

Getting Facility & Engineering Support and Maintenance

Facilities & Engineering Department

Keeping "The Good" Good and Making "The Bad" Better

Overview

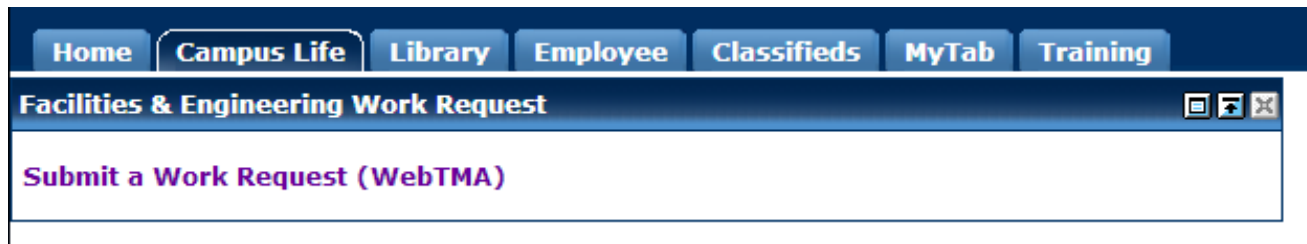
- Work Order Submission Process
 - WebTMA
- F&E Zone Maintenance Teams
- No Heat/No Cool Policy
- Vehicle & Boat Rentals

Where do I go?

Lesesne Gateway

Links

- [Academic Calendar](#)
- [Campus Maps](#)
- [Citadel Athletics](#)
- [Citadel Homepage](#)
- [College Catalogs](#)
- [Submit a Facilities & Engineering Work Request](#)
- [Submit a Room Reservation Request \(EMS\)](#)



A screenshot of a web navigation menu. The menu is a dark blue horizontal bar with several buttons: Home, Campus Life, Library, Employee, Classifieds, MyTab, and Training. Below this bar is a window titled "Facilities & Engineering Work Request" with standard window control icons (minimize, maximize, close) on the right. Inside the window, there is a link that reads "Submit a Work Request (WebTMA)".

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How Do I Submit A Request

WebTMA
POWERED BY TMA SYSTEMS

**THE
CITADEL**
Service Request

Requestor Name Jonathan Lewellyn
Phone # 3-1854
Requestor E-mail jlewelly@citadel.edu
Campus Name The Citadel
Building Name Bond Hall
Floor Code Bond 2nd
Room # 251-COMPUTER LAB - MULTIMEDIA
Request Type Desc Web Request

Action Requested
TEST TEST TEST

Notify Me

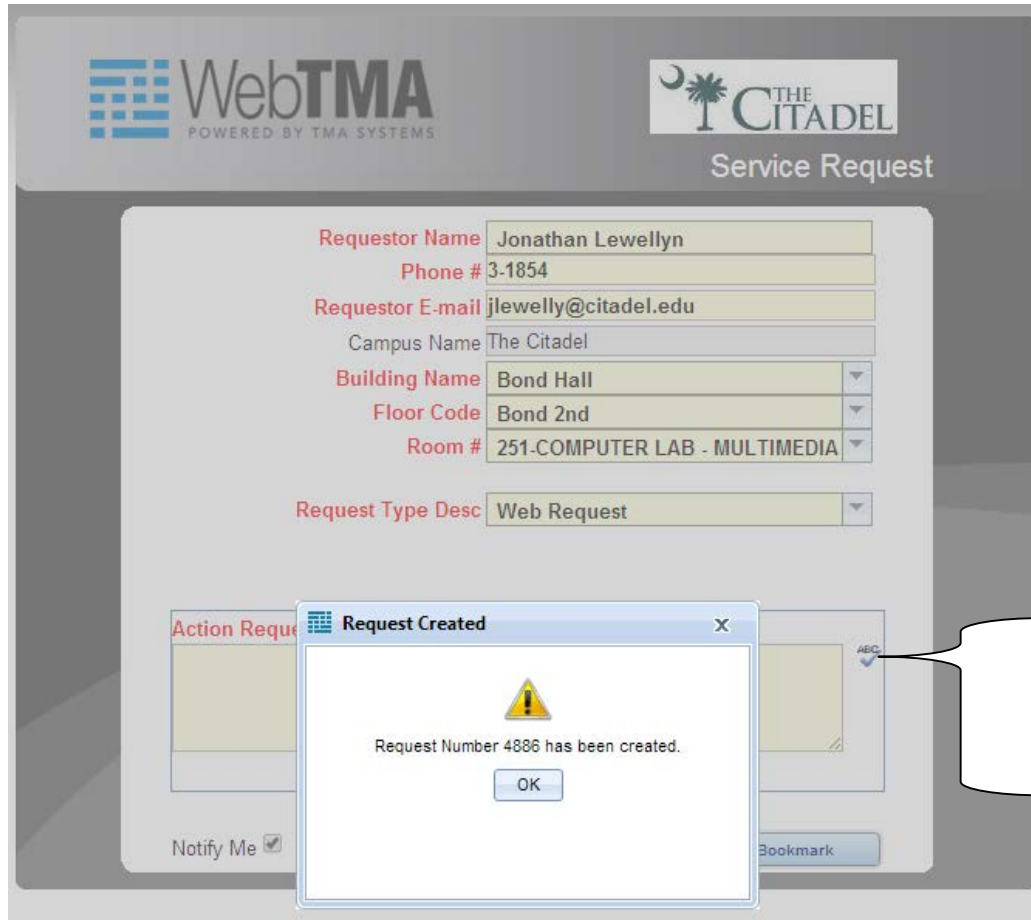
Requester inputs the following personal information

