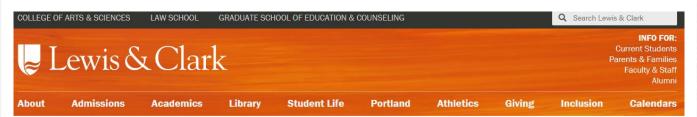


Entering a Service Request





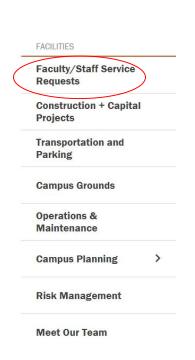
♠ / Offices / Facilities

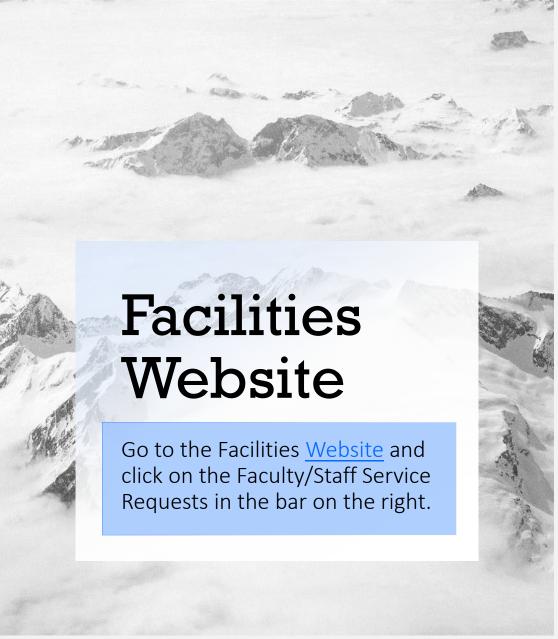
Facilities

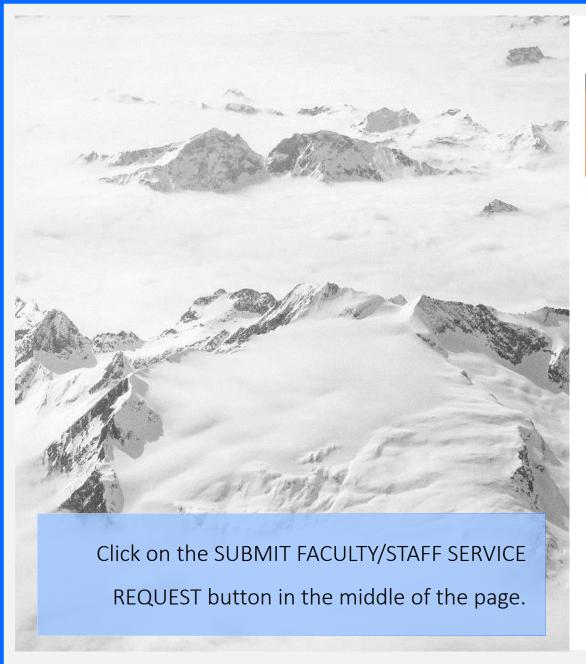




Fowler Student Center Soon to Be Beautiful Inside and Out









♠ / Offices / Facilities / Faculty/Staff Service Requests

Faculty/Staff Service Requests

See something broken or unsightly around campus?

Help us by submitting a service request. Include the building and room number with a clear description of what needs to be addressed.

