



Student Guidelines

Facility Management Certificate Program

Program:

Background: The George Mason University Facility Management Certificate Program is organized through the Office of Continuing Professional Education Prince William Campus. The primary goal of the program is to meet the FM educational and training needs of the public and private sector business community. Classes are presented through both open enrollment and contract client venues and program attendees are typically the working professional from facility management or related fields. Students are awarded the **Professional Certificate in Facility Management** upon successful completion of 10 courses. (7 required core courses, 3 electives)

Student Application/Qualifications: Students are NOT required to submit a program application or details of background and qualifications prior to the commencement of coursework. Courses are geared toward individuals who may have no knowledge or working experience in facility management and students are encouraged to follow any recommended course sequencing especially in cases of limited facility management work experience. Questions regarding a recommended sequence of course completion may be directed to the program office

International Facility Management Association (IFMA) Recognized Program: The GMU program was recognized by IFMA in 2004 and is one five U.S. university certificate programs (only East Coast program) that meet IFMA's criteria for recognition by "advancing excellence in the education and practice of facility management." The program is excellent preparation for IFMA's Certified Facility Manager (CFM) designation, and the recognized program status is advantageous to students because it allows them to use completion of (4) GMU courses to fully satisfy the criteria for IFMA's Facility Management Professional (FMP) designation. GMU courses approved to satisfy IFMA's FMP requirements are FM 100, FM 105, FM 115 & FM 215. (see addl. details re: application process on "Recognized Program" tab)

Information regarding IFMA (International Facility Management Association) may be found at www.IFMA.org and information regarding the local Capital Chapter may be found at www.ifmacap.org .

Code of Conduct: Class attendees are reminded that they are viewed as students of George Mason and the Commonwealth of Virginia and shall conduct themselves accordingly. As a reminder, George Mason University is an equal opportunity and affirmative action institution committed to the principle that access to study and employment opportunities afforded by the university, including all benefits and privileges, be accorded to each person – student, faculty, or staff member – on the basis of individual merit and without regard to race, color, religion, national origin, veteran status, disability, sexual orientation, sex, or age (except where sex or age is a bona fide occupational qualification)

Students are expected to follow the George Mason University code of conduct as outlined in the university catalog. All questions and issues relative to instructor or student code of conduct should be referred to the program office for review and resolution as quickly as possible.

Plagiarism: Students are responsible to familiarize themselves with the George Mason University policy regarding plagiarism and should understand it is the responsibility of instructors to the best of their ability, for maintaining the

integrity of the learning and testing process, both in the classroom and outside of it, and for fostering conditions of academic integrity.

To alleviate misunderstandings, the instructor will delineate at the beginning of each class what constitutes a violation of the Honor Code in their classes. This will include an explanation of:

- The extent to which collaboration or group participation is permissible in preparing term papers, laboratory exhibits or notebooks, reports of any kind, tests, quizzes, examinations, homework, or any other work.
- The extent to which the use of study aids, memoranda, books, data, or other information is permissible to fulfill course requirements.
- Guidelines on what constitutes plagiarism, including requirements for citing sources. (GMU Honor Code)

All questions should be directed to the instructor during the first class meeting, and cases of blatant plagiarism will likely result in a grade of UF with a repeat of the individual course required.

Plagiarism: Per the University Code of Conduct, plagiarism encompasses the following:

- Presenting as one's own the words, the work, or the opinions of someone else without proper acknowledgment.
- Borrowing the sequence of ideas, the arrangement of material, or the pattern of thought of someone else without proper acknowledgment. (GMU Honor Code)

If the course will involve more extensive research or writing, it may be appropriate for students to familiarize themselves with the following university statements and additional resources:

Plagiarism Statement

Plagiarism means using the exact words, opinions, or factual information from another person without giving that person credit. Writers give credit through accepted documentation styles, such as parenthetical citation, footnotes, or endnotes; a simple listing of books and articles is not sufficient. Plagiarism is the equivalent of intellectual robbery and cannot be tolerated in an academic setting. Student writers are often confused as to what should be cited. Some think that only direct quotations need to be credited. While direct quotations do need citations, so do paraphrases and summaries of opinions or factual information formerly unknown to the writers or which the writers did not discover themselves. Exceptions for this include factual information which can be obtained from a variety of sources, the writers' own insights or findings from their own field research, and what has been termed common knowledge. What constitutes common knowledge can sometimes be precarious; what is common knowledge for one audience may not be so for another. In such situations, it is helpful, to keep the reader in mind and to think of citations as being "reader friendly." In other words, writers provide a citation for any piece of information that they think their readers might want to investigate further. Not only is this attitude considerate of readers, it will almost certainly ensure that writers will never be guilty of plagiarism. (Statement of English Department at George Mason University)

Plagiarism and the Internet

Copyright rules also apply to users of the Internet who cite from Internet sources. Information and graphics accessed electronically must also be cited, giving credit to the sources. This material includes but is not limited to e-mail (don't cite or forward someone else's e-mail without permission), newsgroup material, information from Web sites, including graphics. Even if you give credit, you must get permission from the original source to put any graphic that you did not create on your web page. Shareware graphics are not free. Freeware clipart is available for you to freely use. If the material does not say "free," assume it is not. Putting someone else's Internet material on your web page is stealing intellectual property. Making links to a site is, at this time, okay, but getting permission is strongly advised, since many Web sites have their own requirements for linking to their material. (Virginia Montecino)

Additional resources re: plagiarism may be found at: <http://mason.gmu.edu/~montecin/plagiarism.htm>.

Staff and Address:

Program Office:

Main Contact No.: (703) 993-8335
FAX: (703) 993-8336

Website: http://www.ocpe.gmu.edu/certificate_programs/facilitymgmt.html

Mailing address:

George Mason University
Office of Continuing Professional Education
Facility Management Certificate Program
10900 University Blvd., MSN 4F2
Manassas, VA, 20110

Staff:

Director – Office of Continuing Professional Education (OCPE):

Catherine (Kitty) Hoover
(703) 993-8335
Email: choover@gmu.edu

Operations & Program Manager:

Carol Stockman
(703) 993-8335
Email: cstockma@gmu.edu

Program Manager:

Kirt Miller, CFM
(703) 920-5022
Email: millerocpe@aol.com

Courses:

Content: Educational subject matter is organized around and supports the (9) facility management competency areas as defined by IFMA:

- Operations and Maintenance
- Real Estate
- Human and Environmental Factors
- Planning and Project Management
- Leadership and Management
- Finance
- Quality Assessment and Innovation
- Communications
- Technology

Program content includes required core courses as well as elective courses and details can be found on “Course Descriptions” tab. Students are encouraged to submit suggestions for additional courses to the program office or on course evaluation forms following the completion of each (7) week class.

Open Enrollment: Open enrollment courses are offered during five annual course cycles (Spring I&II, Summer, Fall I&II) and the duration of each class is (7) weeks, (3) hours. Open enrollment courses are offered at multiple GMU locations (Fairfax, Prince William, and Loudoun) and selected non-GMU facilities.

Courses are typically scheduled in late afternoon and early evening and instructors may advance class start time by ½ hour if mutually agreeable to all students. Students should notify instructor of any unique schedule issues as course attendance is typically included in student grading criteria.

Contract Courses: Program courses are also offered to numerous contract clients and the time, duration and schedule of courses will vary to meet individual client needs. In some special cases, students from the open enrollment program may join a contract course and location and schedule details will vary.

Course Sequence & Pre-requisites: Students are advised that a suggested sequence of courses, including pre-requisites, should be followed, and any deviations should be reviewed with the program office. In some cases, student course schedules may not permit and exceptions may be made to accommodate student preferences.

