

NEW EMPLOYEE ORIENTATION Human Resources

February 6, 2025

HR Presenters

Marcia Reyes

Payroll Technician

Liz Cantu

Benefits Specialist

Sheila Dorsey-Freeman

Sr. HR Analyst – Full Time/Part Time Faculty, Educational Administrators

Gloria Arrington

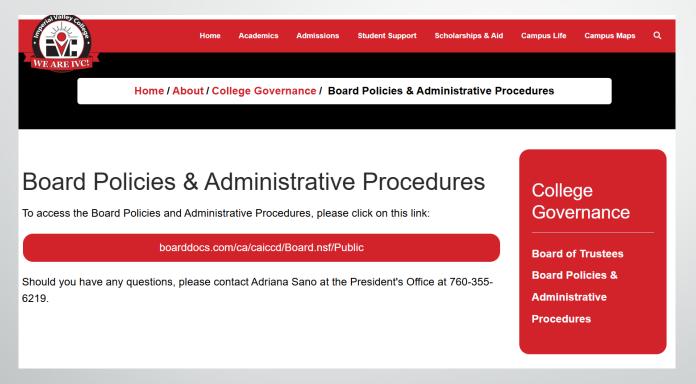
HR Analyst – Classified, Confidential, Classified Administrators, Professional Experts & Temporary Employment

Gina Snow

HR Analyst - Recruitment

ICCD Policies & Procedures

How to find them



To view all IVCC BP/APs please click here: https://www.imperial.edu/about/college-governance/board-policies-and-administrative-procedures.html

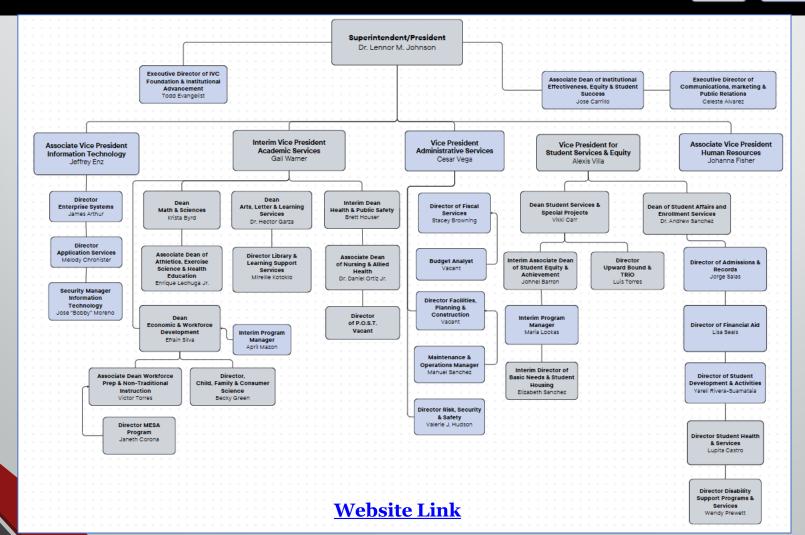
For additional information contact Mabel Vargas, Senior Executive Assistant to Superintendent/President at 760-355-6219.



Imperial Valley College

Administration Organizational Chart 2024-2025

Educational Administrator Classified Administrator



Professional Development

Welcome to Imperial Valley College's Professional Development Portall As outlined in our Human Capital Management Plan in the 2030 Vision Comprehensive Master Plan, we recognize that our greatest asset is our diverse workforce. Our faculty, staff, and administrators play a critical role in ensuring that every student reaches their educational and career aspirations, particularly through a commitment to equity and social justice.

In response to our comprehensive strategy, this portal provides various professional development opportunities aimed at eliminating achievement gaps and enhancing our instructional and support practices. These opportunities are meticulously designed to increase student achievement outcomes and support a culture of continuous improvement and innovation.

Resources for All IVC Employees:

Vision Resource Center: The Vision Resource Center of the California Community Colleges is an online learning and collaboration platform specifically designed for faculty, staff, and administrators across California's community college system.

