

Facilities Information Sheet

EMERGENCY 'Maintenance' Need:

During normal operating hours:

- Dial Ext. 3810 (910-695-3810), or
- notify any technician who may be nearby, or
- contact the Switchboard (0).

After normal operating hours:

- Facilities On-call Technician (910) 639-9679 **for Facilities Emergencies Only**
- Contact Steven Garner, Facilities Director (910) 585-3125

Emergency situations include potential health, safety and/or environmental hazards (i.e., overflowing toilet, smell of vapors, major water leak, etc.)

Non-Emergency Work Request(s):

On Campus (from a computer into which you are logged):

- Double click the **Maintenance Work Request** icon on your office desktop.
- Please be sure to indicate day, date and time for any time-sensitive work requests including setups and/or resets.
- Complete All fields in the **Request Details** section
- If needed, **Upload Document/Image** by clicking "Browse" and locating and attaching the relevant file.
- Select "Submit".
- Congratulations! Your request has been received.

Off Campus:

- SCC Website (www.sandhills.edu)
- 'For Faculty & Staff' link at the bottom of the page
- 'Maintenance Work Request' link (under the Physical Plant subheading)
- You will be prompted to enter your SCC email and password
- Please be sure to indicate day, date and time for any time-sensitive work requests including setups and/or resets.
- Complete All fields in the **Request Details** section
- If needed, **Upload Document/Image** by clicking "Browse" and locating and attaching the relevant file.
- Select "Submit".
- Congratulations! Your request has been received.

Moves/Setups:

- **Please submit your request at least one (1) week in advance.**
- Coordinate the move of computers, printers, and/or other IT-related items with the IT Department. Our technicians are not authorized to move such items.
- Prior approval from your Department Dean/Supervisor is required prior to the move of furniture.
- Due to the risk of injury, our staff will not move desks, file cabinets, bookcases, etc. if they are full. Please remove the contents of such items and place them in small boxes.

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Moves/Setups (continued):

- Please consider the following when planning your moves:
 - Heavy items that pose a risk of injury to our technician(s) may require utilizing an outside moving contractor.
 - If an outside moving contractor is needed, the requestor is responsible for establishing and scheduling the contract.
 - Contracting with a moving company may delay your move.
- Please be prepared for your move.
 - One of our team members will contact you to schedule the date/time of your move.
 - We will reschedule if you are not ready to move at the appointed time.
- Please notify the Physical Plant Department office staff when you cancel an event that requires our assistance. We will address work orders related to the event.

Office/Room Key Request(s):

The key request process is now electronic. Please complete the appropriate Key Request form:

Key Requests must be submitted to your direct supervisor in the Etrieve system.

- SCC Website (www.sandhills.edu)
- **'For Faculty & Staff'** link at the bottom of the page
- **'eforms'** link under the 'Tools' subheading
- **'Forms'** under the 'Forms' subheading
- Scroll down to the 'Facilities' subheading and click **'Key Request'**.
- Complete the online Key Request Form.
- Click **Submit To** in the bottom left corner of the form.
 - Click the box next to **Employees**.
 - Click inside the **Search** field.
 - Type the key recipient's immediate supervisor's full name.
 - Click the circle next to the supervisor's name.
 - Click **Send To Selected** at the bottom of the window.
 - You submitted your Key Request.
- The employee for whom key(s) were made will receive regular system generated emails until the key(s) are retrieved.
- Keys that are not retrieved within 30 business days will be returned to inventory.
- Please refrain from submitting key requests if an employee or authorized personnel will not be able to pick up the keys within 30 business days.
- We record all keys issued according to the employee's name.
- Upon departure from Sandhills Community College employment, it is the employee's responsibility to return all keys to the Physical Plant Department.
- Please do not exchange office keys without informing the Physical Plant Department.

Area Access:

Please contact the Campus Safety and Security Department (office: 910-695-3831; cell phone: 910-690-2762) for access to rooms which are locked.

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FedEx Overnight Shipments:

FedEx Overnight packages must be received in our department no later than 1:00 p.m. for same day pickup. If a request is called in after 1:00 p.m., FedEx will **not** make a pickup until the following day.

VERY IMPORTANT: Please submit a work request via the **Maintenance Work Request** system, Asset Essentials, if you would like one of our technicians to pick up your package within a specific time frame. Provide the following information with your FedEx shipment(s):

- Name of recipient
- Street address of recipient (no P.O. Box #'s)
- City, State, Zip Code
- Phone Number of the recipient

Use of college vehicles (SCC Fleet):

Please refer to the Use of College Vehicles Policy found in **Section 2.9.6** of the **Policies & Procedures Manual**. Vehicle reservations may be made up to three (3) months in advance of the current date and are processed first come first served when requests contain complete data. You must submit your request via the Maintenance Work Request System:

On Campus:

- **Maintenance Work Request** desktop icon
Please include the following:
 - Specific date and time for vehicle pickup
 - Specific date and time for vehicle return
 - Type of vehicle needed
 - SCC fleet is comprised of sedans, minivans, and 15-passenger vans.

Off Campus:

- SCC Website
- 'For Faculty & Staff' link at the bottom of the page
- 'Maintenance Work Request' link (Under the Physical Plant subheading)
- Follow the prompt to enter your SCC email address and password.
- Provide information next to the ○ bullets under 'Please include the following:' above.

Contracted Service Representatives

All contracted service representatives are required to report to the McKean Campus Services building to:

- Sign in as a Contractor(s)
- Receive a Contractor Badge
- Sign out at the end of the service call
- return contractor badge

If a representative(s) of an off-campus services vendor is in your area without a contractor badge, please direct them to McKean Campus Services. This policy is in place for the safety of all individuals on our campus.

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Who do you call?

<u>Position</u>	<u>Name</u>	<u>Extension</u>	<u>Phone #</u>
Office Coordinator	Ellen Spencer	3810	910-695-3810
Facilities Compliance Specialist	Samantha Mackay	2855	910-246-2855
Facilities Admin. Asst.	Charla Matthews	3889	910-695-3889
Construction & Safety Director	Ken Dowdy	2869	910-246-2869
Maintenance Director	Dennis Holder	3837	910-695-3837
Grounds Director	Mark Pracht	2074	910-693-2074
Housekeeping Director	Kenneth Collins	4962	910-246-4962
Mail and Shipping Clerk	JP Easterly	3812	910-695-3812
Evening Hours Team Lead	Glen Barner	-----	910-638-2541
Evening Hours Team Lead	Derwin Royster	-----	910-638-2889
Evening Hours Team Lead	Michael Watts	-----	910-638-0017
Evening Hours Team Lead	Demario Terry	-----	910-773-9289
Director of Facilities	Steven Garner	3811	910-695-3811

After normal operating hours - for Facilities Emergencies Only:

Facilities On-call Technician	-----	-----	910-639-9679
Director of Facilities	Steven Garner	3811	910-585-3125