on, because she has worked on its performance metrics, but she can make it part of the big picture and can tell that story at our campuses. There are very few people who can do that.

“If you ask her to take on a task and can demonstrate that it will have meaning and enhance our profession and association, she will do it. If she says she’ll do it, she will go beyond just doing it; she will own it by facilitating it and making sure everyone is part of the process.”

IMPRESSIVE BACKGROUNDS

Qayoumi is unique in APPA's past, although ideally not to its future. "I may be the only person to come up through the ranks of physical plant to chief financial officer to president of a university," he said, a progression for which he credits his ongoing professional development through APPA. "My experience shows that there are different paths to 'Rome,'" and proves that facilities management is vital to the success and growth of today's college and university campus.

For APPA, Qayoumi started an evaluation of the leadership program about 22 years ago, which looks at the impact of central utilities and energy on a campus economy. He has received APPA's Meritorious Award (1989 and 2004), Institute Faculty Service Award (1989), and President's Award (2001), and the 1987 PCAPPA President's Award. He has served as APPA Delegate to the People's Republic of China (1987) and representative to Australia (1990). His books for APPA include *Electrical Distribution & Maintenance* (1989), *The Metering Guide for Managers* (1999), *Benchmarking and Organizational Change* (2000), and *Changing Currents in Deregulation* (2001). He also was a major contributor to the second and third editions of the *Facilities Management* manual.

Before coming to the United States, Qayoumi worked as an engineer in Saudi Arabia and the United Arab Emirates. From 1979–86, he held positions at the University of Cincinnati, including staff engineer, director of technical services, and director of utilities and engineering services. In 1986, he was associate vice president for administration at San Jose State University. He served as vice chancellor for administrative services at University of Missouri-Rolla from 1995 to 2000. He then moved to California State University Northridge, where he served as vice president for administration and finance and chief financial officer, as well as a tenured professor of engineering management, until 2006, when he accepted his current position.

Kinnaman has been engaged in APPA activities extensively for the past 26 years, including serving as Maryland/D.C. chapter president and holding numerous board positions; ERAPPA regional president and in numerous ERAPPA board positions; SAM (Strategic Assessment Model) Task Force chair (which, along with presentations on SAM at international and Federal Facilities Council conferences, resulted in developing a framework for gauging organizational excellence); CFaR co-chair, helping to establish and develop APPA's research program and all its procedures and processes; and serving as APPA's interna-

Past APPA Fellow recipients

Maggie Kinnaman and Mo Qayoumi are in good company. Previous recipients of APPA's highest individual honor are:

2009

Alan S. Bigger

2007 & 2008

No recipients

2006

Christopher K. Ahoy

Donald J. Guckert

Gary L. Reynolds

2005

Edward D. Rice

2004 (inaugural recipients)

Douglas K. Christensen

William A. Daigneau

Jack Hug

tional president in 1999–00.

She was key to crafting the APPA Strategic Alliance with AUDE, the U.K.'s association for educational facilities, and has served several years on APPA's Information and Research Committee. She has written numerous articles for *Facilities Manager*; contributed to two APPA publications (1999 and 2001); served on a National Research Council committee that conducted a consensus research project resulting in the publication "Intelligent Sustainment and Renewal of Department of Energy Facilities and Infrastructure," published in 2004; and currently is editor-in-chief of APPA's new Body of Knowledge (BOK) project, which serves as the content resource for the Institute and for the Educational Facilities Professional (EFP) credential.

Kinnaman also has been a major force in implementing the annual

Facilities Performance Indicators data collection event and creating the Tier I questions for FPI that created an essential set of questions for the facilities profession. She worked collaboratively with an APPA business partner to create a new way of looking at the Needs Index and Mission Dependency Index, and applied this to University of Maryland Baltimore data to create a case study.

Kinnaman's educational contributions to APPA are equally impressive. In addition to teaching two elective courses at the Institute and making presentations at regional and chapter meetings, she has taught "7 Habits" and two tracks at the Leadership Academy, and is a key member of a redesign team for the Academy's Track IV.

