Getting Facility & Engineering Support and Maintenance
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)

Keeping “The Good” Good and Making “The Bad” Better
How Do I Submit A Request

Requester inputs the following personal information:
- Requestor Name
- Phone #
- Requestor E-mail
- Campus Name
- Building Name
- Floor Code
- Room #

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

Provide as much detail as possible

Action Requested:
TEST TEST TEST

Keeping “The Good” Good and Making “The Bad” Better
Request Received

Write down your “Request Number” for future reference.

Keeping “The Good” Good and Making “The Bad” Better
F&E Zone Maintenance

**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.

*Keeping “The Good” Good and Making “The Bad” Better*
Keeping “The Good” Good and Making “The Bad” Better

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
Keeping “The Good” Good and Making “The Bad” Better
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 Polices and Procedures Page
Comfort Zone Chart

Confused or have questions, call F&E
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/](http://ems.citadel.edu/VirtualEms/)
- Boat reservations can be by email [websterd1@citadel.edu](mailto: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](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

Keeping “The Good” Good and Making “The Bad” Better
Questions?