

Problem Type	Subtype	Description	Work Team
Capital Project Support		For in-house requests on Capital projects; seek Campus Planning advice when needed.	Campus Planning
Carpentry	Cabinets	For repairs on cabinets.	Carpenter
	Carpet	For repairs or small spot replacement of carpets (e.g., replacing carpet tiles). For large-scale carpet replacements, please consult Campus Planning directly	Carpenter
	Ceiling	For larger-scale ceiling repairs, for example holes in the ceiling	Carpenter
	Ceiling Tile	For repairs or small spot replacement of ceilings (e.g., replacement of ceiling tiles).	Carpenter
	Demolition	For demolition requests; usually will be put in with other work orders for a specific renovation project.	Carpenter
	Graffiti	For removal of graffiti	Custodial
	Masonry	For requests regarding stonework	Masons
	Wall Repair	For small and large-scale wall repair requests, including holes, damage from hanging fixtures, etc. NOT for paint requests	Carpenter
Custodial	Carpet	For carpet cleaning requests, specifically for either spot treating or entire floor carpet shampooing. It should be noted that regular carpet maintenance should occur once monthly	Custodial
	Cleaning Request	For general cleaning requests, for example sweep/mop/dust/etc. Not inclusive of light fixtures, for which cleaning requests should be put in under ELECTRICAL FIXTURES	Custodial
	Dispenser	For replacement of soap in dispensers	Custodial

	Flooring	For cleaning requests specifically for floors, such as buff and wax requests, and if necessary, strip and wax requests. It should be noted that these requests are completed regularly in off-season (summer)	Custodial
	Garbage	For garbage pick up requests	Custodial
	Recycling	For recycling pick up requests	Custodial
	Restroom	For restroom cleaning requests	Custodial
Door	Hardware	For maintenance requests on door hardware (closers, strikes, faceplates, latch bolts etc.; but NOT for specific lock/key mechanisms requests. Those should be under KEY & LOCK requests.)	Maintenance
	Repair	For requests to fix doors, specifically on the doors themselves (e.g. holes, if off hinges, if not closing, etc.)	Maintenance
EHS	Chemical Spill	For hazardous chemical spill clean ups. Note that these work orders are to track labor and all life and safety requests should be called in to be tended to immediately	EH&S
	Non Chemical Spill	For non-hazardous chemical spill clean ups. Note that these work orders are to track labor and all life and safety requests should be called in to be tended to immediately	EH&S
Electrical	AV Line	Line, For AV line requests; often times data pulls are coordinated between Campus Planning and electricians	Electricians
	Data Line	For Data line requests; often times data pulls are coordinated between Campus Planning, Information Technology and electricians. Please check with these offices before entering in these requests	Electricians
	Disconnect	For Disconnect requests for AV lines/data lines	Electricians
	Install	For Installation of light fixture requests	Electricians

	Outage	To report outages; any outages are encouraged to be immediately reported to either 3210 or 3204/3205.	Electricians
	Outlet	To report issues with outlets	Electricians
Elevator	Lights	For requests to replace elevator lights	Central Plant
	Out of Service	To report outages in elevators. All reports of elevators out of service should be reported to 3210 or 3204/3205 immediately.	Central Plant
	Service	To report aberrations in elevator service (slow, doors stuck open, getting stuck but moves eventually). All reports of elevators out of service should be reported to 3210 or 3204/3205 immediately.	Central Plant
Facility	Assemble/Disassemble	For requests to put together or take apart furniture	Maintenance
	Clocks	For any request or repair on a clock	Maintenance
	Delivery	Outdated; was for delivery requests, but now all of those are funneled to MOVE OBJECT	Laborers
	E-waste	Outdated; was for e-waste removal requests, but now all of those are funneled to MOVE OBJECT	Laborers
	Furniture	For furniture requests. All furniture requests should be approved by the Admin Superintendent or, for new furniture, Campus Planning	Campus Planning
	Hang or Install	For requests to hang things like pictures, shelves, corkboards, or anything adhered to a wall that is not a whiteboard	Maintenance
	Planning	Outdated ; For requests for Campus Planning, which should now be emailed directly to a Campus Planning coordinator	Campus Planning
	Repair/Rebuild	For general repairs to facilities	Maintenance
	Setup/Breakdown	Outdated; For set ups and break downs. All set up and break down requests should be under ""MOVE"	Laborers

