



**-Service Guide-
HOW MAY WE HELP YOU?**



Department of Plant Operations

Service Guide for the Following

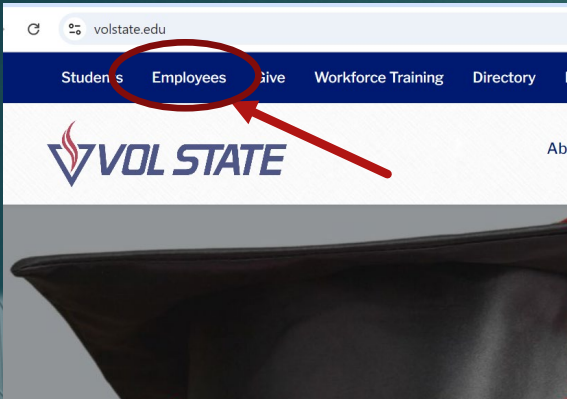
- Service Request/Work Order
- Office Moves
- Project Requests
- Surplus Property
- Reserving Space
- Report an Injury
- Request a Fleet Vehicle
- Shipping & Receiving



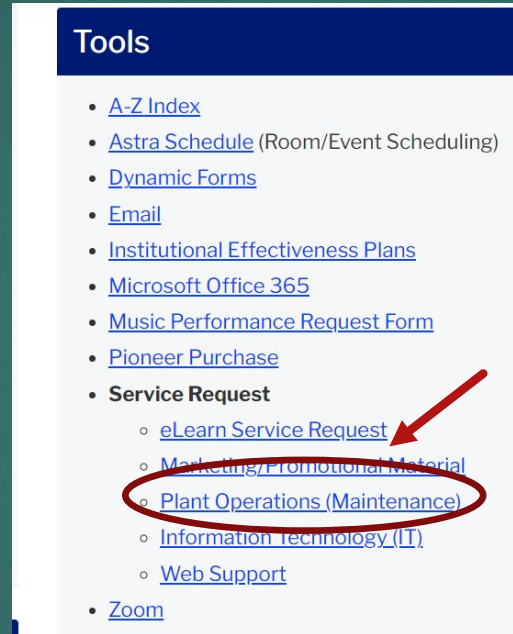
<https://www.volstate.edu/plantoperations>

Service Request/Work Order

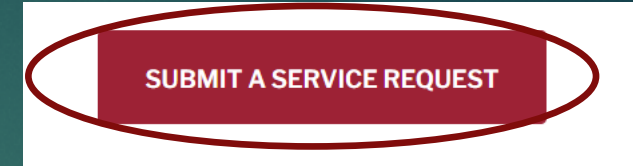
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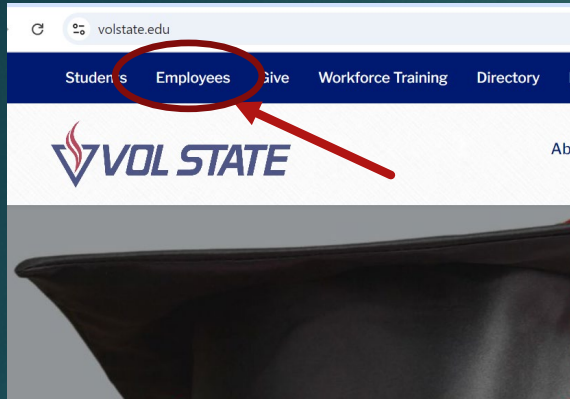
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A screenshot of the 'Maintenance Request' form on the website. The form is titled 'Maintenance Request' and has a 'Welcome' message. It contains several sections: 'Step 1: Please be yourself, click here if you are not William Newman' with fields for First Name, Last Name, Email, Phone, and Mobile Phone; 'Step 2: Location' with dropdown menus for Location, Building, and Area, and a checkbox for 'Area/Room Number'; and 'Step 3: Select Problem Type' with a grid of icons representing various issues like Carpentry, Carpet Cleaning, Carpet Repair, Ceiling Tile, Concrete, Construction, Delivery, Doors and Hardware, Electrical, Elevators, Event Break Down, Event Setup, Fire Alarm System, Floor Care, Furniture, and Grounds.

