



# CONAHEC Conference

March 22, 2018

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# Agenda

- CONAHEC Overview and Engagements
- Three Case Studies - Overview
  - 1. APPA Strategic International Alliances
  - 2. Regina/UP-ESDAI Global Experience Tra
  - 3. UP/ESDAI Student Internships
- Conclusions and Discussion/Questions



# FIMPES Assembly

May 18, 2017

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**Chuck Scott**

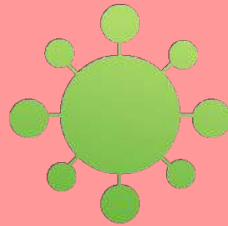
Illinois State  
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Promote Academic  
Collaboration and  
Cooperation Among  
Its Members



Share Best  
Practices



Offer Educational  
Opportunities to  
Prepare Globally  
Knowledgeable  
Professionals



Promotes linkages  
between North  
America and  
Higher Education  
Entities Around  
the World



Strengthen  
Academic  
Collaborative  
Programs within the  
North American  
region and Beyond

# CONAH EC Objective

S

merican  
e Development

nergy | Solutions

Collaboration | Re







Strategic Asset Management  
Guide  
Space Planning Guidelines  
Facilities Audit Guidelines

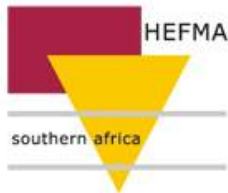
**AUDE**

Higher Education  
Estates Statistics  
Report  
(KPIs – Efficiency,  
Quality, Value, and  
Sustainability)



New Strategic Plan  
Staffing Guidelines  
Member Guide  
ANSI Accredited  
Standards  
Developer  
International Codes

# APPA Strategic International



Renewed Strategic  
Plan in process



Foster Academic  
Collaboration



System Application  
Manual FIMPES  
Accreditation through  
Development and  
Strengthening  
Institutional (SADFI)

# Award For Excellence

- Created in 1988
- Facilities Management recognitions in excellences
- Only 60 Institutions have been award this distinction over the last 30 years
- Encompasses more than just campus appearance



