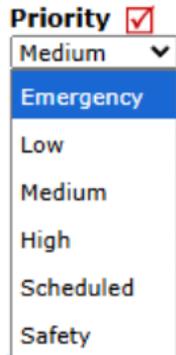


Facilities Work Order Prioritization Guidelines

Facilities work orders are reviewed and prioritized based on **risk, impact, and alignment with the College's mission**. These priority levels help guide scheduling, response times, and resource allocation. If a work order's priority needs to be changed after submission, please notify Facilities Office staff so the request can be reviewed and updated accordingly.

Priority Levels



Priority 1 – SAFETY (Life Safety & Security)

Work orders that address **immediate life-safety hazards or critical security risks**. These requests receive the highest priority and immediate response.

Examples include:

- Fire alarms, sprinklers, or fire suppression systems
- Gas leaks, electrical hazards, or exposed wiring
- Structural failures or falling hazards
- Exterior lighting outages that create safety risks
- Door locks, access control, or security system failures
- Blocked or compromised emergency egress route

Priority 2 – EMERGENCY (Student & Employee Welfare)

Requests that **directly impact the health, well-being, or safe working/learning conditions** of students and employees but are not immediate life-safety emergencies.

Examples include:

- HVAC failures in occupied spaces
- Plumbing failures (loss of water, sewage backups)
- Indoor air quality concerns
- Restroom closures or accessibility issues
- Mold, leaks, or flooding that are not immediately life-threatening

Priority 3 – HIGH (Building & Infrastructure Protection)

Preventive or corrective maintenance needed to **protect facilities, preserve assets, and prevent more costly repairs**.

Examples include:

- Non-emergency roof leaks

- Mechanical or electrical equipment repairs
- Preventive maintenance tasks
- Building envelope repairs
- Infrastructure upkeep (HVAC, plumbing, electrical systems)

Priority 4 – MEDIUM (Academic Affairs Support)

Requests that support **instructional spaces and academic programs** but do not pose immediate safety or welfare concerns.

Examples include:

- Classroom equipment repairs
- Lab or instructional space modifications
- Classroom furniture repairs or replacements
- Minor renovations to support instruction

Priority 5 – LOW (Student Affairs Support)

Requests that support **student services, programs, or activities** outside of direct instruction.

Examples include:

- Student center improvements
- Non-emergency event setup support
- Program or office space adjustments
- Non-critical furniture or fixture requests

Priority 6 – SCHEDULED (Administrative & Convenience Requests)

Requests related to **administrative operations, aesthetics, or convenience** that do not affect safety, welfare, or instruction.

Examples include:

- Office reconfigurations
- Aesthetic or cosmetic improvements
- Non-essential furniture moves
- General convenience requests