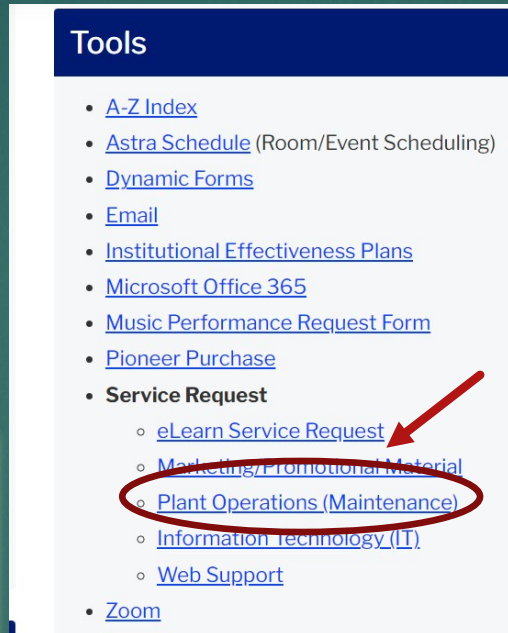
This link takes you to the work order management system. Its for HVAC concerns, hanging pictures, reporting broken items, reserving a vehicle, and requesting furniture. This link is the also the place to visit when requesting a set up for an event.

Office Move

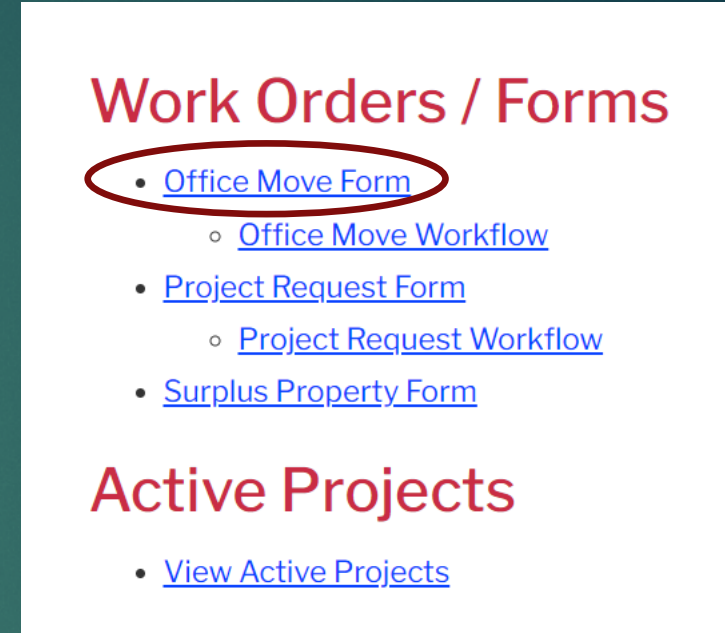
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Any office move MUST be documented. Once this form is completed Plant Ops works to schedule the move, IT updates your location in the directory, and Campus Police sets up the key request form.