# Award For Excellence





**APPA Award for Excellence**  
**1999 – Memorial University of**  
**Newfoundland, Canada**





**APPA Award for Excellence**  
**2013 University of Arizona, USA**





# **APPA Award for Excellence**

## **2017 Universidad Panamericana, Mexico**



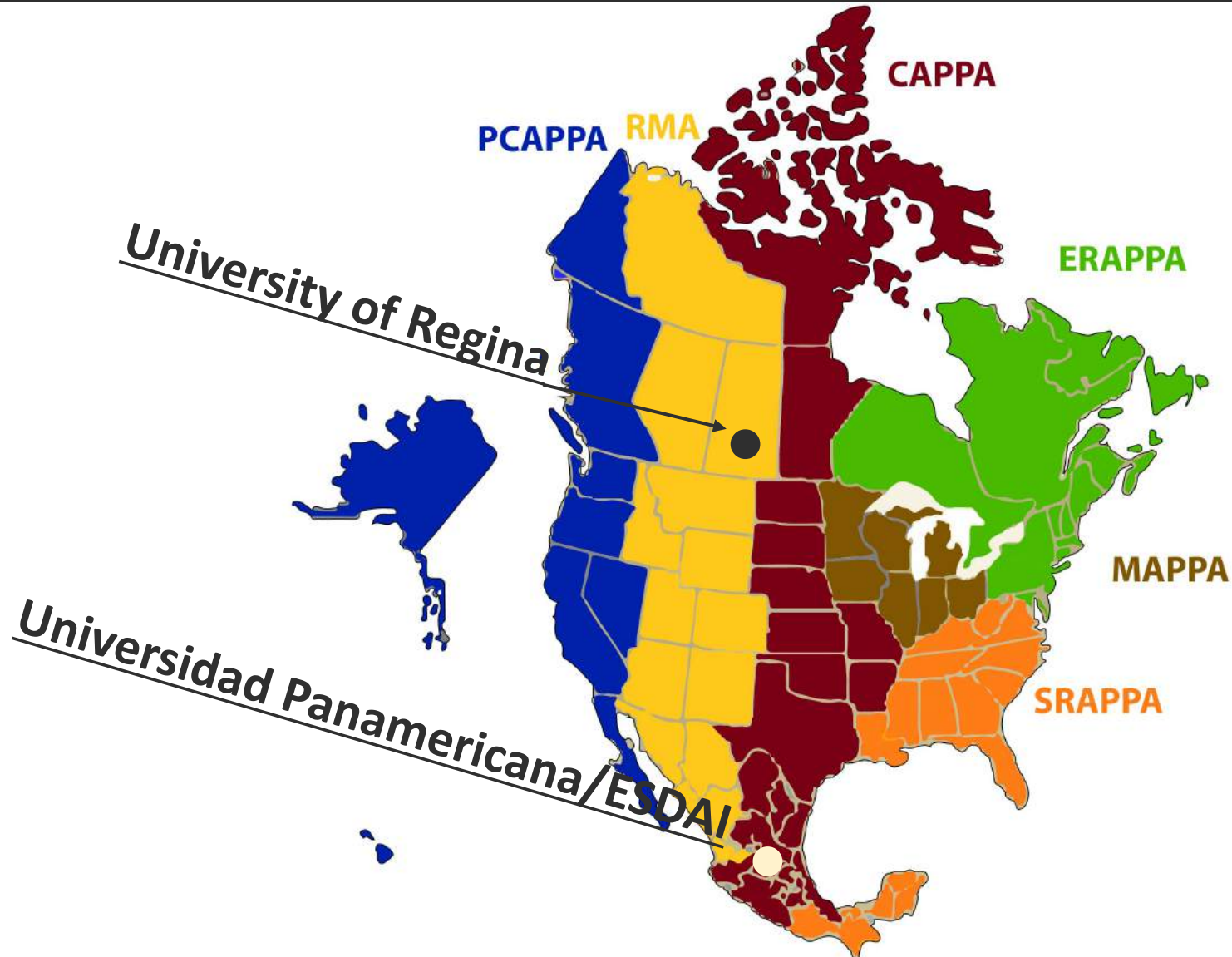
**APPA Award for Excellence**  
**Exposure, Credibility, Example to Follow**  
**Best of the Best**