Although she has retired from UMB, Kinnaman remains actively involved in educational leadership in general as well as in APPA—she represents facilities management on the board of the Educational and Institutional Purchasing Cooperative and serves on its facilities management strategy team. "This is an important role, as it enables me to help influence the cooperative purchasing contracts that our APPA members require," she said.

Kinnaman also is using her retirement to create books about her relatives, to inspire and inform younger family members and preserve the experiences of those who came before her.

AN AWARD THAT GOES BEYOND THE INDIVIDUAL

To Kinnaman, being designated an APPA Fellow is yet more evidence that being involved in one's professional association brings lasting rewards and reflects positively on members' institutions as much as on the individual recipients of the award.

"Some would say being named an APPA Fellow adds more credibility in one's association work," she said. "It certainly adds prestige to APPA that someone is still doing work for the association after retirement from the profession itself." She also believes that using the APPA tools and resources she was key in developing "could lead to awards for members' campuses. I really believe in those resources and tools, and the way to demonstrate their value is to use them," she said.


Qayoumi agrees that being named an APPA Fellow brings additional prominence to the Fellow's institution. "This award shows the central importance of facilities management for any leadership position in higher education," he said. "It shows that facilities management is important in meeting the mission of the institution."

Most importantly, though, "being an APPA Fellow is not about me," Kinnaman said. "It is about the Eastern Region and everybody in it lifting me up and propelling me forward. My designation as an APPA Fellow is really an award to the Eastern Region."

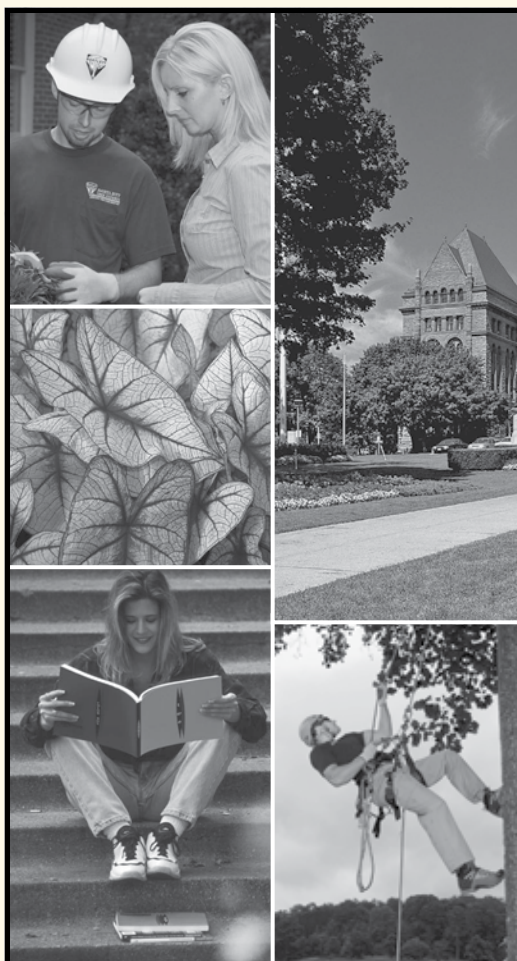
Both of this year's APPA Fellows have been moved by their successful applications. Qayoumi finds the award especially important "because of the special place of APPA in my heart, and the friends and colleagues I have met through APPA," he said.

"To receive the highest honor from my peers, and this recognition for my knowledge, makes it something quite special."

Both 2010 APPA Fellows also firmly believe that there is room in the association's highest award ranks for many more colleagues. "As with any organization, you start out as a member to see how it can be part of your career, then move into leadership," Qayoumi said. "I encourage newer members to see what services APPA has to offer, and then to look at how you can be involved. My APPA membership has been a personal investment in my career, with a high rate of return for my institutions. I can say with passion that I urge my colleagues to become engaged in the association, because what you get outweighs by leaps and bounds what you give."

Said Kinnaman, "Many of us may see the APPA Fellow designation as out of reach, but I maintain that there are many more members who can step up to this level. If you partake of the tools and resources that APPA has developed on your behalf, then give back in return, it is within reach." 

Freelance writer/editor Ruth Thaler-Carter (ruth@writerruth.com) has written profiles of several APPA Presidents and feature articles about emergency management and campus security initiatives, among other topics, for *Facilities Manager*.



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