Students may want to work with their Instructors to identify any student knowledge deficiencies or gaps during the initial weeks of a class to avoid any potential grade issues.

Core Courses (All 7 required)

(Suggested pre-requisite courses indicated in italics following each course title)

- **FM 0100:** Principles of Facility Management
- **FM 0105:** Facility Planning & Design Management
- **FM 0115:** Operations & Maintenance Management
- **FM 0200:** Communications for the Facility Manager *(FM 100)*
- **FM 0205:** Facility Financial Management *(FM 100)*
- **FM 0215:** Theories of Facility Management *(FM 100, 105, 115)*
- **FM 0300:** Future Issues in Facility Management *(FM 100, 105, 115, 200, 205, 215)*

Elective Courses (3 required)

- **FM 0221:** Automating Facility Management *(FM 100, 115)*
- **FM 0223:** Administrative Service Management *(FM 100)*
- **FM 0224:** Project Management *(FM 100, 105)*
- **FM 0225:** Environmental Health & Safety Issues *(FM 100, 115)*
- **FM 0226:** Real Estate & Lease Management *(FM 100, 205)*
- **FM 0228:** Managing Quality Facilities *(FM 100, 115)*
- **FM 0229:** Managing Facility Management Contracting & Purchasing *(FM 100, 105, 115)*
- **FM 0230:** Code Compliance for Facility Managers *(FM 100, 105, 115)*
- **FM 0401:** Emergency Preparedness for Facility Managers *(FM 100, 115)*
- **FM 0403:** Tech Systems *(FM 100, 115)*
- **FM 0405:** Environmental Sustainability *(FM 100, 105, 115)*
- **FM 0406:** Facility Management Applications of GIS *(FM 100, 221 or 403)*
- **FM 0408:** Occupational Spanish and Cultural Awareness for Facility Management Personnel *(FM 100, 115)*

Suggestions for pre-requisite courses are intended to ensure foundation subject matter is covered during early program coursework and it is recognized that it is not always possible to follow the pre-requisite patterns. However, if FM 100 is not taken as the first course, it should be taken within the first three courses. All questions regarding pre-requisites may be referred to the program office.

Course Syllabus: A course syllabus will be provided by the instructor during the first class and include the following information:

- Class Schedule, Place, Time, Dates
- Required Text Material
- Instructor Contact Details
- Suggested Reading and other Reference Materials
- Details of Homework, Class Projects, Exams, etc.
- Grading Policy (see section on grading)

Course Content: The content of each course has been developed by each individual instructor and will vary from course to course. The structure of each class is intended to meet the learning objectives as defined by the George Mason University Facility Management Certificate Program. In addition, the delivery methods of each course will vary to highlight the skills, experience, and FM knowledge of each instructor. Instructional methods may include lecture, class projects or presentations, supplemental reading, research projects, and individual and group activities. Students are encouraged to address any questions re: course structure or learning objectives during the first class session.

Attendance: In all cases, class attendance is a major factor in grading and students are strongly encouraged to attend all class sessions as scheduled. In the case that extreme personal or business needs necessitate a student miss a class, the instructor should be notified in advance to clarify all make-up requirements. Questions regarding required attendance and absence impact on grades should be directed to the instructor during the first class session.

Student Feedback: Each instructor will provide attendees with a student evaluation form that should be distributed during the last class. Students are encouraged to provide open and honest feedback regarding the program, course and instructor and the information is strictly confidential. One student should be designated to collect the surveys and return by mail in the envelope as provided. Students are also encouraged to address any concerns or issues re: coursework or instructors directly to the program office so any issues or concerns shall be addressed as quickly as possible.

Inclement Weather Policy: Open enrollment courses will follow the inclement weather policy for evening activities as dictated by George Mason University and students are encouraged to listen to local radio or TV stations or call the main GMU information hotline on (703) 993-1000. The weather policy for contract courses held on client sites shall be dictated by that of the host company and students are encouraged to address questions to the instructor during the first class. Any questions or issues regarding weather related class issues should be referred to the program office on (703) 993-8335.