VOL STATE **Office Move Form**

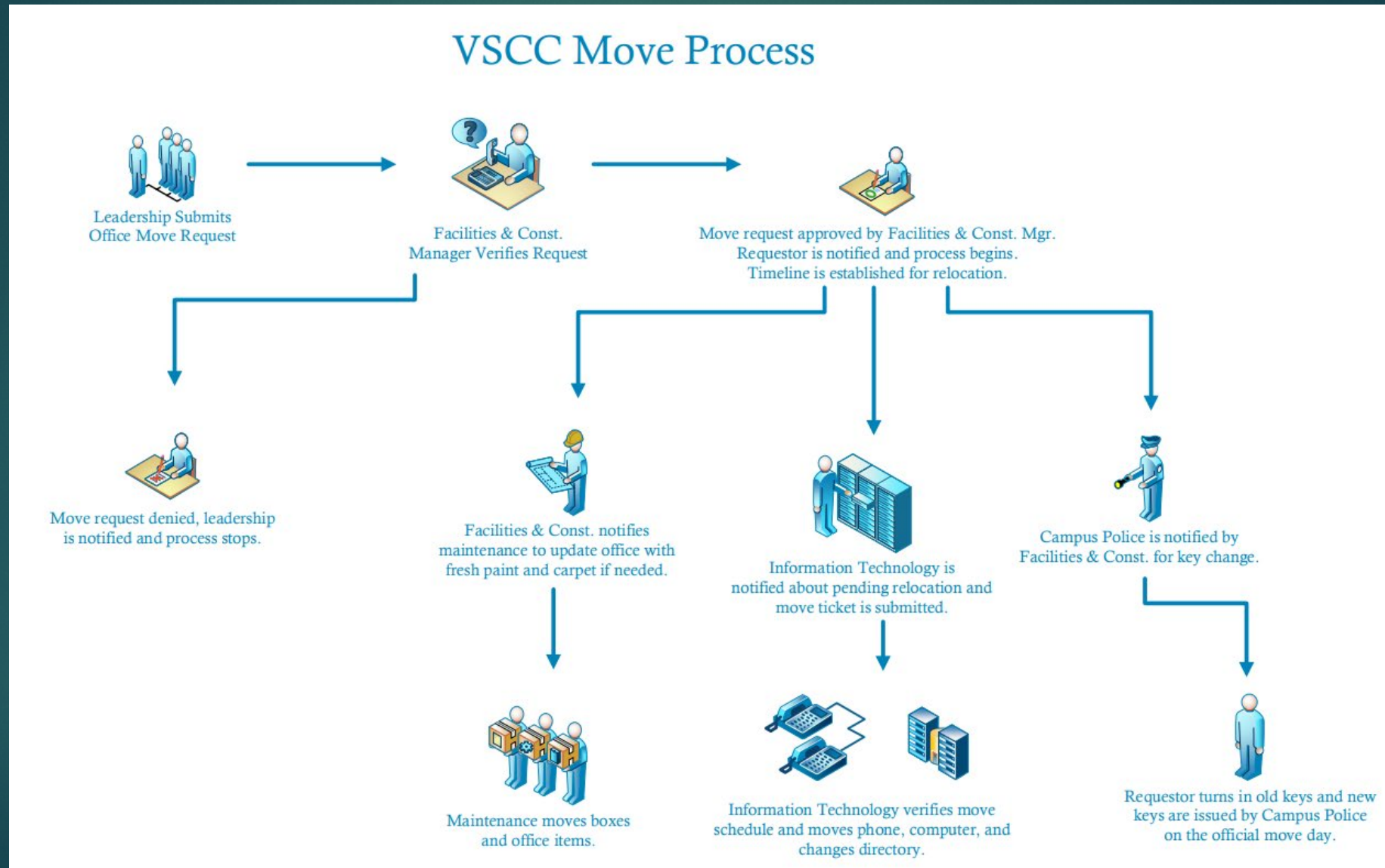
Notice: Please use Google Chrome Browser to complete this form. It will not work properly in Internet Explorer.
This form shall be submitted for each person moving. Requests should be made 72 hours in advance with all signatures included.

Preparer Information

Last Name First Name Email

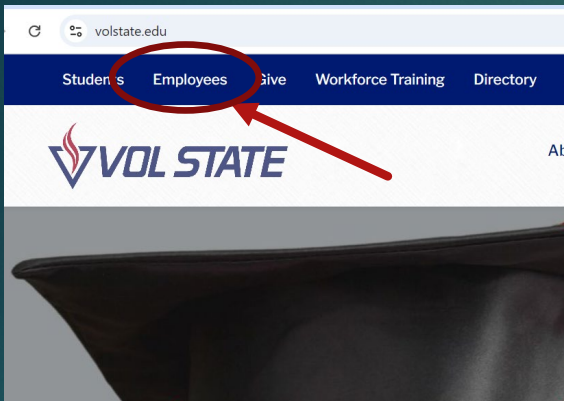
Employee Information

Office Move Process



Project Request

1



2

Tools

- [A-Z Index](#)
- [Astra Schedule](#) (Room/Event Scheduling)
- [Dynamic Forms](#)
- [Email](#)
- [Institutional Effectiveness Plans](#)
- [Microsoft Office 365](#)
- [Music Performance Request Form](#)
- [Pioneer Purchase](#)
- **Service Request**
 - [eLearn Service Request](#)
 - [Marketing/Promotional Material](#)
 - [Plant Operations \(Maintenance\)](#)
 - [Information Technology \(IT\)](#)
 - [Web Support](#)
- [Zoom](#)

For a new project that hasn't been planned, budgeted, & modifies a space or area in a building or outside. Once a Project Request is submitted it is taken to the monthly Facilities committee and voted on.

