

**CAROLINAS COLLEGE OF HEALTH SCIENCES
POLICY AND PROCEDURE**

Section I - Administration

SUBJECT: MAINTENANCE/REPAIR REQUEST ORDERS

REVIEWER(S): *Dean of Student Affairs and Enrollment Management**
Dean of Administrative and Financial Services
Manager, Institutional Technology

I. POLICY

In order to provide an environment that is conducive to learning and work, the College will provide for regular maintenance and repairs of the facilities, grounds and equipment. Maintenance and housekeeping services are provided through CCHS' corporate services agreement with Carolinas Healthcare System. Currently, CHS contracts with Lincoln-Harris to provide those services.

II. PROCEDURE

- A. Requests for building maintenance are processed through the college's *student services office*.
- B. The *student services* office will communicate the request to Lincoln-Harris' call center.
- C. The *student services* office monitors progress on each request and follows up on items that are not handled appropriately or in a timely manner.
- D. Requests for maintenance or repair are made to the following persons:
 - 1. Physical Plant *Student Services (Receptionist)*
 - 2. Computers/AV Equipment *Manager, Institutional Technology*
 - 3. Microscopes/Science Lab Equip *Director, School of Clinical Laboratory Sciences*
Director of General Studies
 - 4. Office Equipment *Business Office and Staff Assistants (photocopiers)*
 - 5. Lab/Med Equip *Learning Resource Specialist*
- B. The responsible person will communicate the request to the proper department per any applicable maintenance agreement.
- C. The responsible person will monitor the progress on each request and follow up on items that are not handled appropriately or in a timely manner. Examples of maintenance/repair requests:

Maintenance Contracts/Contacts

Xerox Business Services.....	Xerox machines
NCS.....	OpScan Machine
RJM.....	SONIS Web
Associated Microscope.....	Microscopes (GE & MT)
Video Systems of the Carolinas.....	AV Equipment
Source One	Imaging Equipment

Other Maintenance Issues

IV Pumps & Thermometers.....	Clinical Engineering
Telephones & Pagers	Communications
Mag Loc Doors & Digital Card Readers	Access Control

- D. The Maintenance/Repair Request Orders policy and procedure will be reviewed bi-annually.

III. APPROVAL

Name: _____ Title: President Date: _____