Use drop down menus to select building, floor & room #

Provide as much detail as possible

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Request Received



The screenshot shows the WebTMA Service Request form. The form is titled "Service Request" and includes the following fields:

- Requestor Name: Jonathan Lewellyn
- Phone #: 3-1854
- Requestor E-mail: jlewelly@citadel.edu
- Campus Name: The Citadel
- Building Name: Bond Hall
- Floor Code: Bond 2nd
- Room #: 251-COMPUTER LAB - MULTIMEDIA
- Request Type Desc: Web Request

A "Request Created" dialog box is overlaid on the form, displaying a warning icon and the message: "Request Number 4886 has been created." with an "OK" button.

**Write down your
"Request Number"
for future reference**

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F&E Zone Maintenance



Jim Maffett
Zone Maintenance Supervisor



Ken Schiffbauer
Zone Maintenance
Assistant Supervisor

Mission: Promote longevity and functionality of all Citadel owned buildings both on and off the main campus.

Execution: Accomplished thru routine maintenance, remodeling and various upgrades.

Goal: Strives for total customer satisfaction and to provide a suitable learning and living environment for students, faculty and staff.

Zone Maintenance Team:

11 technicians; 1 supervisor and 1 assistant supervisor

Personnel: Multi talented/skilled facility maintenance experts

Purpose: Perform routine maintenance, answer questions & provide emergency response when needed

First point of contact in your individual buildings if you have questions or issues.

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Anthony Bryan
Public Safety-Capers Hall-
Human Resources-201-206
Richardson



Scott Monnier
Bond Hall-Byrd Hall
Duckett Hall



Carl Petters
Cadet Services-Coward Hall-
Infirmary-Tennis Center-
Laundry



John Repik
VTR Trailer-Grimsley Hall-
Letellier Hall-Thompson
Hall-Jenkins Hall



David Mcmillen
Padgett Thomas Barracks



Jamie Ballard
Deas Hall-McAllister
Fieldhouse

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Mike Coakley
Murray Barracks