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Work Orders / Forms

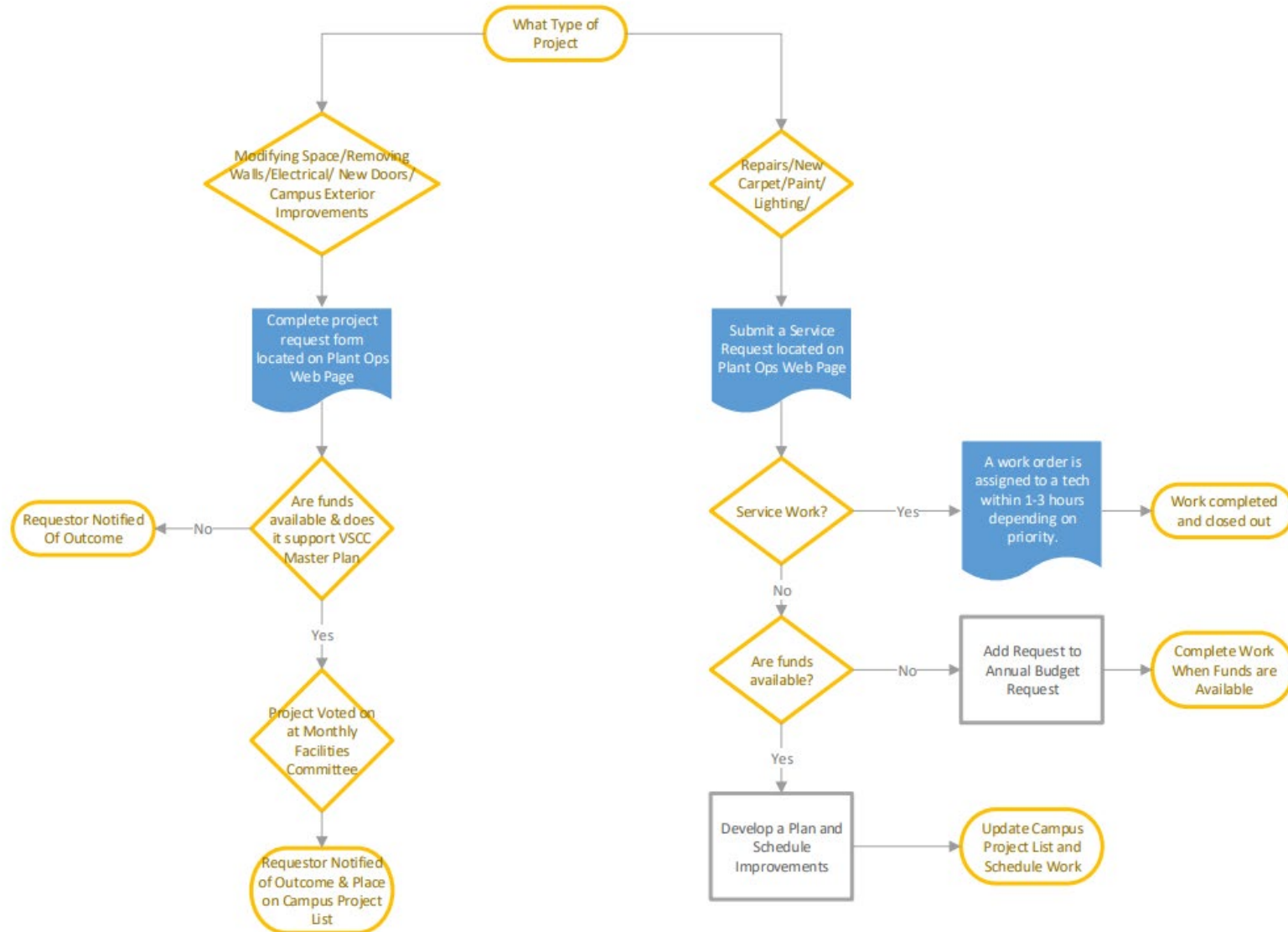
- [Office Move Form](#)
- [Office Move Workflow](#)
- [Project Request Form](#)
- [Project Request Workflow](#)
- [Surplus Property Form](#)

