

Campus Issue 20-21-01: Facilities Request Process

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<b>Issue/Concern:</b>	Facilities request process
<b>Describe the issue/concern:</b>	<p>Currently, there are multiple ways that administrators, department chairs, and classified supervisors can make facilities requests. They can put in a work order, they can place a call to Operations, they can make a request using the unit planning process, or a request can be sent directly to the VPRT (Vice Presidents Review Team). Having multiple request processes increases confusion and inefficiencies, and often results in frustration for both Operations staff as well as for the requestors.</p>
<b>What do you recommend or suggest solving this issue/concern?</b>	<p>We recommend the following:</p> <ul style="list-style-type: none"><li>-eliminating Facilities requests from the unit planning/resource allocation process</li><li>-creating a college-level facilities request system - a "one-stop shop" where all facilities-related requests are made on a rolling basis. We suggest that this request system include a tracking system and the ability for requestors to view status updates.</li><li>-empowering the Operations staff to triage the requests - for example, what needs to be taken care of immediately because of health/safety issues, what needs to be submitted as a District Office-level work order, and what is a larger facilities request that involves approval from the VPRT.</li></ul>
<b>How will this recommendation support the success of SCC students and benefit the campus community?</b>	<p>Originally, facilities requests were incorporated into the unit planning process as a way of increasing transparency. The goal was to use the Budget Committee process as a model, and to ensure that decisions were being made using our shared governance processes. Unfortunately, using the unit planning process for facilities requests has been frustrating and ineffective for everyone. By streamlining the process</p>

and adopting a single process for making these requests, the Operations staff can work more effectively with requestors to ensure that they get what they need in a reasonably timely manner.