

Facilities

MANAGEMENT

Guide



Sinclair
Community
College

Facilities Management Directory of Services

Administration

Director	4529
Administrative Assistant	4529
Information Systems and Programs and Key Control Advisor	4529
FAX	2386

Service Control

Service Control Center	3090
FAX	2383

Grounds

Service Control Center Supervisor	3090 2813
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HVAC

Service Control Center Supervisor	3090 2867
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Maintenance

Service Control Center Supervisor	3090 2733
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Planning & Construction

Manager	3048
Administrative Assistant	3048
FAX	4592

Custodial

Service Control Center	3090
Day Supervisor	2549
Building 12/13 Coordinator	5151
FAX	3134
After Hours	

Campus Police

2700

A Guide to Sinclair Facilities Management

Introduction

Welcome to Sinclair Community College Facilities Management department. This department is committed to providing excellent service in support of an environment that fosters innovative, well-maintained and progressive educational facilities.

Overview

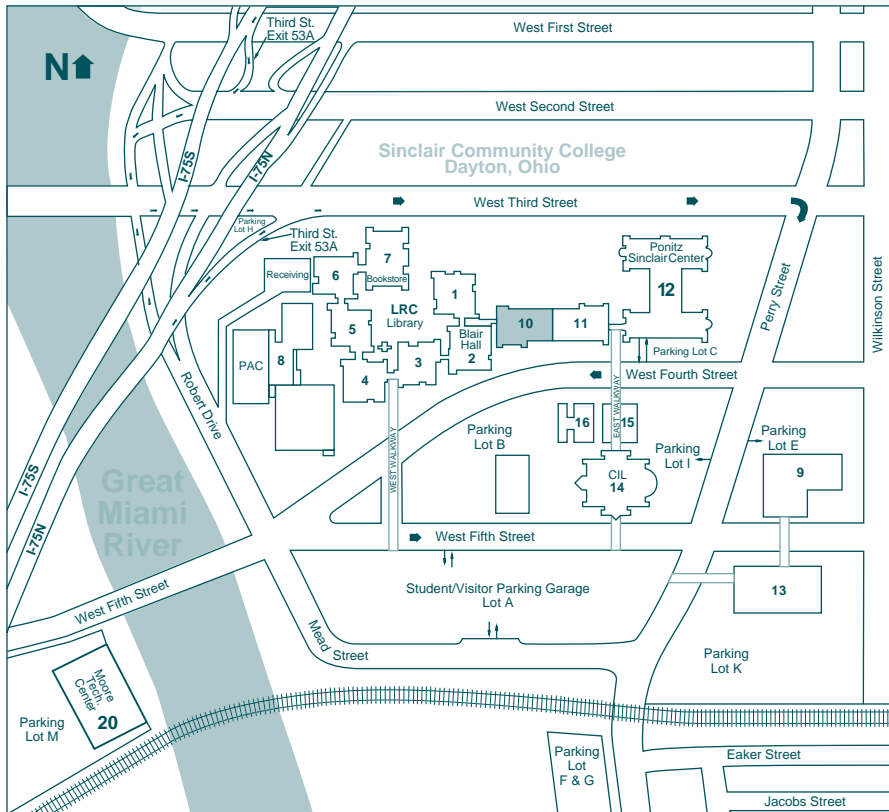
Facilities Management is responsible for all buildings, support equipment, utilities, and grounds on campus. This includes, but is not limited to:

1. Repair and maintenance of campus structures and the equipment that supports the functions of the building.

2. Repair and maintenance of campus utility service systems, including electrical, gas, water, and air; and all mechanical control systems for these services.
3. Planting and care of trees, shrubs, flowers, and lawn areas (excluding those used for standards and can present hazardous situations as well as ineffective expenditure of funds). These items can also violate the college's agreements with insurance carriers, building codes and other regulations.

Any questions regarding facilities modifications should be addressed to the Facilities Management office, Building 7, Room 7212, extension 4529. See back cover for contact directory.