Active Projects

- [View Active Projects](#)

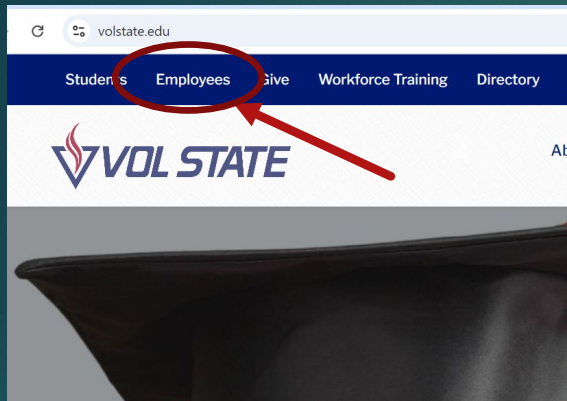


Project Request

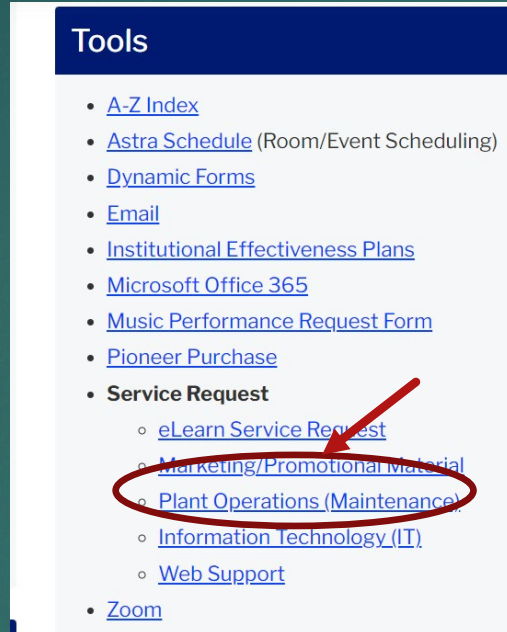


Surplus Equipment

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Work Orders / Forms

- [Office Move Form](#)
 - [Office Move Workflow](#)
- [Project Request Form](#)
 - [Project Request Workflow](#)
- [Surplus Property Form](#)

Active Projects

- [View Active Projects](#)

Timer ⓘ Show

* = required field
Some content may be updated based on selection.

VOL STATE

Surplus Property Transaction Form

Google Chrome is recommended for this form. It may not function correctly on other browsers.

Asset/Property Custodian * William Newman Custodial Dept. * Phone/Extension *

Custodian Email * William.Newman@volstate.edu Equipment Type * -- Choose -- Campus * -- Choose --

Department Head / Dean: First Name Last Name * Email *

*Department head email must end with @volstate.edu. Please double check.

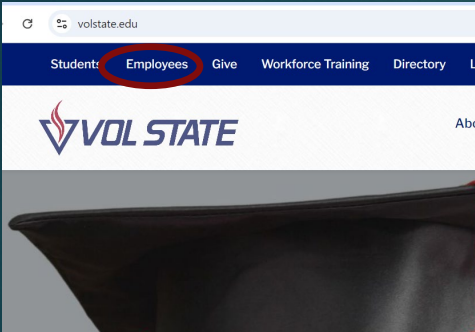
Asset 1 (enter "0" for tag number if you do not have one)