John Fabers
Stevens Barracks



Eddie Mackey
Watts Barracks



Dean Pagliari
Mark Clark Hall-Bell Tower
Summerall Chapel-Daniel Library



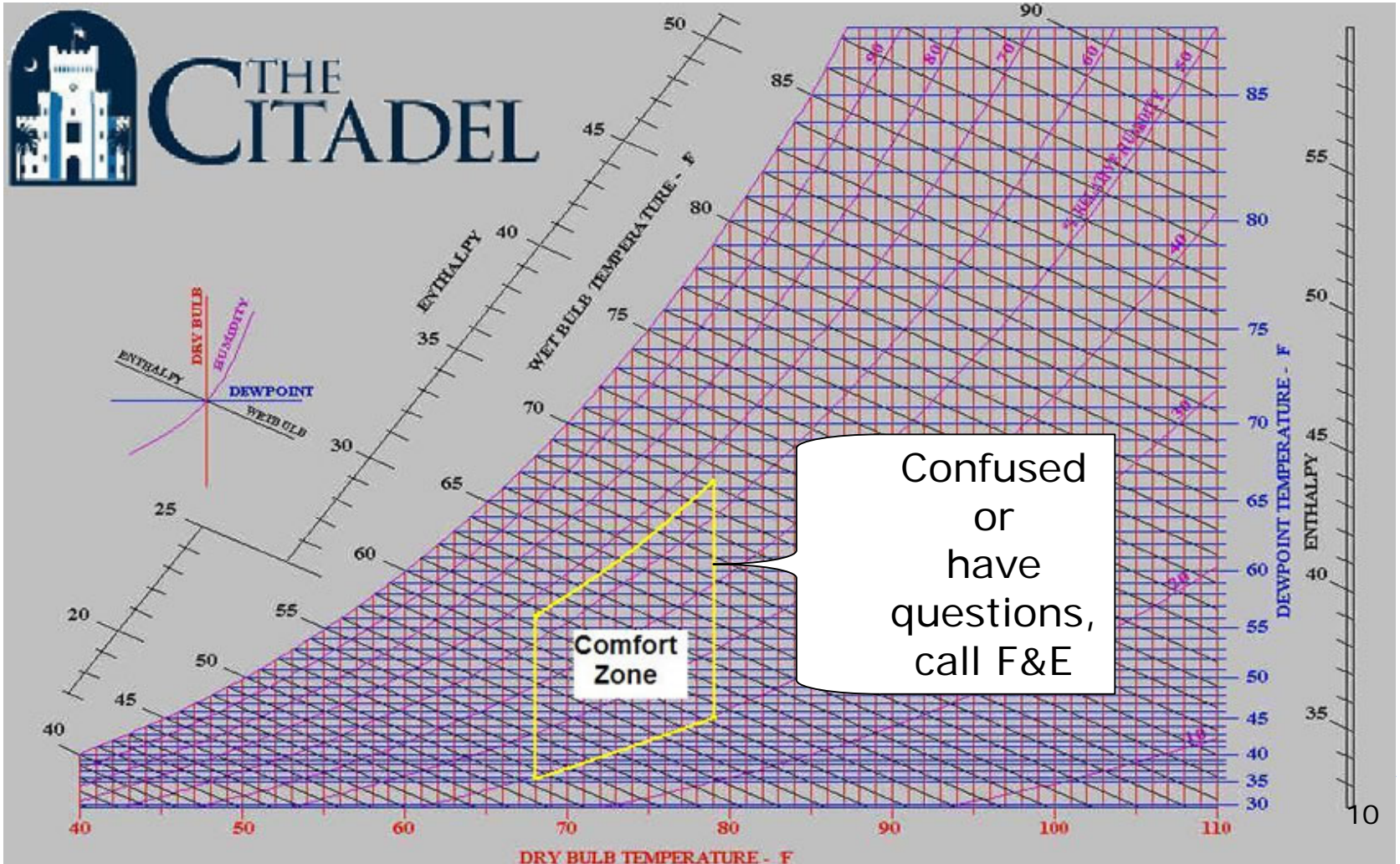
David (Skipper) Ott
Law Barracks

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Heating and Cooling Policy

- Heating Season Begins/Ends:
 - When Daytime Temperatures are Below 60° for 3 Consecutive Days
 - When Daytime Temperatures are above 60° for 3 Consecutive Days
- Cooling Season Begins/Ends:
 - When Temp. and Humidity both fall to Right of the Comfort Zone on Chart
 - When temp. and humidity both fall within the Comfort Zone Chart
- Full Heating and Cooling Policy can be found on F&E's Policies and Procedures Page

Comfort Zone Chart



HVAC & Lighting Requests for Special/Weekend Events



- Requires the following information:
 - Building & Room #
 - Beginning/Ending Date & Time
 - Special Lighting Requests
 - Special Temperature Requests
- Enter a work request via:
<http://www.citadel.edu/root/ofe-request-work>

Vehicle Rental

- The Citadel Motor Pool operates and manages fleet leased vehicles for State Fleet Management.
 - The fleet consists of compact and midsize sedans and 7 & 15 passenger vans.
 - Open: Monday thru Friday - 7:30 am to 4:00 pm for pick-up
 - Vehicles needed over weekends are picked up on Friday
 - Reservations: Contact the Dispatcher at (843) 953-6851, or by submitting the Vehicle Request Form.
<https://cgcapp.citadel.edu/ppvr/ppvr.cfm>
 - Form is automatically routed to the department head for approval.
 - After approval from the department head, requester will receive a confirmation email from the dispatcher.
- Additional Information:
 - Motor Pool Website <http://www.citadel.edu/root/ofe-request-vehicle>

Boating Center

- Small fleet of power boats and canoes that are available for use by Citadel Faculty, Staff, Cadets and Graduate Students
- Must have passed the South Carolina Basic Boating Course and the Citadel Boating Safety Course.
- Reservations can be made for the Boat Center via the Event Management System <http://ems.citadel.edu/VirtualEms/>
- Boat reservations can be by email websterd1@citadel.edu or phone 953-6849
 - Open 7:00 am to 3:00 pm for pick-up
 - Monday thru Friday
 - Boats needed over weekends are picked up on Friday and charged for the entire weekend.
- The Boating Center has a large clubhouse with kitchen facilities, restrooms and a large open outdoor deck with grills, as well as a floating dock for access to water.
- Additional Information:
 - Boat Center Website <http://www.citadel.edu/root/ofe-boating-center>

F&E Tips

- Include an account number if this is not maintenance or repair
- Every location has a Team Zone craftsmen, talk to them about small repairs, first
- Use Google Chrome, when possible
- Be available to discuss with the craftsmen if they have any questions
- Communicate with your colleagues, so if you are not available, so they can show the craftsmen
- (Housing Residents) Grant Permission to Enter or provide schedule
- If you need work done, submit a work order. If you do not identify there is a problem, F&E does not know there is a requirement

Questions?

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