



COLLEGE OF
MOUNT SAINT VINCENT
FACILITIES DEPARTMENT

Facilities Work Order System Procedure & Guidelines

Updated August, 2017 – REV. 4

The following are the procedure and guidelines to utilize the College of Mount Saint Vincent Facilities Department's work order system. The system is email-based and allows you to enter work orders as well as track them directly from your College of Mount Saint Vincent email address.

Identification – *What is a work order?*

A work order is a request to Facilities for Maintenance, Custodial or Grounds needs. Examples of Maintenance requests include but are not limited to a light out, broken/malfunctioning window, bathroom fixture not functioning, etc... Examples of Custodial requests include but are not limited to a cleaning request, stocking supplies in bathrooms, changing or installing new shower curtains, etc...

Please note, the Facilities department **does not** handle/coordinate the following:

- Cable TV issues. Please contact Bob Williams via email at robert.williams@mountsaintvincent.edu
- Internet issues, phone issues, Audio/Video issues. Please contact the CMSV Computer Helpdesk at extension x3340 or helpdesk@mountsaintvincent.edu for these issues
- Laundry equipment issues. Please contact Residence Life at extension x3226
- Security issues. Please contact Security at extension x3434 or x3722
- Campus Events and Catering requests. Please contact Campus Events and Catering at extension x3204 or campusevents@mountsaintvincent.edu
- Capital or Furniture requests. Please contact Operations at extension x3401 or operations@mountsaintvincent.edu

Procedure – *How do I enter a work order?*

Using the college's work order system, you will have the ability to enter and track work orders simply by sending an email from your CMSV email address. The system will then send you updates every time there is a status change to your request. The following is the procedure for entering and tracking work orders:

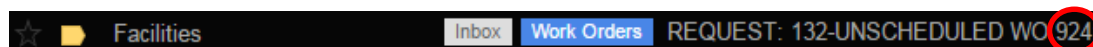
- Compose an email TO: facilities@mountsaintvincent.edu
- The **SUBJECT** line may include a brief description of the issue (i.e. "Spellman 201 Dead Keypad).
- In the **BODY** of the email, list the following details of your work request exactly as shown below:
[YOUR FULL NAME]
[BUILDING NAME]
[BUILDING FLOOR]
[ROOM #]
[SPECIFIC LOCATION WITHIN THE ROOM] (ex. "beneath window, left side of door, etc...")
[A DESCRIPTION OF THE PROBLEM OR CONDITION WITH AS MUCH DETAIL AS POSSIBLE]
[PHONE NUMBER AS AN ALTERNATE WAY TO CONTACT YOU]

Follow Up – What happens next?

- Your initial email request will receive a response to the email address you sent it from noting your request has been assigned a **request number**. This number will be your way of tracking your request with the Facilities department. An example of how the email will look in your inbox is shown below. From that point, your request will be reviewed and determined if it is a valid request.



- If your request is determined to not be a Facilities issue, you will receive an update email denying your request noting that it needs to be requested through another department
 - If your request is determined to be lacking information needed, you will receive an update email denying your request and noting what further information is needed
- If your request is determined to have all necessary information, it will be turned into a work order, and the system will send a second email to you noting your work order number. This number will be your way of tracking your work order with the Facilities department. An example of how the email will look in your inbox is shown below.



- When your request is assigned to a staff member to be completed, the system will send a third email to you noting the work is now “IN PROGRESS” (please note, depending on the specific priority assigned to the work order, the “in progress” period (time before work order is addressed by a staff member) depends on the severity of the issue and the availability of the right technician to complete the work). The system will send an email every time there is a status update to your work request
- When your work order has been completed, the system will send you a final email noting the work has been completed.

Further Information

Urgency – What if I feel my work request needs to be completed before the 30-day period?

If you deem that your issue requires urgent response, please explain why urgency is necessary as part of your work request DESCRIPTION. We will try our best to accommodate your needs.

Emergencies – What if my work request is an emergency and/or involves a life safety issue?

If your request requires immediate emergency attention (Life Safety Issues), please contact security at extension x3434 to request immediate radio/phone communication with Facilities for an emergency response.

Status Updates

If you have received a status update email and you do not agree with its status OR the problem returns, please contact facilities at extension x3211, and explain your condition or note the work order number in a new work request via email.

Further Information (Cont'd.)

No Email – What if I am not able to send an email?

If you do not have the ability to use email, you can also call the Facilities department directly at extension x3211 (718-405-3211) to report a problem or initiate a work request.

We look forward to serving you and make it our business to provide the best possible service within the resources that we have available, and to constantly improve our processes and efficiencies to make your time here at CMSV as pleasant as possible.

Sincerely,

CMSV Facilities Department, (718) 405-3211