LUTHER COLLEGE

POLICIES AND PROCEDURES

Department:

Facilities Services

Subject:

Work Order Processing

Date Issued:

November 14, 2005

October 1, 2011

Date Revised: 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

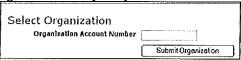
All work orders entered into the work order system are maintained by Facilities Services.

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 <u>first time user</u> 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 1	☑ Indicates required information. Please be yourself, click here if you are not Jill Briley					
	First Name	Last Name	Email			
	[1/]]	Birle;	brileyjelakotravis txed.net			
	Phone 🗹	Pager	Cellular Phone			
	53,4-6060					
Step 2	Location 🗹					
	Select Location					
	Building					
	Select Building					
	Area		Area/Room Number 🗹			
	Classroom	<u> Y </u>	302			

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		
8leachers	(M) 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

Stop d	Please describe your problem or request. 🗹				
3.00	Lieuze nezerine kani hionisii ni isdae20 73				
•					
Step 5	Time Available for Maintenance				
Step 6	Purpose				
	·· Select Purpose ·· V				
Step 7	Requested Completion Date				
	(A valid date is required. Yext 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 14Complete 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 this results for: GO Show All 1 - 10 of total 71 listed Next 10 ▶ ={Stotus Location **D**Complete Action Taken □Area □Area Date **_B**Building Request Date **_**Description Elypo Number **⊒**Purpose Complete Maintenance Facility 11/19/2004 No Action Note 3171 Please move box and roll of blueprints to war room. Get key from Frank or Jill. It may take 2 people to

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 the to 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.

General Maintenance

carry these,