# Map of North American APPA





# University of Regina & UP/ESDAI







Global  
Destination



Beautiful  
Beaches/Resorts

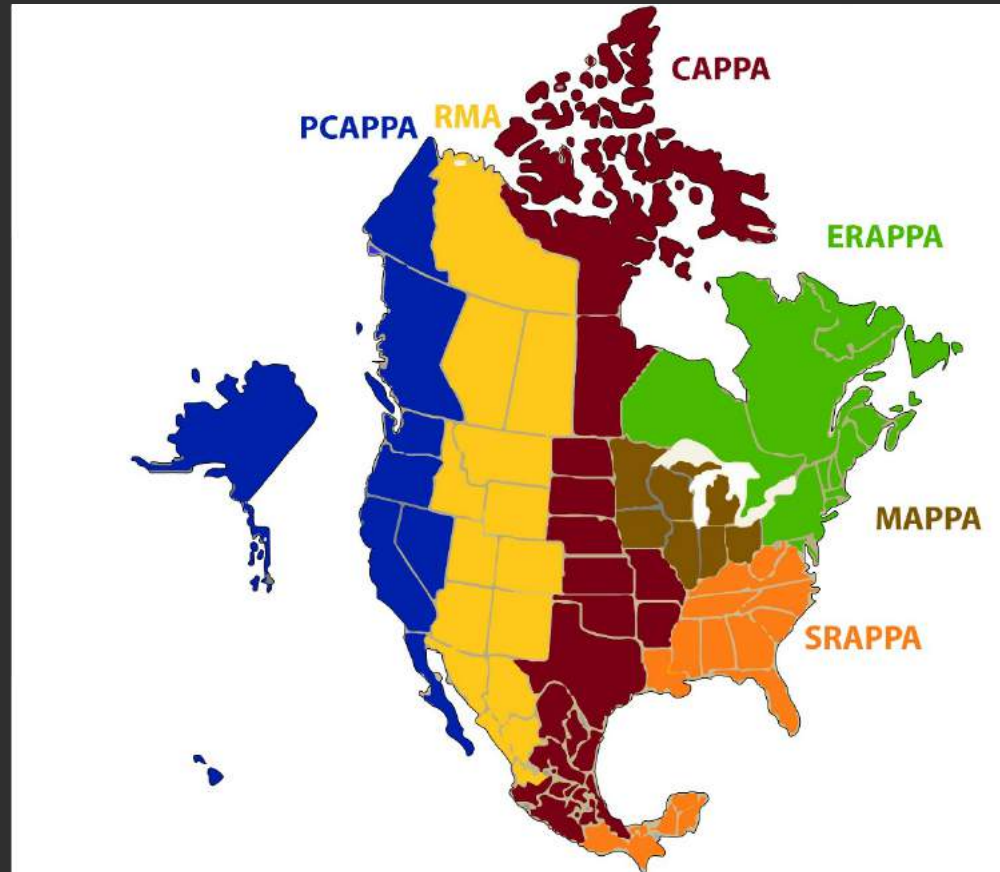


Campus  
Facilities



# In early partnering what have we Learned?

- Mexico has a service culture blended with a Global Experience that is unmatched.... We want to learn from that
- Mexico has some of the best University facilities in the world... but no one knows. How can APPA help spread that message?



# Global Experience – University of Regina (Why?)

- International students have almost doubled in 5 years – deserving of a good experience
- Generate \$20 million in revenue to U of R. (27.6% of tuition revenue) \$35 million per year GDP for Regina
- Many become residents adding to the Sask economy



- Professional Global Leadership Program
- One week intensive program at ESDAI/UP in Mexico City focusing on global leadership, cross-cultural communication strategies and hospitality through academic instruction, professional observations and cultural activities.

# Individual Growth & International Experience



- To Understand what good service culture is
- To understand the challenges visitors have where the culture and language is different
- The value and appreciation of working and learning in a different environment
- Broader International Experience

# APPA Universidad de Regina ESDAI

*Building bridges*

*«... I like to see myself as a bridge builder, that is, to build bridges between people, between races, between cultures, between politics, trying to find common ground...»*

