Facilities Management: General Policies

Policy/Procedure

Facilities Management Mission

To maximize the effectiveness and efficiency of allocated resources to provide excellent service and to enhance and protect the College's physical assets.

Facilities Management Vision

For all of Dickinson's facilities to be safe, functional, comfortable, modern, easily maintained, durable, sustainable, flexible, and fully supportive of the all College programs and missions. For the department to be considered an important strategic planning resource and a crucial player in the College's future aspirations to become one of the best College's of its type in the World. For the department to be considered a first class service organization that supports College programs, the College community and visitors.

For Dickinson's facilities to be maintained to such a degree that they attract students to the College, support students and faculty in all their endeavors, and endears alumni to the College. For the facilities to be a reason for prospective students to come to Dickinson; a reason for existing students to be happy and satisfied while attending Dickinson; and a reason for Alumni to think fondly of the College and encourage them to return often and act charitably towards Dickinson.

For our staff to understand the College's and the Department's Missions and Visions. For our staff to have opportunities to advance and grow professionally. To involve the staff in the planning and decision making processes. To support the staff and ensure that they understand how important they are to the College.

Addressing Maintenance Issues in Offices and Residence Halls

The best way to get a maintenance problem in your room, office or building addressed is to submit a work order yourself. It is always best and most effective if the person who has the problem or first noticed it is the one to submit the work request. That way, if a member of the Facilities Management staff has a question, s/he will know whom to contact. If for some reason, you cannot submit the request yourself, please give as much information as possible to the person who will be submitting it for you.

Work Order System

To use the work system for the first time, go to www.dickinson.edu/repairs where you will be asked to enter your email address. If you are new to the system, it will ask that you enter your last name to continue. It will then ask you to enter your first name, email address and phone numbers. Once this is done, you are registered and can begin using the system. To submit a work order, (Step 2)choose the type of building you are in from the “Location” pull down menu and
then choose your building and the room number locations within the building where the problem exists. Select the type of problem you have (Step 3) and enter a description of it (Step 4). Put in the date you are requesting the work to be completed by (Step 5) and enter the password, which is ‘password’ (Step 6) and hit Submit (Step 7). If your request includes multiple crafts, such as moving furniture and painting, please submit a separate work order for each trade.

**Responding to Work Orders**

Every work order that is entered into the system is assigned by a member of the Facilities office staff to a technician. Assignments are prioritized based on a number of factors that include emergency or safety issues, time of day the request is made, requested completion date, or availability of technicians or materials. You will receive a notification email letting you know that your request has been received and the current status it has been given. You will also receive notification if the status changes or if the request is a duplicate or is being declined. Finally, you will receive notification when the technician assigned to your request files it as complete.

**Heat and Air Conditioning**

There is not an exact schedule for making the change from cooling to heating – and vice versa – but we do our best to keep everyone as comfortable as possible in an efficient and sustainable manor. The College’s temperature policy calls for an occupied target temperature of 68 degrees +/- 2 degrees for the heating season and an occupied target of 74 degrees +/- 2 degrees in the cooling season. The most challenging times of year are the spring and fall when outdoor temperatures can change rapidly from hot to cold – even within the confines of a single day. At Facilities Management, we refer to these as the ‘shoulder seasons’. The mechanical systems in most of our campus facilities are not able to react to rapid changes from heating to cooling (and vice versa). Therefore, we attempt to use the outside temperatures to our advantage, as much as possible, and to provide limited heating and cooling to buildings during these time periods. One Shoulder Season is in October and November, when it is generally too cool outside to air condition spaces, but too warm to heat spaces. As soon as the outdoor temperatures are forecasted to become consistently cold enough to necessitate heating, the buildings are switched from cooling mode to heating mode. The other Shoulder Season is in April and May, when it is generally too cool outside to air condition spaces, but too warm to heat spaces. As soon as the outdoor temperatures are forecasted to become consistently warm enough to air condition, the buildings are switched from heating mode to cooling mode. Since the weather is fickle, and varies from year to year, we ask for the cooperation of the campus community during the Shoulder Seasons. Please note that personal space heaters are not permitted on Campus. If you feel your space in exceptionally cold or hot, please submit a work order and an HVAC technician will check the area.

**Key Replacement**

Students who lose their keys should contact the Res Life office at x1556. They will inform Facilities Management and we will contact you to coordinate a time to change your lock and issue a new key. Faculty and Staff can submit a work request to have their keys replaced.
Supplies for Self-Cleaning Residence Halls

If you live in a self-cleaning Residence Hall and need items such as toilet paper, trash bags, or cleaning supplies, you should submit a work request under the Housekeeping craft. In most cases, if the request is made prior to 2pm, the items will be delivered the same day.

Project Requests for Departments or Classrooms

Facilities Management conducts meetings each year with department heads to obtain project requests. These meetings are not mandatory, but are encouraged by Facilities Management. Project requests can also be made at any time during the year by requesting a meeting or simply sending in an email or phoning in the request. Requests are considered, prioritized, and ultimately scheduled into one of the next three fiscal years – or into the “beyond” category - simply meaning that the schedule is uncertain and that it does not appear to be possible to entertain the project request within the next three fiscal years.

Requests for Office and Classroom Furniture

Facilities Management maintains a warehouse that often contains used pieces such as bookshelves, desks, and file cabinets. If you would like to look in the warehouse for a specific item, you must call the Facilities main office at x1212 to make an appointment. Requests for new or replacement furniture, however, are much like project requests and are considered and prioritized based on a number of criteria. If possible, requests should be made prior to the beginning of the fiscal year so that the limited budget can be allotted accordingly. Furniture requests can be made by contacting our Design Technician, Jerilyn Kidd, at kiddj@dickinson.edu.

Office Supplies and Paper for Faculty and Staff

Copier paper is provided by the Service Center and can be requested through the work order system. Please order by the case and provide your department's account number with the request. All office supplies, including white boards, keyboard trays and floor mats are ordered through the Phillips Group (www.buyphillips.com). If an item needs installation, such as a keyboard tray, please submit a work order once the item is received.

Related Information

History/Revision Information

Responsible Office/Division:
Effective Date:

Last Amended Date:

Next Review Date:

Also Found In: Facilities Management Web Site (www.dickinson.edu/departments/facilities/)