Class Cancellation: It is the policy of the FM Certificate Program that classes shall be scheduled and held as advertised. In the extreme instance that a class must be cancelled, the course instructor will notify all students by phone and/or email. In the event that an instructor is more than 15 minutes late to class, students are encouraged to contact the instructor by cell phone and continue to await arrival unless directed otherwise. Any questions or issues regarding cancellation of classes should be referred to the program office on (703) 993-8335.

Registration Process:

Open Enrollment Classes: Students are required to complete the registration form which can be found on the main webpage for the facility management certificate program. All information shall be provided and the completed form including payment information should be faxed to the program office at (703) 993-8336 prior to the start of the first scheduled class. Payment for courses is expected in advance.

Students are encouraged to register for classes at least one session in advance to ensure that courses will be offered as indicated on posted schedules. Early registration can avoid last minute class cancellations when minimum enrollment numbers have not been met.

Contract Classes: Registration for contract client classes will be coordinated between the contract client contact and the GMU program office and some details of student information will be required by the FM certificate program office. Students should refer questions to their onsite contact, or questions may be addressed to the GMU program office on (703) 993-8335.

Payment: Payment details are required prior to the commencement of class, should be provided with the initial registration form, and may be made by credit card (Visa, MasterCard), check, or with company purchase order. Students are reminded that timely payments are critical and lack of payment for a course will prohibit students from receiving a grade and recognition for completion. It is the policy of George Mason University and the FM Certificate Program that all outstanding debts will be referred through regular GMU fiscal channels for collection. .

Class Withdrawal & Refunds: A partial refund will be given to students who contact the program office prior to the start of the second class. A \$60 processing fee will be deducted from the refund amount. No refunds will be given for withdrawal from the second class meeting or later.

Course Materials:

Books – Open Enrollment Classes: Course textbooks for open enrollment classes will generally be made available to students through both the online bookstore and actual GMU bookstore sites and students are responsible for purchasing course materials as required. For purchase of books, GMU online bookstore website is <http://GMU.bncollege.com> and bookstore locations may be found on the Fairfax and Prince William campuses. Students will be required to enter the following information online to find required textbook information:

Term: (Spring I, Spring II, Summer, Fall I, Fall)
Department: (choose FM)

Course: (choose course number, i.e. 105, etc)
Section: (some notes may appear to contact program office)

Students are NOT required to establish an account but may use a guest login for purchases. Contact phone numbers for availability at onsite bookstore locations may also be found on the website and any additional questions regarding required course materials may be directed to the program office on (703) 993-8335.

Student feedback on the quality and effectiveness of textbooks and other materials is welcome and an on-going review of course materials will be conducted. Feedback on course material should be provided on the course evaluation distributed by the instructor during the last class.

Books – Contract Classes: Textbooks for contract courses will be provided as a part of the price of the course and each individual onsite contract contact will coordinate distribution of textbooks. Students in open enrollment courses are also encouraged to provide feedback on course materials and will also be provided course evaluation materials during the last class session.

PC Use: Some courses will likely require the submission of written or oral presentations and students are required to have access to a PC for their use. Questions regarding expectations for individual course projects, presentations, or other submissions shall be directed to the instructors during initial courses.

Writing Skills Support: Many courses will require students to utilize business writing skills in presentations and research and some online support is available through the GMU Writing Center. Online tutoring and sample materials can be found at <http://writingcenter.gmu.edu/resource.html>. Any concerns regarding writing skills should be referred to the course instructor who may be able to provide some additional resources to assist the individual student as needed. In addition, other web resources may be found on the writing center website.