Resources for Academic Employees:

- . Teaching & Learning Center
- California Community College Statewide Academic Senate
- California Virtual Campus Professional Development

Resources for Classified Employees:

. Professional Growth Program

Resources for Administration:

Association of California Community College Administrators

Request Professional Development Funds





Faculty Funding

Professional Development

Human Resources
Clery Act Information

Employment

Employee Health &

Wellness

Equal Employment

Opportunity Plan

HR Forms

Organizational Chart

Payroll Forms/ Change

of address

Policies

Professional

Development

Retirees

Staff

Student Employment

Union Collective

Agreements

Caring Campus Refresh

Professional Development Link

Caring Campus: Improving Student Retention and Success



Imperial Valley College is a campus of care, where students come because they feel welcome and stay because they feel cared about. If students don't feel connected to the college they attend, they are far less likely to persist and succeed, regardless of the academic interventions and support services the college has provided. As the Aspen Institute notes, 'A culture of caring has become a hallmark of excellent community colleges.

Standing Campus Committees

- Academic Senate
- Curriculum
- Distance Education
- Faculty Teaching & Learning
- Pathways to Student Success
- Outcomes & Assessment
- Open Educational Resources
- Integrated Consultation Council
- Continuous Accreditation Readiness Team





Equal **Employment** Opportunity and Diversity



Technology Planning



Student **Affairs**



Fiscal and **Facilities**





Environmenta l Health & Safety



Public Relations and Marketing



Institutional Effectiveness and

Development



Program Review

Upcoming Campus Events

Black History Month: Paint & Vibe

February 19th, College Center

Employee Appreciation & Wellness Fair

April 17th, Admin Building Lawn

 Retirees & Years of Service Celebration

May 22, 2025



Deadline for payroll changes

Forms to make changes on payroll are due by the 15th of the month:

Federal and State Tax forms New/changes/canc ellations for direct deposit (it takes 2 payrolls for the direct deposit to take effect) Address Change forms should be completed as soon as possible to ensure that paystubs, insurance information and retirement information is sent to the correct address.

Where can these forms be found? (other than the Human Resources office)

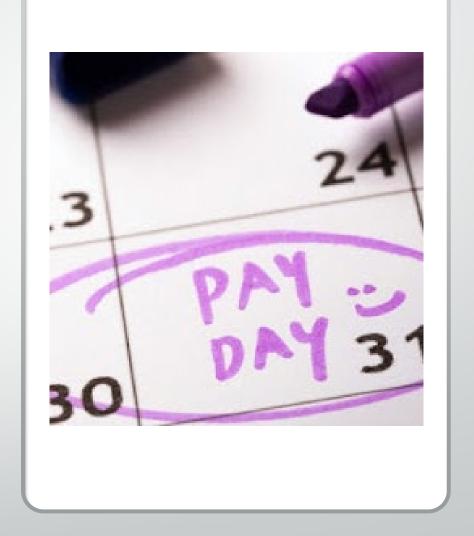
Click <u>here</u> to view Payroll Forms

2024/2025 Paydays

- Payday is the last business day of each month.
- For FT Faculty overload Spring Semester:

March 10th supplemental payroll

**The supplemental payrolls are NOT direct deposit, only live checks.



HR Forms

HR Forms

HR Forms are available for download here for your convenience. Click on the name to download the form. All forms are in .PDF format.

Digital Forms

Forms

- 1. Administrator Evaluation Form
- 2. CalSTRS Retirement System Election ES372 (Rev. 6/2021)
- 3. Comp Time Payout Request
- 4. Course Approval Form (FILLABLE)
- 5. Create a Position Requisition Guide
- 6. CTA Contract 2018 2021 Evaluation Form A
- 7. CTA Contract 2018 2021 Evaluation Form B
- 8. CTA Contract 2018 2021 Evaluation Form C1
- 9. CTA Contract 2018 2021 Evaluation Form C2 10. CTA Contract 2018 2021 Evaluation Form D
- 11. CTA Contract 2018 2021 Evaluation Form E1
- 12. CTA Contract 2018 2021 Evaluation Form E2
- 13. CTA Contract 2018 2021 Evaluation Form F
- 14. CTA Contract 2018 2021 Evaluation Form G
- 15. CTA Contract 2018 2021 Evaluation Form H
- 16. CTA Contract 2018 2021 Evaluation Form I
- 17 CTA Contract 2018 2021 Evaluation Form J
- 18. CTA Contract 2018 2021 Evaluation Form K
- 19. CTA Contract 2018 2021 Evaluation Form L
- 20. CTA Contract 2018 2021 Evaluation Form M1
- 21. CTA Contract 2018 2021 Evaluation Form M2
- 22 CTA Contract 2018 2021 Evaluation Form N 23. CTA Contract 2018 2021 Evaluation Form O
- 24 CTA Contract 2018 2021 Evaluation Form P
- 25. CTA Contract 2018 2021 Evaluation Form Q

