

LUTHER COLLEGE

POLICIES AND PROCEDURES

Department: Facilities Services
Subject: Work Order Processing
Date Issued: November 14, 2005
Date Revised: October 1, 2011
Approved By:

I. Policy

This policy outlines the guidelines for work order requests and processing.

II. Purpose

Facilities Services is responsible for cleaning, maintaining, repairing and overall upkeep of college buildings and grounds. It is the responsibility of faculty, staff and students to send in requests for items that they see need repair, adjustment or cleaning.

III. Scope

This policy applies to all faculty, staff and students at Luther College.

IV. Terms and Definitions

- Maintenance work order – a request for Facility Services. Common requests are as follows:
 - o move furnishings
 - o set up for events
 - o pest control
 - o painting
 - o heating/cooling
 - o plumbing
 - o electrical
 - o carpentry
 - o key/lock
 - o cleaning
 - o projects
- “Fixit” – an URL listed under “Forms and Requests” on the College’s website, “Essential Resources and Information for Faculty and Staff.” It is the preferred method for notification of all routine work orders.
- Emergency service – a request for immediate repairs such as a broken water/sewage pipe, fire alarm, sprinkler water flow, etc.

V. Procedures and Guidelines

- A. To request routine service
 - Complete the SchoolDude form listed under “Fixit.” (See attached for instructions.)
 - SchoolDude will respond via e-mail with a work order number. When the work has been completed, an e-mail will be sent stating the work has been completed

- Call Facilities Services at ext. 1146. Be prepared to give your name, phone number, building, room, and work requested. This number is answered from 7:00 a.m. to 5:00 p.m., Monday through Friday.
- B. To request emergency service
- Call Facilities Services at ext. 1146, from 7:00 a.m. to 5:00 p.m., Monday through Friday. Be prepared to give your name, phone number, building, room and the reason for the emergency request.
 - Call Security at ext. 2000, Monday through Friday, 5:00 p.m. to 7:00 a.m. Be prepared to give your name, phone number, building, room and the reason for the emergency request.
- C. Work order completion. If a work order has not been completed to your satisfaction, please contact Facilities Services by e-mailing "Fixit" or calling ext. 1146. A manager will respond with an appropriate plan of action to remedy the problem.

VI. Confidentiality and Record

All work orders entered into the work order system are maintained by Facilities Services.

SchoolDude: Quick Step Guide for Requesters

- Open your Internet Browser (Internet Explorer, Netscape etc...) and type in www.myschoolbuilding.com in the address bar and press Enter or click on Go.
 - *Follow step 2 if you are a first time user or if asked to enter an Organization Account Number.*
- If it is the first time your computer has been to the website, enter the Organization Account number

685816531

- and click **Submit Organization** as prompted.

You may also copy this link and paste it into the web address window for your browser:

<http://www.myschoolbuilding.com/myschoolbuilding/mygateway.asp?acctnum=685816531>

- Find a blank area on the next page, click your right mouse button and select **Create Shortcut**. This will add an *icon* on your desktop that you can double click the next time you want to sign in. Enter your email and click **Submit**. If prompted to enter your first and last name, do so.

Step 1 : This will be filled in with your information from the email address you entered at the sign in screen.

Step 2: Click on the drop down arrow and highlight a *Location* that you want the work to be done at and click the mouse. Follow the same steps for *Building* and *Area* **if selections are available*. Also be sure to **type** in your Area description or Room #.

Step 3: Select the icon that best describes your problem and click on it.

 **Maintenance Help Desk:**
Click here for Maintenance Emergency Contacts.
Click on the problem type below that best describes your issue.

 Alarm	 Appliance Repair	 Asphalt	 Athletic Fields
 Bleachers	 Boiler	 Burglar Alarm	 Carpentry

Step 4: Type in your description of the problem

Step 5: Type in the best time for a technician to come by *if available*

Step 6: Click on the drop down arrow and select a purpose code *if available*

Step 7: Type in a when you would like the work to be completed (Click on the calendar to choose a date or type in a date in this format 12/06/08) *if available*

Step 4 Please describe your problem or request.

Step 5 Time Available for Maintenance

Step 6 Purpose
-- Select Purpose --

Step 7 Requested Completion Date

(A valid date is required. Text is not accepted, but you may leave it blank. Click here for assistance in date entry.)

Step 8: Type in the submittal password of : **luther**

Step 9: Click submit

After you click submit, the screen will refresh and go to the *My Request* Tab.

Work Request
Schedule Request
My Requests
My Settings
Help

My Work Requests | My Schedule Requests |

My Work Requests

Request Totals
 14 Complete

Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request.

Search for "

Search this results for: Show All

1 - 10 of total 71 listed

Previous 10 Next 10 ▶

<input type="checkbox"/> Status <input type="checkbox"/> Area <input type="checkbox"/> Area Number <input type="checkbox"/> Purpose	<input type="checkbox"/> Location <input type="checkbox"/> Building <input type="checkbox"/> Description	<input type="checkbox"/> Action Taken <input type="checkbox"/> Request Date <input type="checkbox"/> Type	<input type="checkbox"/> Complete Date
Complete	Maintenance Facility	No Action Note 11/18/2004	11/19/2004
General Maintenance	3171 Please move box and roll of blueprints to war room. Get key from Frank or Jill. It may take 2 people to carry these.		

On this screen you will see up to date information on your request including the status, work order number and action taken notes. You can click on the number next to the status description to see all request marked with that status. You can search for any work order request by typing in a key word in the **Search** box and clicking on **GO**. This will pull up any of your requests with that word in it. (ex: keys would pull up any request dealing with keys).

Click on the **Work Request** Tab to input a new request.