Tag * Building Room * Suggested Disposition * -- Please Select --

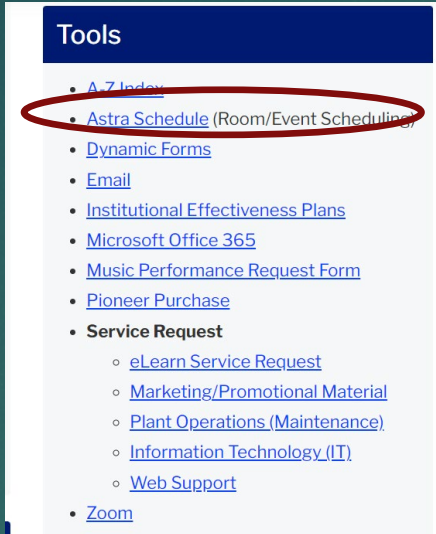
To be completed when a department or division determines that the capital asset is no longer needed in their area. Once the form is completed it will be routed through multiple checks and balances and either sold, donated, or disposed of by Plant Operations.

Reserving Space

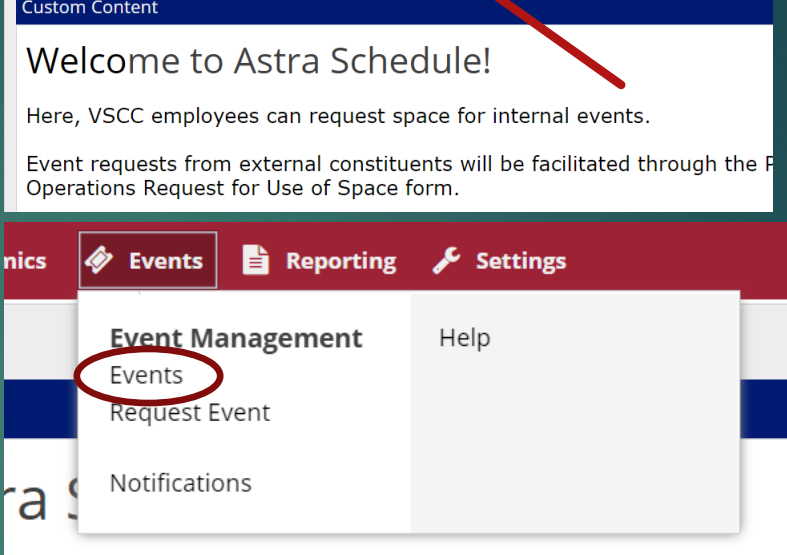
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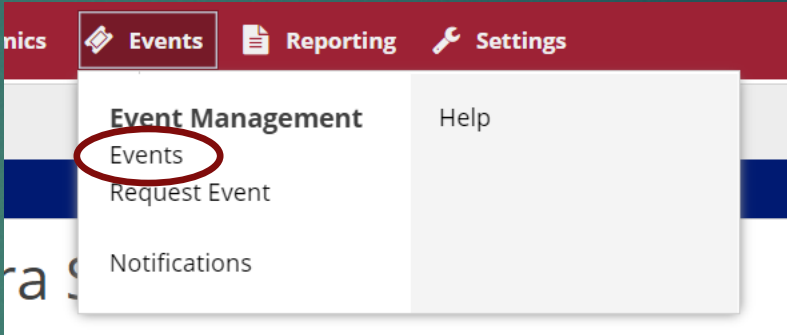
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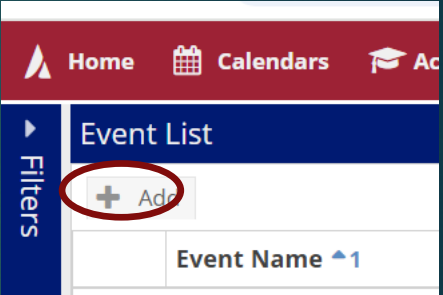
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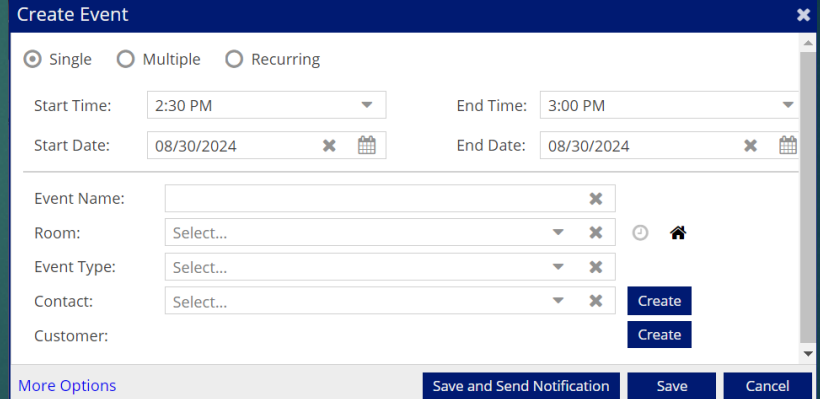