1. Electronic Timesheet / Leave Report

- 2. Timesheet / Leave Report Adjustment Request
- 3. Shift Change Request (Emp to Sup)
- 4. Shift Change Request (Sup to Emp)
- 5. Shift Change Request History (for Managers)
- 6. Leave Request Status (for employee)
- 7. Leave Request Calendar (for Managers)
- 8. Leave Request History (for Managers)
- 9. Interactive Service Days Calendar
- 10. PT Office Hours Form
- 11. PT Office Hours Form (Web)
- 12. Leave Request (for employees)
- 13. Classified Performance Appraisal
- 14. Catastrophic Pool Donation

Digital Forms Help

- 1. Timesheet User's Guide Exceptional Time (Classified Full-Time Only)
- 2. Timesheet Guide for Classified PT, Sub/Short-Term, Professional Expert, PT faculty Non-Teaching & Non-Credit
- 3. Timesheet/Leave Report Adjustment Request Guide

Payroll Forms/ Change of address

Change of Address

- 1. 2020 Cal PERS Member Action Request
- 2. 2020 CalSTRS Address Change Request
- 3. Change of Address Insurance Form
- 4. Change of Address Payroll Form

Payroll Forms

- 1. 2023 Form W 4
- 2. Beneficiary Designation for Pay Warrant of Deceased IVC Employee
- 3. Classified Pay Memo (for classified employees only)
- 4. DE-4 2022 Form
- 5. Direct Deposit Form
- 6. Electronic Leave Reporting Users Guide
- 7. Electronic Timesheet User Guide
- 8. FAQs on the 2020 Form W 4 Internal Revenue Service
- 9. Pav Memo Form
- 10. Payroll Account Change Form
- 11. Pre-Authorization Faculty Special Assignment Compensation Agreement
- 12. Vacation Requests Admin Manual
- 13. Vacation Requests User Manual
- 14. Vacation Requests Employee Guide
- 15. Vacation Requests Supervisor Guide

Short Term Absences

- Sick
- Vacation
- Personal Necessity

Extended Leaves

- Family Medical Leave
- California Family Rights
- Baby Bonding
- Parental Leave
- Maternity

For more information regarding leaves of absences visit our Benefits & Wellness page at https://www.imperial.edu/faculty-and-staff/human-resources/benefits-wellness/

Leaves

In case of Employee Injury or Illness

In case of injury or illness:

- Step 1. Assess if medical attention
- Step 2. Notify your supervisor of incident
- Step 3. Submit Injury/Incident report with Human Resources



All <u>Employee</u> Injuries/Illness must be reported to Human Resources within 24 hours regardless of the type of medical attention

Workers Compensation Contact:

Liz Cantu

Phone: 760.355.6194

liz.cantu@imperial.edu

In Case of Student Injury or Illness

Campus Nurse Building 1500-Rm 1536

Monday-Thursday 8:30 am-4:00 pm Friday 8:30 am-12:30 pm

Campus LVN and our Campus Medical Assistant are ready to help and can be contacted at 760-355-5731