Grading:

Course grading will follow the George Mason University Office of Continuing Education grading policy as follows:

SA - Satisfactory work equivalent to an A

SB - Satisfactory work equivalent to a B

SC - Satisfactory work equivalent to a C

SD - Satisfactory work equivalent to a D/D+

UD - Satisfactory work equivalent to a D-

UF – Unsatisfactory work, failure to meet course objectives and course must be repeated (A grade of UF will likely be given in cases of blatant plagiarism)

W - Voluntarily Withdrew; Coordination w/ program office required and only used in special cases.

NR - Not Reported; Utilized when a student has not completed course requirements. Student will receive a letter from the program office to contact instructor and arrange completion within (5) weeks. Upon completion, instructor may assign a grade. If not completed, no grade will be reported to registrar's office and student will be required to repeat the course.

Certificate program courses are considered non-credit classes and grades are only provided as an assessment tool for each student to determine their mastery of course content and materials. Therefore, no GPA is maintained or applicable. An official non-credit record is maintained by the Office of Registrar and students may request a copy at any time. (see "Grade Records" section below)

Timing: Instructors are required to submit grades within (5) calendar days following completion of the final class and the student will be mailed a subsequent grade letter from the program office. Please notify the program office in advance re: any address changes or special requirements regarding grade completion.

Grade Records: A grade letter will be provided from the program office to the individual student and the grade is the property of that student. Grades will NOT be provided directly to an employer unless the student has signed a prior release with his/her employer. Students are required to coordinate directly with their employer if a record is required for reimbursement purposes. All certificate program student grades will also be maintained by the George Mason University Office of the Registrar and students may request an official non-credit record at any time. (see "IFMA Recognized" tab for form)

Incomplete Coursework: Students who have not completed required coursework will be given a grade of NR – Not Reported (see above). The instructor shall be the sole determinant of the grade of NR and the student will receive a letter from the program office directing them to contact the instructor to arrange completion within (5) week. If work is completed, the instructor may then assign a grade. If work is not satisfied, no grade will be reported to the registrar’s office and the student will be required to repeat the course. Instructors are strongly advised to encourage students to meet coursework obligations in a timely manner and avoid hardships associated with incomplete courses.

Grade Disputes: All questions re: grade disputes should be addressed to each individual instructor and students contacting the program office with questions or disputes will be referred back to the instructor. In the event that an instructor is unable to resolve the issue in a satisfactory manner, please contact the program office on (703) 993-8335.

Program Completion:

Upon successful completion of (7) required courses and (3) electives students will be awarded a framed certificate. In order to expedite the process, please follow the following steps:

- **Verify Completed Courses:** Contact program office at (703) 993-8335 when nearing completion so that an audit may be conducted to validate completed courses. An official non-credit record can also be obtained at any time from the Office of the Registrar and instructions and forms may be found on the “IFMA Recognized” tab.
- **Submit Student Completion Form:** Request a copy of the Student Completion Document from the program office and return with requested information. Students should include name and mailing address for the final certificate, as well as a release so that contact information may be provided to both the Capital Chapter of IFMA as well as IFMA International to offer their congratulations. In addition, your permission is required in order to inform your supervisor or manager of your completion and students are encouraged to provide those details also. The completion document can be obtained from the program office at (703) 993-8335.

Other:

Maps and Directions: Maps of the GMU Fairfax and Prince William campuses may be found at <http://coyote.gmu.edu/map/> . Additional details are available regarding bookstore locations, food service and other building amenities. Directions to all campus locations including the Loudoun site may be found at <http://www.gmu.edu/welcome/Directions-to-GMU.html#loudoun>.

GMU Campus Parking: Students must follow all policies and guidelines for visitor parking at GMU campus locations. Details, including garage locations, fees, hours, etc. may be found on the transportation department website at <http://www.gmu.edu/univserv/parking/index.html>. Please note that campus shuttle buses are also available and provide connections to both Metro and other area Northern Virginia public transportation systems.

Non-GMU Location Parking: Students for courses at non-GMU campus facilities will be notified by their contract client site contact or the GMU program office regarding parking arrangements. Open enrollment students attending a contract course should also direct all questions to the program office.