Volunteer State Community College has numerous options for event space on campus and we are happy to talk with you about accommodating any upcoming event you might be holding.

Key Items-

- Reserve at least 10 days in advance
- All events MUST go through Scheduler
- Academic use takes priority
- Non VSCC events require contract & insurance
- Fees and additional details outlined on webpage

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Report a Work-Related Injury

ALL WORK-RELATED INJURIES MUST BE REPORTED IMMEDIATELY

Call 911, or Campus Police, for all serious or life-threatening injuries

For Non-Life-Threatening Injuries:

1. Notify your supervisor immediately and complete the [Supervisor Injury Report](#)
2. Call Corvel by following the instructions on page 2 of Injury Report or use this [WC Reporting Guide](#)
3. When calling you must provide this location of employment:
State of TN – Volunteer State Comm College
4. If call center recommends medical treatment, they will provide location for treatment
5. All treatment must be pre-approved by Corvel



Your Location of Employment is
STATE TN- VOLUNTEER STATE COMMUNITY COLLEGE

Employee Injury Call Center
866.245.8588
Call to speak with a registered nurse
in the event of a workplace incident or injury.
Call 911 for Medical Emergencies



1

Health & Safety Procedures

Motor pool

Request for Use of Space

Plant Operations

The Department of Plant Operations is committed to providing a safe, clean, functional environment for the State of Tennessee Community College with a safe, clean, functional environment associated with the educational programs offered.

SUBMIT A SERVICE REQUEST

2

General Health & Safety Procedures

- [Employee Environmental Health and Safety Handbook](#)
- [Supervisor Incident Injury Report](#)
- [Ergonomic Guidelines](#)
- [Pandemic Preparedness Plan](#)
- [Lockout/Tagout Program](#)
- [Vehicle Safety Review](#)
- [Confined Space Program](#)
- [TBR Occupational Safety & Health Program](#)
- [Work-Related Injury Reporting Procedure & Treatment Guide](#)

<https://www.volstate.edu/plantoperations/safety-procedures>

Vehicle Request

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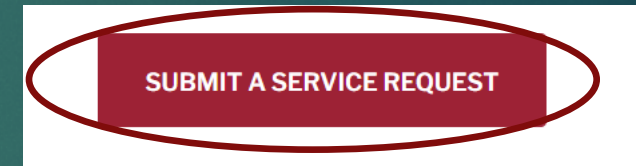
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- [Zoom](#)

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Motor vehicles are maintained by Volunteer State Community College to facilitate official college business. It is the responsibility of all employees who operate these motor pool vehicles, to ensure the safe, efficient, and economical utilization of such vehicles. All college vehicles shall be used in accordance with the provisions of the Tennessee Board of Regents (TBR) Policy 4:03:02:00 Motor Vehicles.

Key Items-

- Visit Plant Ops Page and read "Motor Pool" Terms
- Reserve at least 24hrs in advance
- Submit a Service Request to Reserve a Vehicle
- Pick up Vehicle and complete Motor Pool Acknowledgement and pick up keys

Shipping & Receiving

- Shipping and Receiving is Located in the Basement of the Wood Campus Center
- Outgoing Mail MUST be Prepaid
- Inner Campus Mail Ships Tues & Thurs
- Incoming items to any campus must have the following:

Volunteer State Community College
1480 Nashville Pike
Gallatin TN 37066
ATTN: Name of Recipient
Bldg Name and Room Number