SUBMIT FACULTY/STAFF SERVICE REQUEST

Learn how to submit a Service Request



FACILITIES

Faculty/Staff Service
Requests

Construction + Capital
Projects

Transportation and
Parking

Campus Grounds

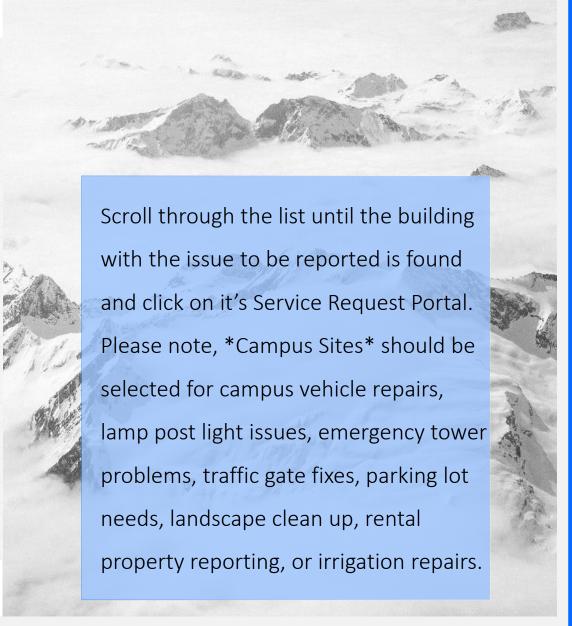
Operations &
Maintenance

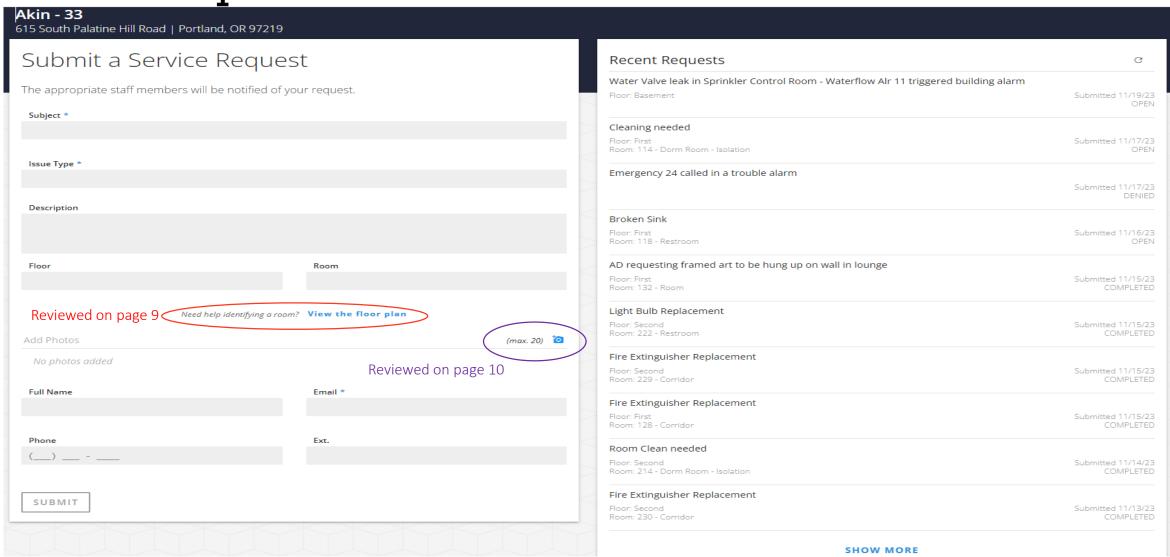
Campus Planning

Risk Management

Lewis and Clark College

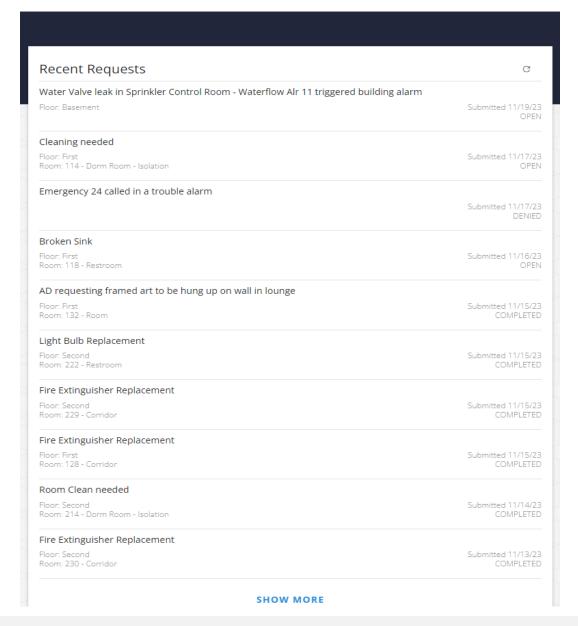
Search by name or address.. *CAMPUS SITES* SERVICE REQUEST PORTAL → 615 South Palatine Hill Road | Portland, OR97219 Akin - 33 SERVICE REQUEST PORTAL → 615 South Palatine Hill Road | Portland, OR97219 Albany Quadrangle - 14 SERVICE REQUEST PORTAL → 615 South Palatine Hill Road | Portland, OR97219 Alder - Forest Hall - 50A SERVICE REQUEST PORTAL → 615 South Palatine Hill Road | Portland, OR97219 Alumni Gatehouse - 32 SERVICE REQUEST PORTAL > 615 South Palatine Hill Road | Portland, OR97219 Biology-Psychology - 11 SERVICE REQUEST PORTAL → 615 South Palatine Hill Road | Portland, OR97219 BoDine - 12 SERVICE REQUEST PORTAL → 615 South Palatine Hill Road | Portland, OR97219 Boley Library - L2A SERVICE REQUEST PORTAL → 10101 South Terwilliger Boulevard | Portland, OR97219 Campus Safety - 30 SERVICE REQUEST PORTAL → 615 South Palatine Hill Road | Portland, OR97219 Central Plant - 51 SERVICE REQUEST PORTAL → 615 South Palatine Hill Road | Portland, OR97219 SERVICE REQUEST PORTAL → 1800 South Greenwood Road | Portland, OR97219 SERVICE REQUEST PORTAL → 615 South Palatine Hill Road | Portland, OR97219





