

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):

- Select  your **Maintenance Work Request** desktop icon.
- 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 moving 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 moving 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):

- If our team determines that moving a heavy item carries a risk of injury to our technician(s), the requester for the work may need to contract a moving company, which may delay the date/time of the move. Please consider this when planning moves.
- 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.
- When an event requiring our assistance is cancelled, please notify the Physical Plant Department office staff. 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 and send to your **direct** supervisor for approval.
- The recipient of the key(s) will receive system generated emails when the key is ready for pick up & regularly until it is retrieved.
- Keys that are not retrieved within 30 days will be returned to inventory.
- Please refrain from submitting key requests if recipient/authorized personnel will not be available to pick up key within 30 days.

Office/Room Key(s):

Please do not exchange office keys without informing the Physical Plant Department. Personnel are responsible for keys according to the most recent Key Request Form on file.

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.

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

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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 five sedans, two minivans, and two 15-passenger vans.
 - The presidential sedan requires prior VP approval to use.

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 ID badge
- Sign out at the end of the service call

If a representative of an off-campus services vendor is your area without a Contractor ID badge, please direct him/her to McKean Campus Services. This policy is in place for the safety of all individuals on our campus.

Who do you call?

| <u>Position</u> | <u>Name</u> | <u>Extension</u> | <u>Phone #</u> |
|--------------------------------|-----------------|------------------|----------------|
| Office Coordinator | Ellen Spencer | 3810 | 910-695-3810 |
| Part-Time Office Coordinator | Samantha Mackay | 2855 | 910-246-2855 |
| Facilities Adm. 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 Supervisor | Jarris McNeill | 3813 | 910-695-3813 |
| Director of Facilities | Steven Garner | 3811 | 910-695-3811 |

After normal operating hours:

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|--|--------------|
| Facilities On-call Technician for Facilities Emergencies Only | 910-639-9679 |
| Director of Facilities Steven Garner | 910-585-3125 |

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- Please notify the Physical Plant Department office staff as soon as possible of a need to cancel and previously submitted setup request.