Sinclair Map



Building	Location
10	Admissions
10	Bursar
7	Campus Police
17	Facilities Management
7	Human Resources
16	Part-time Faculty Support Services
16	Publications
10	Registrations
7	Tartan Campus Store
7	Tartan Market Place

Other Campus Information

Utilities

- The Facilities Management office is responsible for providing and distributing utility support to the campus.
- Utility interruptions or shutdowns are occasionally required to make necessary repairs or alterations to existing systems. Facilities Management schedules the shutdowns with consideration for the minimum work loss and inconvenience to customers who depend on these vital support services.
- Nothing may be added to the supporting infrastructure without prior approval from the Facilities Management department. This includes water, gas, electric, telecommunications, telephone, alarms, or any other underlying support structure of the campus.

Handbills & Flyers

Handbills and flyers may NOT be attached to structures or natural features of the campus. This includes sides of buildings, doors, windows, walls, bridge glass, trees, stakes, fences, fence posts and trash receptacles. Painting or writing on walls, roads and walkways is also prohibited. Taped announcements found on campus walls will be taken down and discarded and the originator may be held responsible for damage to painted surfaces. Service Control can provide magnets for the purpose of hanging temporary announcements.

How to Work with Facilities Management

Sinclair Community College has approximately 55 acres and over 1.7 million square feet of building space to maintain. Because of this large area of responsibility, Facilities Management has been organized into the following elements:

- 1. Administration:** Coordinates and directs departmental objectives with the department's supervisors and as directed by the vision and mission statements, the college administration, and the college's board of trustees. Manages the campus key system, oversees energy use and conservation efforts.
- 2. Service Control:** Serves as the main point of contact for the college on facilities issues. Receives, sorts, prioritizes, and distributes requests to the appropriate departmental supervisors to be assigned to specific craftsmen.
- 3. Maintenance:** Maintains and repairs electrical services, carpentry requests, roof systems, painting, and setups. Provides other services as needed.
- 4. Heating, Ventilation, & Air Conditioning (HVAC) and Plumbing:** Maintains and repairs the HVAC and plumbing systems campus-wide.
- 5. Buildings & Grounds:** Maintains grounds and sidewalks, performs snow and ice removal as needed, oversees the campus custodial contractor and recycling program.
- 6. Planning & Construction:** Plans and manages all construction projects on campus, generally as identified through the budget process and the campus master plan.
- 7. Campus Police:** Although not a part of the Facilities Management department, the Campus Police is the after hours point of contact for facility related emergencies. When informed of an emergency, the police contact the appropriate facilities personnel to handle the situation.



Other Campus Information

Facilities Management Related Noise

Noise that disrupts classes or meetings is a serious problem and Facilities Management always attempts to schedule work with high noise potential in times likely to be the least disruptive. In some instances, such as emergency repairs or unforeseen circumstances, it is not always possible to delay or schedule them during times that are not disruptive. When noise is bothersome, please call Service Control at extension 3090. It may not be feasible to indefinitely stop the task being done. However, the department will do everything possible to minimize the disturbance.

Customer Feedback

The department recognizes the importance of listening to campus customers. There are two basic methods to let Facilities Management know how effective service is. First, is the annual customer survey. Secondly, after each work order is completed, the craftsmen will leave a customer satisfaction feedback form. This lets Facilities Management know that the job was accomplished correctly, and to the customer's satisfaction. Customers are encouraged to be responsive by letting Facilities Management know what they did or didn't like about the work. The department always welcomes a call to identify a problem or to say what went well. Call Service Control at extension 3090 or Facilities Management at extension 4529.

Requesting Facilities Management Services

Supplemental Facilities Management Services

Hazardous Waste Management

Those who have hazardous waste, or have any questions concerning hazardous waste management, should call Facilities Management at extension 4529. If there is a spill or perceived emergency, call Service Control at extension 3090 or Campus Police immediately at extension 2700.

