

College Procedure:	307.2 – Maintenance Requests
Policy Reference:	307 – Use of College Facilities
Responsible Department:	Facilities & Public Safety
Approval Authority:	Cabinet
Procedure Owner:	Vice President, Facilities & Public Safety
Effective Date:	6/14/2010

Version Number: 4
Legal Counsel Reviewed (yes/no): No
Legal Reference(s):
Scope: College-wide

Reason for Procedure

All facilities requests are to be made by submitting a Maintenance Request via “SchoolDude” in order to document and track all requests.

The Procedure

All Facilities requests are made by submitting a Maintenance Request in SchoolDude by logging onto www.kirkwood.edu/requests. If this is the first time submitting a maintenance request, you must click “Register” to create a new SchoolDude.

The first tab is the Maintenance Request. Submit your custodial, maintenance, furniture and Campus Security requests on this tab. **Emergency requests and requests that need immediate attention must be followed with a call to the Facilities office at 5561.**

1. Several fields are pre-populated.
2. **Location.** Complete the location information for where the problem is located. For example if the problem is in a classroom, list the classroom number. Note: For Cedar Rapids Main Campus, choose Cedar Rapids Main Campus first. Then choose your building location.
3. **Select a Problem Type.** You will need to click on the icon. The icon will change to red circle with the words “Select”. After you click on the icon, the screen will flash for a second and then reappear.
4. **Please describe your problem or request.** Give as much detail as possible to your problem or request and state when you need this request completed.
5. **Select a purpose.**
6. **Submittal Password.** The password to submit a request is: **kirkwood**
 - Everyone at Kirkwood will use this same password. If you forget the password, click on the “Forgot Password?” link and an email will be sent to you with the password.
7. **Submit.** Click on Submit to save your request. After you click **Submit**, the screen will refresh and will go to the **My Request** tab. On this screen, you will see up-to-date information about your

request including the status, the work order number and action taken. You can also search for any work order request by typing in a key word in the **Search** box and clicking on **Go**. This will pull up any of your requests with that word in it (i.e. keys would pull up any request dealing with keys).

8. Please refer to your work order number when making inquiries, changes or cancellations.

References

Definitions

Term	Definition
Term 1	
Term 2	
Term 3	
Term 4	

Revision Log

Version Number	Date Approved	Approved by	Brief Description of Change
1	6/14/2010	Troy McQuillen, Vice President, Facilities & Security	
2			New template 6/4/2018
3			Verbiage updates by owner 6/11/2019
4		Cabinet	Procedure template 9/3/2019