

# Training: Thursday, April 24th, 9-10am

## SAN DIEGO CITY COLLEGE

### Site Improvement and Work Order Request Process

Do you know if your project requires a site improvement or a work order? Please join our Director of College Facilities & Operations, Jay Purnell, for an overview of the site improvement and work order process for City College. This will include the variances, processes and necessary additional requirements for both site improvements and work orders from the initial request to project completion. Deans and Managers are highly encouraged to attend, all are welcome to participate in this interactive Zoom meeting.

**Date: April 24, 2025 9:00 – 10:00 AM**

**Location: Zoom <https://sdccd-edu.zoom.us/j/85800052847>**

**Flex# 26492**

If you have any questions, please contact Business Services at (619)388-3428



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# **San Diego City College:**

## **Business Services**

*Work order and Site Improvement Process*

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# Work Orders

Work orders can be initiated using the Work Order form for the entire San Diego Community College District. Call the general phone number 619-388-6422 or Email [fscc@sdccd.edu](mailto:fscc@sdccd.edu)

**Work orders can also be submitted by:**

- Call Campus facilities 619-388-3537
- Email [cityfacilitieservices@sdccd.edu](mailto:cityfacilitieservices@sdccd.edu)

A work order number will immediately be provided for future reference in tracking of the job. If you need Assistance or follow up on a work order call Campus Facilities 619-388-3537 or email [cityfacilitieservices@sdccd.edu](mailto:cityfacilitieservices@sdccd.edu)

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# Work Order Information



**Work order Service Level Agreement for completion of work order requests to Facilities Services Call Center**

| Priority | Type           | Description                                                                                                                                                                                                                           |
|----------|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1        | Emergency      | Immediate Dispatch safety, security risk or damage to property                                                                                                                                                                        |
| 2        | Urgent         | Urgent Work Same Business Day SLA 4 Hour Response Equipment down that significantly impacts the ability to complete the districts mission but is not an imminent threat to health, safety or cause significant loss of / to property. |
| 3        | 24 hr response | Next business day response; (24 hours)                                                                                                                                                                                                |
| 4        | Routine        | Schedule communicated within 3 business days and completion within 30 days time                                                                                                                                                       |
| 5        | Project        | Project planned for scheduling with schedule communicated to customer within 2 weeks.                                                                                                                                                 |

# Work Order Priority

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# Work Order Examples



Set ups and On Campus minor repairs, Carpenters, Electricians, Plumbers, Welders, Equipment Repair, Heat, Ventilation and Air Conditioning, Painters, Elevator Repair, Custodial, Landscape, Grounds and Locksmiths

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**Work Order  
Form  
Scan Code  
to access  
form**



[Menu](#)

## New Work Order

[Save](#)

\*Submitted By

\*Phone No

\*E-Mail

[Check Here for Auto Email Updates](#)

\*Alt. Contact

\*Alt. Contact Phone No

\*Alt. Contact E-Mail

\*Date

Apr 24, 2025

\*Is this Equipment?

No

\*Is this for AV equipment at  
Miramar College?

No

\*Property

\*Building

\*Repeat Call?

