

Northwestern State University
PHYSICAL PLANT

Guide to Services 2014-15

MISSION STATEMENT

The Physical Plant Division of Northwestern State University provides high-quality services for the enhancement of student life and learning as well as improvement of the University's overall physical environment.

WORK CONTROL CENTER (WCC):

The WCC is designed to assist you when facility maintenance is required. Our goal is to ensure that university faculty, staff, and students are comfortable in their environment. Work Control staff processes work order requests Monday through Friday from 6:30 a.m. - 4:30 p.m.

URGENT MAINTENANCE REQUESTS:

Maintenance requests that are NOT emergencies but affect university operations.

Work Order Requests should be submitted online through the Physical Plant Website @<http://physicalplant.nsula.edu> then clicking the Submit Maintenance Request Here button.

Both processes require budget approval and must identify the funding source to begin work. Upon approval, the Physical Plant attempts to complete routine work requests within two weeks.

EMERGENCY REQUESTS:

Examples of emergency requests are power outages, heating/cooling failures, water/sewage malfunctions and problems that effect the daily operations of the University. Contact the WCC immediately at 4519. After 4:30 p.m., call 5586 to report emergencies.

PROJECT REQUESTS:

Requests for projects that modify campus facilities must be submitted on a *Work Request Form* and routed for approval. These requests require an account number to identify funding for the project. Campus projects are prioritized based on the most critical needs of the University.

Did you know that the physical plant generates and completes an estimated 500 work orders per month.

Did you know that any alteration to campus facilities or grounds requires submittal and approval by Physical Plant Staff.

HOW WE PRIORITIZE WORK REQUESTS:

PRIORITY 1: Emergency requests involve system failures or the health, welfare, and safety of the university community.

PRIORITY 2: Urgent maintenance needs are not emergencies but impair the operation of classes and other university operations.

PRIORITY 3: Routine maintenance work or departmentally funded requests

IMPORTANT NUMBERS:

Work Control Center 4519
After-Hours Requests 24-hour service 5886
(After-hours requests shall be emergency in nature)

Administrative Contacts:

Dale Wolehtz	Director	4519
Gil Gilson	Capital Outlay	5582
Nancy Rachel	Admin Asst	4519
Betty Creamer	Accounting	6151
Meade Goings	Grounds	471-0952

Bill McMillan	Automotive	5444
Jon Lentz	Utilities	471-2910
Henry Beasley	Facilities Mgmt	5151
Nancy Rachal	Work Control	4519
Juddy Hamous	Locksmith	5300

OTHER NUMBERS:

Computer	Help Desk	6011
Phone Services		5594
Tammie Pezant	EHS	4424
Hovey Harrell	Plant Services	5150
	>Warehouse	6839
	>Property Control	6800
	>Central Receiving	5135
	>Custodial Services	6805

PREVENTATIVE MAINTENANCE PROGRAM:

The Physical Plant conducts a preventative maintenance program, which generates work orders to ensure the efficient operation of campus equipment and facilities. Filter changes; roof inspections; inspections of chillers, boilers, pumps, motors and emergency/exit lights are just a few examples of this huge endeavor.

Would you like to give us some feedback? Visit our website and click of the "Feedback" button. Let us hear your comments.

Visit our Web Site for campus project information and updates.