ACADEMIC SERVICES

GAIL WARNER

INTERIM VICE PRESIDENT OF ACADEMIC SERVICES
CHIEF INSTRUCTIONAL OFFICER

New Employee Orientation – February 2025

ACADEMIC SERVICES STAFF – BUILDING 10, OFFICE 40

Dixie Krimm

Executive Assistant to the Vice President

Martha Navarro

Administrative Assistant II

Gabriel Gonzalez

Schedule Specialist

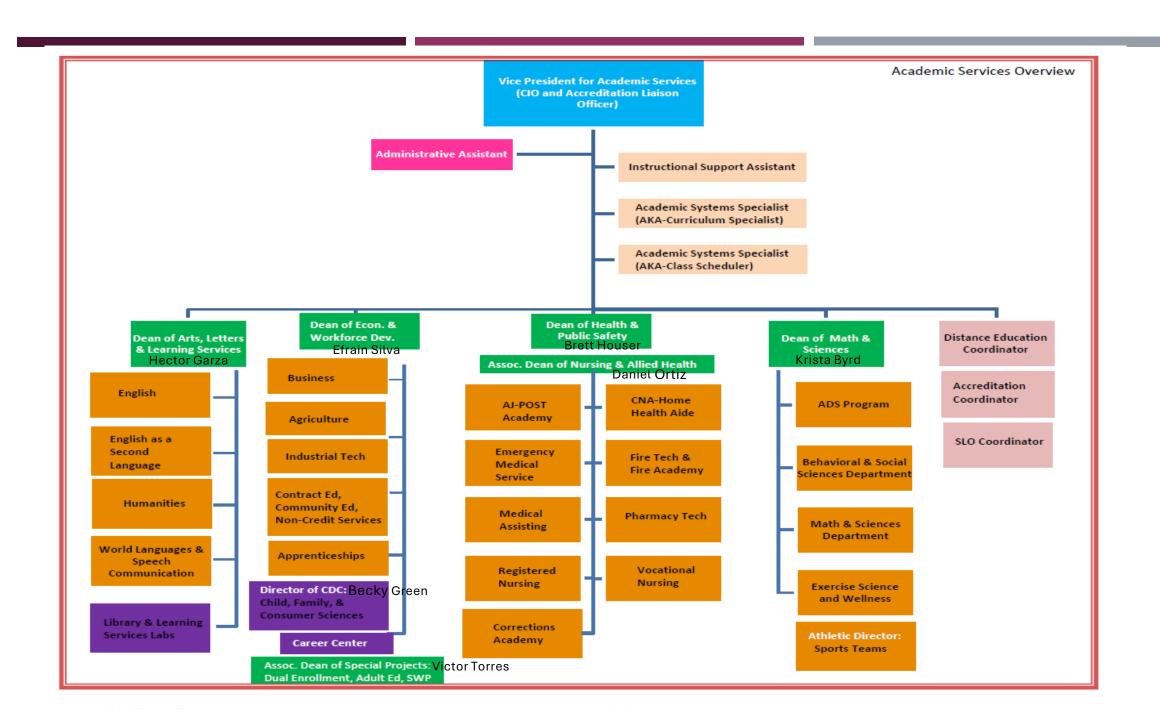
Jessica Prock

Curriculum Specialist

Campus Map • Fall 2024



Academic Services



ACADEMIC SERVICES



Purpose

Academic Services provides leadership and support for all instructional programs, in support of the college mission including:

- Transfer Programs
- Career Technical/Workforce and skills development for employment
- Basic Skills development and Lifelong Learning

Faculty Support

The Academic Services Office provides guidance and support to all full-time and part-time faculty in the areas of:

- Policies and Procedures
- Curriculum Development
- Scheduling
- Professional Development Teaching and Learning Center (TLC)
- Tenure
- Embedded Tutoring Learning Services