No

\*Work Description

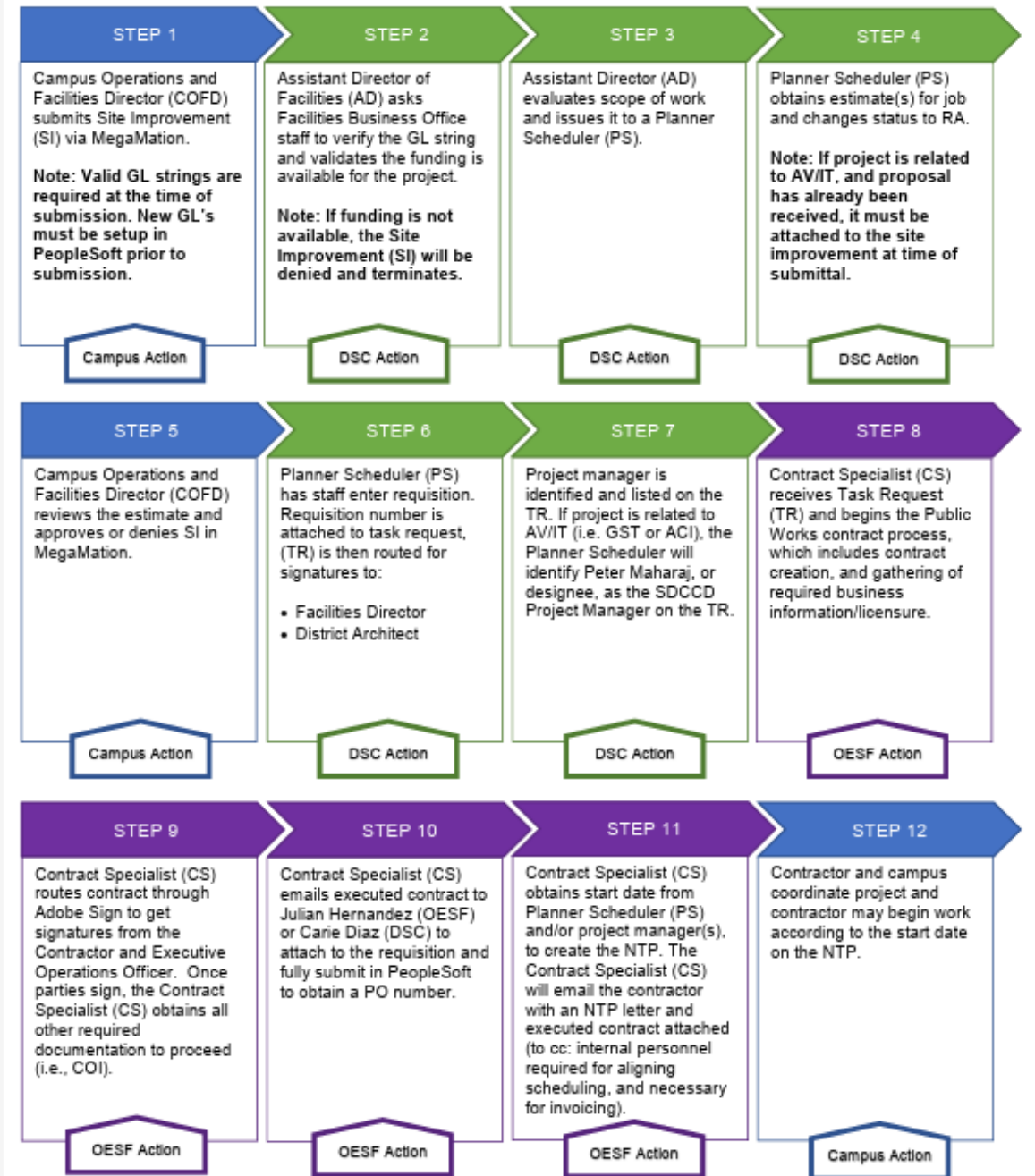
[Pictures](#)



# Site Improvement Procedures



# Site Improvement Procedures



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**City College**

**Site**

**Improvement**

**Form**





# San Diego City College Request for Service/Site Improvement

This form is for use by San Diego City College to propose or request a site improvement project with the college.

[Sign in to Google](#) to save your progress. Learn more

\* Indicates required question

Today's Date

\*

Date

Project Lead Name \*

Your answer

Project Lead Contact Number \*

Your answer

Project Lead Email Address \*

Your answer

Campus & Room Number \*

Your answer

Department \*

Your answer

Project Justification and Need

\*

Your answer

Requested Timeline - State the desired start and completion date.

**\*\*Please allow at least 45 days for approval and processing\*\***

\*

I understand

Required

Does this request require a quote from IT Department?

\*

Yes

No

Not Sure

Budget String for this project: \*

Your answer



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**If you have any questions, please contact  
Jay Purnell**



**EMAIL:**  
[JPURNELL@SDCCD.EDU](mailto:JPURNELL@SDCCD.EDU)



**PHONE: (619)388-3428**