

I need technical assistance.

I have a repair request, HVAC, electrical, structural, pest or plumbing problem.

It is an EMERGENCY.

Call the **Facilities Management Office, 7278.**

It is NOT an emergency.

Submit a **Facilities Department Work Order.**

All ITS, network, computer or technology work orders should be submitted to **ITS** – call the helpdesk at **7293.**

I need a few tables and/or chairs stored in my own building.

Utilize the tables/chairs pre-staged in your building.

I have a moving or event set-up (ESU) request.

My event is in Centennial Hall, Wallenberg Hall, the Gävle Rooms and/or the Olin Auditorium.

I have at least five business days lead time prior to my event.

YES

Complete a Performance Halls Technical Request and Set-Up Form.

NO

Call the Performance Hall Technical Manager, **7520**, in addition to completing the Performance Halls Technical Request and Set-Up Form.

My event is NOT in Centennial, Wallenberg, Gävle and/or Olin Auditorium. It is elsewhere on campus.

I have at least three business days lead time prior to my event.

YES

Have the person in your office or department authorized to submit a Facilities Department Work Order do so.

NO

Have the person in your office or department authorized to submit a Facilities Department Work Order do so, plus call **Facilities, 7278.**

IMPORTANT NOTES ABOUT SUBMITTING WORK ORDERS AND SET-UP SHEETS

- Be mindful of deadlines – earlier is better.
- Make sure your event is scheduled appropriately in Astra.
- Be specific about your needs. Use comment boxes to further explain as necessary.
- Always include:
 - Your name, organization and contact information.
 - Event name, date, time and location.
 - Specific and detailed information about what equipment or assistance you need. Include a diagram if necessary.
- Student groups should submit their needs through their supervising department.
- Safety first! Not all equipment can be used outdoors or moved to different buildings.
- Resources – both equipment and staff – are limited. Not all requests can be fulfilled.
- Any event requiring more than 75 tables and/or 250 chairs should rent this equipment from off campus. The college frequently uses AAA Rents in Moline.