	Shred confidential	Outdated; for shredding requests. We do not take shredding requests anymore, it must be organized by a third party vendor within department	
	Supplies	Outdated; for supplies requests. We do not take these requests anymore	
Flood	Landscape	For reports of floods outdoors on campus	Plumbing
	Other	For reports of floods misc	Plumbing
	Room	For reports of floods in rooms like offices, classrooms, or student centers	Plumbing
HVAC	Air Quality	For reports of poor air quality in any indoor space on campus	Central Plant
	Gas Line	Usually internal (for work orders put in by tradespeople within department); to report any known issues of gas line or scheduled gas line maintenance	Central Plant
	No power	For reports of no power in vents or units	Central Plant
	Noisy	For reports of noisy units or loud sounds coming from walls or ceilings (solenoid)	Central Plant
	Odor	For reports of strange odors in any indoor space on campus. For reports of any gas-related smells, please call in to 3210 or 3204/3205 immediately.	Central Plant
	Too Cold	For reports of areas that are too cold. Please note that staff may call the Central Plant (3204/3205) to request immediate changes in climate control and the engineers can change the BMS as needed	Central Plant
	Too Hot	For reports of areas that are too hot. Please note that staff may call the Central Plant (3204/3205) to request immediate changes in climate control and the engineers can change the BMS as needed	Central Plant

	Ventilation	For ventilation requests, which can involve increasing ventilation in "stuffy" areas or things similar	Central Plant
	Window AC	For any maintenance requests on window AC units	Central Plant
Keys and Locks	Key Card	Not applicable to our campus	
	Key Request	For requests for keys; please check in with Public Safety first before putting in a request to generate a new key	Locksmith/PS
	Key Return	Obsolete; no locksmith on campus, so facilities no longer maintains log book of keys and their returns	Locksmith/PS
	Keys	For any other misc. key requests	Locksmith/PS
	Lock Change	For requests to change lock mechanisms	Locksmith/PS
	Lock Repair	For requests to fix lock mechanisms	Locksmith/PS
	Lock	For any other misc. lock requests	Locksmith/PS
Lights	Ballast	Usually internal, for requests specifically for malfunctioning ballasts.	Electricians
	Blue light	For requests regarding blue lights. Not a common request, and from experience, not many blue light fixtures on campus.	Electricians
	Fixture	For requests cleaning light fixtures.	Electricians
	Light bulb	For light bulb change requests. [redundant]	Electricians
	Multiple	For multiple light bulb change requests.	Electricians
	Single	For single light bulb change requests.	Electricians
Maintenance	Asphalt	For requests for asphalt-related repairs.	Masons
	Athletics	For maintenance requests on athletic-specific items, equipment, or spaces.	Maintenance

	Auto	For mechanic support on Campus vehicles.	Auto Mechanics
	Cardreader	Not applicable to our campus	
	Cement	For cement work requests; usually internal requests, as any large-scale changes to campus infrastructure require approval within Facilities and Campus Planning.	Masons
	Flooring	For any maintenance-related flooring requests (specifically for tiled floors - put in cleaning requests for carpets or a Carpentry request for replacement of carpet tiles).	Maintenance
	Groundskeeping	Outdated: for groundskeeping requests; Facilities asks that for any landscaping or groundskeeping requests that they be put under the "MOVE" problem type category.	
	Hazardous Material	For any maintenance-related requests for hazardous materials. Any hazmat requests that are pressing should be called in immediately to 3210 or 3204/3205.	EH&S
	Other	For all other maintenance requests (discouraged to use; there is usually a category for your problem type!)	Maintenance
	Parking Lot	For all NON-CEMENT/ASPHALT related parking lot requests, such as paint striping or general maintenance of the area.	Maintenance
	Pool	For all pool-specific requests; should be utilized internally or within Athletics staff.	Central Plant
	Radios	Outdated; facilities does not take radio requests.	
	Radon	For reports of radon; usually internal as specific instrumentation is needed to detect Radon levels effectively.	EH&S
	Repair	For general repair requests to furniture or non-specialized fixtures (not applicable to light fixtures or AC units or events).	Maintenance