Before filling out the Service Request, please check the items on the right hand side of the screen. These are all the recently requested services that will let you know if what you need to report is a duplicate. If the Service Request has not been reported, please continue filling out the submission form. If the issue is on the Recent Request, you may call the Facilities Services Front Desk at 503-768-7845 to request details. Please make sure you give the person answering the phone the building name, the title of the Service Request, and if the request is open or completed.

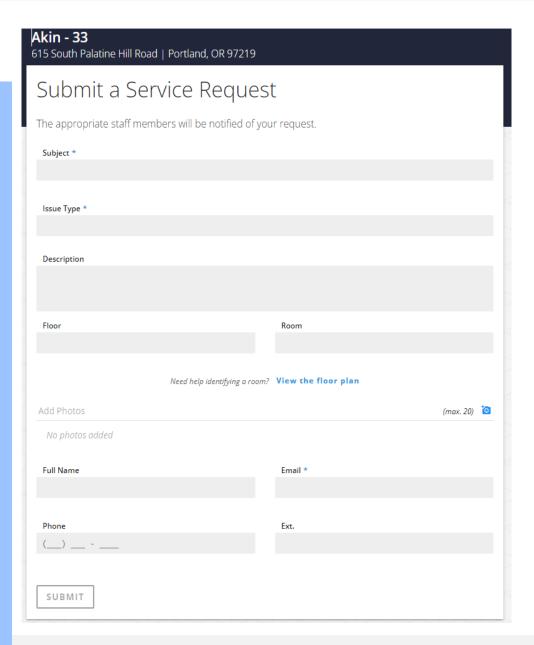
Please enter separate Service Request for each repair item needed in an area/room. Different Trades work on different repair needs.





Filling out the Service Request completely is crucial for the Facilities Services Staff to find, repair, and close the issue in a timely manner.

- Subject
 - Write a quick summery of what is needed
 - i.e. Replace lightbulb
- Issue Type
 - This is a drop down feature
 - Scroll through list to find service needed or type in the field to find the service
 - i.e. Light Bulb Replacement
- Description
 - Be as descriptive as possible in this section
 - The more details our Team has, the better we can serve you
- Floor
 - If you know the room number, you can skip this section
 - Entering the room will auto populate the floor level
- Room
 - Enter the room number in this section
 - If you do not know the room number or it is in a hallway, see the next slide
- View the floor plan
 - See the following slide for information on this link's use
- Camera icon
 - Allows photos to be added to the Service Request
 - See the Camera icon slide for information on this icon's use
- Full Name
 - You must enter your name or your Service Request will be denied
- Email
 - You must enter your personal email or this Service Request will be denied
 - Do not use a generic department email in this section
- Phone
 - Enter cell number here
- Ext.
 - Enter campus phone extension here
 - Either a cell phone or extension line must be filled out or the Service Request will be denied
- Submit