T. D. Jakes



# Our development...



1967



1968



1969

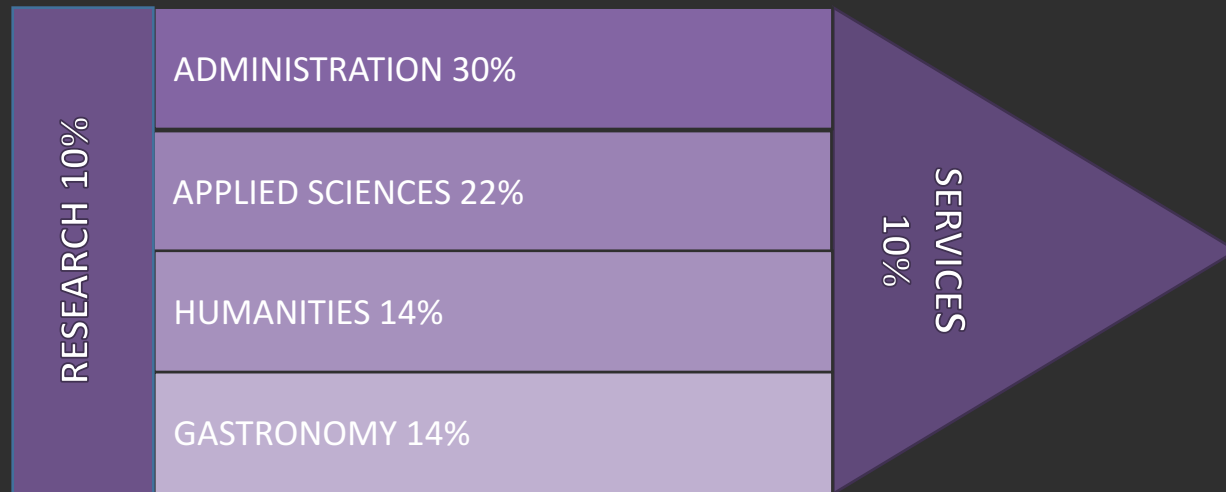
*Same spirit*

**The essence of ESDAI is to:**

*Professionalize* services  
and  
*Humanize* institutions

Almost 50 years

# ESDAI's Curriculum



9 semesters:

8 in common  
1 elective



Health Management



Hospitality and Tourism



Event Management

**CHIA**  
Certification in Hotel Industry Analytics

# Elements which build ESDAI

Contribution to family and society

+

Family spirit that promotes UP

+

Exquisiteness in the service of French culture

+

Professional effectiveness of the Anglo-Saxon culture

+

Traditional Mexican hospitality

## Proven STRATEGY...

1. Each person and each institution is individually sought out and cultivated
2. Each relationship is strategic and handcrafted
3. Seek common good selflessly
4. Share broadly and freely
5. Search for common goals
6. Encourage partnerships and networking
7. Be empathetic with the others
8. Consider different cultures
9. Maintain continuous communication

# Path followed ... in this three way relationship

**Started an ESDAI UP -  
University of Regina –  
APPA Agreement :**

10 teachers went to study a  
research course

Contact with the  
International Vice President  
of the UdeR

She meets ESDAI

Introduce us to Dave Button

**Dave Button - APPA:**

Met ESDAI  
Compatibility of  
objectives

Signed agreements  
Appointment Advisory  
Board

Award for Excellence UP  
U. of Arizona

# BRIDGES

APPA and U. de Regina ,  
Board members

1st reunion nov 2015





# BRIDGES

Conference at UP:  
*"Women Leadership: a  
Canadian Perspective"*  
Dra. Vianne Timmons



# BRIDGES

Staff training:

*Global Skills*

Mexican history

Mexican gastronomy

Hospitality

Quality in service



# BRIDGES

U. Regina  
visits ESDAI-  
UP

February 2017



# BRIDGES

Livia Castellanos  
Vicepresident UofR

Internationalization  
strategies

March 2017





# BRIDGES

Participation of ESDAI at  
the International Education  
Forum at the Universidad  
del Retoño in  
Aguascalientes



# BRIDGES

## First Exchange of Professional Practices: Student scholarships

July 2015



# BRIDGES

**Second Exchange:**  
4 students with  
scholarships

July 2016





# BRIDGES

**Third Exchange:**

4 students with scholarships

July 2017

**Fourth Exchange: 10**  
students (2018)

(8



# BRIDGES

Lorena Rivera Villicaña

**Exchange and professional  
internships with scholarship**

Autum 2017



# BRIDGES

Nancy Rosado  
awarded certificate in  
Internationalization

October 2017





# BRIDGES

## ESDAI INTERNATIONAL HOSPITALITY AWARD to Dave Button and Livia Castellanos



# BRIDGES

APPA  
Initiative  
Mexico  
April 2016



# BRIDGES

AWARD OF  
EXCELLENCE  
Universidad  
Panamericana

November 2017



# BRIDGES

## FIMPES





If you walk alone, you'll go  
faster. If you walk  
accompanied, you'll walk  
further

Chinese Proverb

Gracias