	Safety Inspection	For safety inspection requests.	EH&S
	Security	For work orders related to security; usually utilized by Public Safety.	Maintenance
	Shades	For requests to fix blinds or shades in a room.	Maintenance
	Sidewalk	For sidewalk requests; usually internal, as any changes to infrastructure	Masons
	Snow removal	For snow removal requests.	Laborers
	Transport	Outdated, any requests to transport packages or items should be put under "MOVE OBJECT".	Laborers
	Warranty	Not applicable to our campus	
Mechanical	Air Knob	For requests to replace air knobs on AC units.	Central Plant
	Hand dryer	For requests to install hand dryers.	Electricians
	Other	For other mechanical requests, often used for things such as air units or handlers. Additionally, could be used for specialized equipment requests.	Central Plant
	Turnstile	Not applicable to our campus	
Move	Furniture	For all requests to move furniture. All moves between offices should be approved by Campus Planning.	Laborers
	Object	For all other requests to move items around. MOVE is the primary problem type for Labor requests, and currently encompasses requests for set ups, break downs, and groundskeeping.	Laborers
	Personnel	For personnel move requests. All moves between offices should be approved by Campus Planning.	Laborers
Paint	Full	For paint requests.	Painters
	Touch Up	For paint touch up requests.	Painters

Pest Control	Insects	For pest control service requests, specifically for insects.	Maintenance
	Rodents	For pest control service requests, specifically for rodents.	Maintenance
Plumbing	Ballast	For requests specifically regarding ballasts in plumbing mechanisms.	Plumbing
	Bottle filling stations	For bottle refill station requests, specifically for filter changes.	Plumbing
	Discolored water	For reports of discolored water.	Plumbing
	Drains	For all requests regarding any kind of drain.	Plumbing
	Drinking fountain	For maintenance requests for drinking fountains.	Plumbing
	Eye wash station	For eyewash station maintenance requests.	Plumbing
	Faucet	To report any issues with faucets, whether out of service or maintenance requests.	Plumbing
	Fixtures	To report any issues with plumbing-specific fixtures.	Plumbing
	Flushometer	For flushometer requests.	Plumbing
	Leak	To report any and all levels of leaks on campus. Leaks are encouraged to be called in to 3210 or 3204/3205 for immediate service.	Plumbing
	No water	For reports of a lack of water sources.	Plumbing
	Outdoor fountain	For outdoor fountain requests.	Plumbing
	Pipes	For reports of any damage or malfunctions in piping on campus, whether plumbing or gas-related.	Plumbing
	Showers	For any reports of shower malfunctions (no water flow, too high or too low water pressure, clogs, temperature, etc.).	Plumbing
	Sink	For any reports of sink malfunctions (no water flow, too high or too low water pressure, clogs, etc.).	Plumbing

	Toilet	For any reports of toilet malfunctions (won't flush, clogged, leak, etc.)	Plumbing
	Urinal	For any reports of urinal malfunctions (won't flush, clogged, leak, etc.)	Plumbing
Power outage	Full	To report full outages. All outages should be called in to 3210 or 3204/3205.	Electricians
	Partial	To report partial outages. All outages should be called in to 3210 or 3204/3205.	Electricians
Res	Cleanup	Outdated; all event reservation set ups, clean ups, and support should be put under the MOVE problem type.	Laborers
	Setup	Outdated; all event reservation set ups, clean ups, and support should be put under the MOVE problem type.	Laborers
	Support	Outdated; all event reservation set ups, clean ups, and support should be put under the MOVE problem type.	Laborers
Roof	Leak	For reports of roof leaks.	Carpenter
	Repair	To request specific work on the roofs of campus buildings.	Carpenter
Safety Eq	AED	Not applicable to our campus; all security requests should be called in directly to Public Safety.	
	Mirrors	Not applicable to our campus; all security requests should be called in directly to Public Safety.	
Security Eq	Alarm	Not applicable to our campus; all security requests should be called in directly to Public Safety.	
	Camera	Not applicable to our campus; all security requests should be called in directly to Public Safety.	
	CCTV	Not applicable to our campus; all security requests should be called in directly to Public Safety.	

	ID System	Not applicable to our campus; all security requests should be called in directly to Public Safety.	
	Key System	Not applicable to our campus; all security requests should be called in directly to Public Safety.	
	Turnstile	Not applicable to our campus; all security requests should be called in directly to Public Safety.	
Signage	Repair	For repairs to campus signage.	Maintenance
	Request	Outdated; we are currently not taking signage requests.	Maintenance
Steam Leak	Power plant	For reports of plant-related steam leaks. Usually internal request.	Central Plant
	Radiator	For reports of radiator-related steam leaks.	Central Plant
Whiteboard	Clean	For whiteboard cleaning requests.	Maintenance
	Install	For whiteboard installation requests.	Maintenance
	Move	For whiteboard move requests.	Maintenance
Windows	Repair	For window repair requests.	Maintenance
	Pane	For pane-specific replacement requests.	Maintenance
	Leak	For reports of leaking windows.	Maintenance
	Hardware	For window-specific hardware repair requests.	Maintenance
	Glass	For glass-specific window reports.	Maintenance