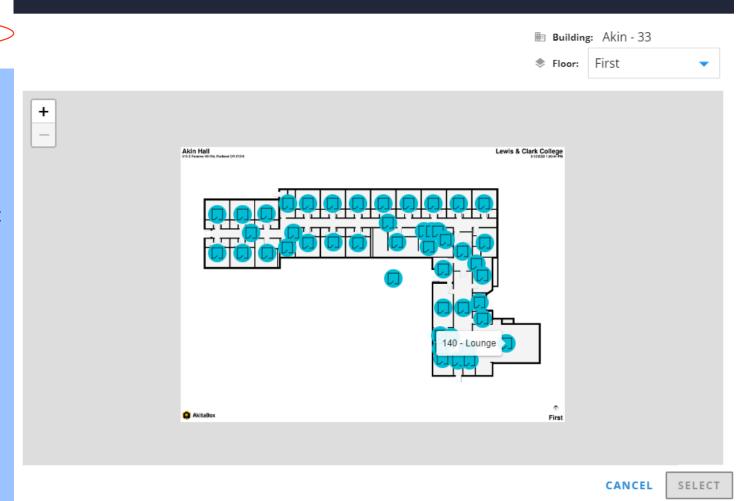


Select a Room

Need help identifying a room? View the floor plan

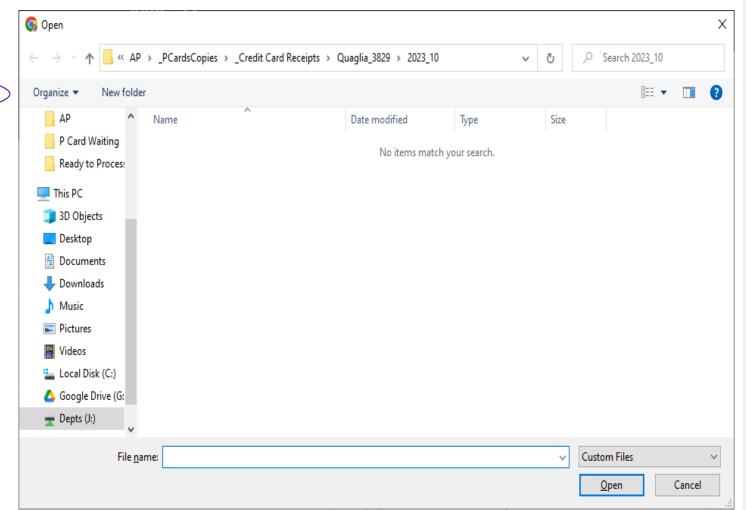
If you are unsure of the room number, click on the blue View the floor plan in the middle of the page and a Select Room pop up will open. Pick the floor in the upper right hand corner's drop down. This will generate the floor plan with the rooms on the screen. Simply hover your mouse over the room that the Service Request is needed, click on the room when found, and hit select. This will populate the floor and room numbers on the service request.

Please note that corridors, hallways, and lobbies all have room numbers associated with them. If you request is in one of these areas, be sure to include directions of the problem in the Description box. i.e. if you pick corridor 129 for a light bulb replacement and the light is nearest room 116, please add that notation to the Description.



Add Photos (max. 20)

Able to take a photo of the issue you'd like to report? Our Teams love photos. Simply click on the blue camera icon in the middle of the request page, which will bring up your folder pop up. Be sure you are entering the Service Request on the device that you have the pictures you took saved on it.



Our Facilities Front Desk will assign a priority to the Service Request you have sent in. Generally, all Service Requests will have a 30 day timeline for completion. Exceptions are for serious danger/damage like to following:

Emergency: Must be made safe in one day. This is for issues like an active fire or flooding that has an immediate impact on the safety of a building or people. Once the issue has been made safe, additional cosmetic repairs will be made within 30 days of the request.

High: Must be made safe in three days. This is for repairs needed for something that will not cause immediate damage, but could escalate quickly, such as a broken tree limb or hazardous clean up. Once the issue has been made safe, additional cosmetic repairs will be made within 30 days of the request.

Medium: Must be made safe in fourteen days. This is for items that can wait, but need to be addressed, such as security issues of a broken lock or a slow leak in a building. Once the issue has been made safe, additional cosmetic repairs will be made within 30 days of the request.

The 30 days for completion does not include ordering part/equipment lead times. Please call the Front desk at 503-768-7845 if you would like an update on your Service Request.

