

## E. Work Order Request Procedures

A completed Work Order form is required for requesting non-routine maintenance or special custodial services. Forms are not required to report a light out, a room too hot or cold, spills, trash needing disposed of, or similar routine matters. These may be reported directly to the Office of Maintenance and Operations by telephone at extension 3274 or electronic mail at [Maintenance@nsc.edu](mailto:Maintenance@nsc.edu). Work Order forms may be obtained from the Maintenance and Operations web page at <http://www.nsc.edu>.

To request services, complete the Work Order form and hit the "Submit" button at the top left of the page. For major work orders, obtain the appropriate Vice President's signed approval, and forward the approval to the Office of Maintenance and Operations. Work Orders must be received in sufficient time to allow for efficient planning and scheduling. Provide at least five working days advance notice or longer notice for more involved projects. Work Orders that provide less than five working days advance notice or that do not allow for sufficient lead time must have a memorandum attached which explains the reason for the lack of adequate advance notification and which justifies priority scheduling.

The Office of Maintenance and Operations will forward any Major Work Orders with a cost estimate, if applicable, to the Vice President of Finance and Administrative Services for approval. The work will then be assigned a priority and scheduled. The Office of Maintenance and Operations will coordinate the work with the persons/offices involved.

Contact the Office of Maintenance and Operations if assistance is needed or if there are questions regarding Work Orders.