Personal household generated hazardous materials are not authorized for disposal on campus.

Consideration should be given to minimize the use of materials containing hazardous components.

MAXIMO Work Request

Please see Sinclair's Intranet home page at [HTTP://intranet.sinclair.edu](http://intranet.sinclair.edu) for online instructions for MAXIMO work requests.

Requesting Facilities Management Services

There are two major methods for requesting services from Facilities Management department. Routine requests are submitted as work requests to Service Control on a daily basis. Requests for projects are submitted as building improvement requests during the annual budget process.

1. Service Control: Emergency requests (requiring immediate attention) should be called in directly to extension 3090. Requests for routine maintenance or repairs should be submitted on a MAXIMO work request via the Sinclair Intranet home page. Service Control will review requests and prioritize them into three categories: Emergency, Urgent, and Routine.

2. Planning & Construction: Reviews all building improvement requests submitted through the normal budget approval steps. This office also generates projects based on information from others in the Facilities department for major repair work to campus structures and systems. Other projects may be identified through the campus master planning process. Projects are broken into three categories:

- Capital projects that are strictly funded by Sinclair Community College funds. These are projects that are large in nature and usually over \$50,000. These include remodeling, renovation, preventive maintenance, and life-cycle replacement.
- Capital projects that include funds from both Sinclair Community College and state funds. These are the same type of projects, but are usually more detailed and complex in scope and cost. These could also include new construction and major renovations.
- Projects that are under \$50,000 that would be funded as a result of approval from the board of trustees during the annual budget submission. These projects would include minor renovations, lifecycle replacements, classroom, lab and facilities enhancements, etc.

Requesting Facilities Management Services

Special Requests

Set Up for Events

- Submit requests to have furniture set up for special events on a MAXIMO work request. If the department does not have full ownership of the space where a set-up is to take place, that department should be sure to coordinate with the appropriate office (usually Corporate & Community Services) prior to submitting the work request. Be sure to allow at least two weeks for set-up requests to be processed. Remember to include both set-up date/time and pick-up date/time. If necessary, FAX sketches or diagrams to Service Control at (FAX) 512-2383 and include the work request number.

Furniture Moves

- Requests for removal of surplus or broken furniture or equipment is submitted on a “Capital Assets” request form to the manager of the Tartan Campus Store, extension 2506. The Mail Center personnel will remove items after they receive signed request

from the bookstore manager. Leave surplus items in their present location until the Mail Center can remove them. PLEASE do not place items in hallways or leave them leaning or propped in such a way that they might fall.

- Requests for relocation of items or furniture from one room to another, even within the same department, is submitted on a “Capital Assets” request form to the manager of the Tartan Campus Store, extension 2506. Once the form has been submitted, create a MAXIMO work request and include the description that a “Capital Asset” form has been created. The Tartan Campus Store will FAX the completed capital asset form to Service Control and they will attach it to the work request when it is received.

Key Requests

The general campus policy on issuance of keys is as follows:

- No student assistants will have college keys issued to them.
- All full-time faculty, staff, permanent part-time staff and regular adjunct members can get keys issued to them.
- Requests for keys to doors and/or card swipe access must be submitted on the Sinclair Key Request form. Forms may be obtained through Service Control in Building 17 or the campus Mail Center in Room 6040. Requests must contain the signatures of the department chairperson and dean/director.
- These keys are the individual’s responsibility until termination of employment from Sinclair Community College at any time and for any reason. Human Resources helps enforce this policy. Upon

termination, individuals will be provided a checkout sheet from Human Resources that require a signature from Facilities Management indicating that keys have been returned.

- Part-time faculty and special adjunct may have keys issued to them with the approval of their department chairperson and dean. These keys will be requested through the same channels as previously identified. The Key Control advisor will review these and, if all is in order, the request will be sent to the Part-time Faculty Support office located in Building 16 for issuance.

Requests for keys to file cabinets, drawers and other miscellaneous type key requests may be submitted on a MAXIMO work request.