New Employee Orientation

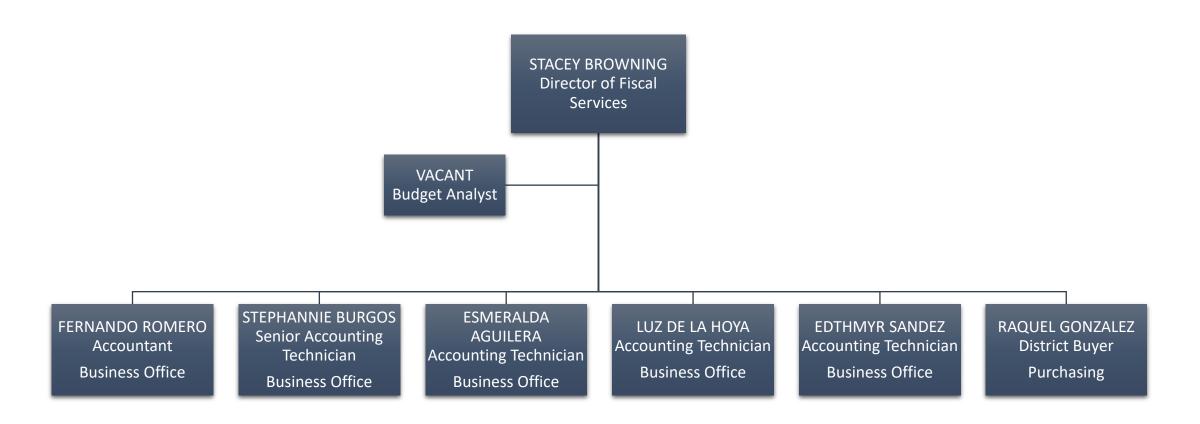
Business Office

Presented By: Stacey Browning, Director of Fiscal Services





Your Business Office Team



How we serve the campus...

- Accounts Payable (Purchase Orders & Commercial Warrants)
 - Vendor Payments
 - Employee Reimbursements
 - Student Refunds
- Accounts Receivable
 - Student Payments
 - Federal, State, Local Payments
- Purchasing
- Financial and Budget Reporting
- Journal Vouchers

Commercial Warrants Procedure

Warrants (AP 6315)

- A commercial warrant is processed by the Business Office every Thursday (except for holidays, and other special circumstances).
 - The commercial warrant deadline is 12:00 noon on Wednesday for checks to be issued the following Thursday.
 - The commercial warrant deadline may be updated at the discretion of the Chief Business Officer, with appropriate notification to staff.
 - The Accounts Payable Department must have a completed purchase order and appropriate back-up in order to issue a check.

Student Services

- Refunds
 - Financial Aid
 - Credits over \$20
- Student Payments and Payment Plans
 - Tuition and Fees
 - Payment Plans by Touchnet
 - IVC Marketplace
- 1098T Forms

Journal Vouchers

- Budget Transfers
- New Budgets or Changes to Existing Budgets
- Expense Transfers

Budgeting and Financial Reporting

- Budget Development Timeline
 - March Develop budget for upcoming fiscal year
 - June Board approves Tentative Budget
 - September Board adopts Adopted Budget
- Audits
 - Interim
 - Year-end
- Year-end Closing
- CCFS 311 Report

Business Office Contacts

- Labor/Categorical Budgets/Financial Reporting Maria Lockas
- Budgets/Journal Vouchers/Touchnet Fernando Romero
- Questions regarding Purchase Orders (POs):
 - Vendors whose names start with A-H: Edthmyr Sandez
 - Vendors whose names start with I-P: Esmeralda Aguilera
 - Vendors whose names start with Q-Z: Luz Delahoya
- Check Replacements:
 - Student refund checks: Esmeralda Aguilera
 - All staff and vendor checks: Edthmyr Sandez & Luz Delahoya
- Check Holds/Pickups and Credit/Membership Card Reservations (i.e. Costco, Wal-Mart, etc.):
 - Email: AccountsPayable@imperial.edu
- Change Orders Raquel Gonzalez
- New Vendor Set Up Raquel Gonzalez
- Vendor Credit Applications Raquel Gonzalez

Resources

Additional information and forms may be found on our website under Administrative Services.

https://www.imperial.edu/faculty-and-staff/administrative-services/

Administrative Procedures are located on BoardDocs under "Policies".

https://go.boarddocs.com/ca/caiccd/Board.nsf/Public

Questions



Campus Safety Team



Valerie Hudson Director of Rick, Security and Safety 760-355-6436 Email: Valerie.hudson@imperial.edu



Gina Madrid
Campus Safety Coordinator
760-355-6306
Email: gina.madrid@imperial.edu



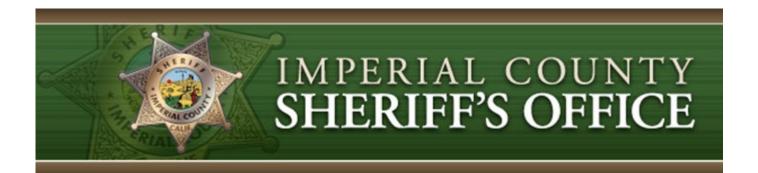
Ivan Guillen
Campus Safety Specialist
760-355-6308
Email: ivan.Guillen@imperial.edu



Luz Ayon
Campus Safety Specialist
760-355-6308
Email: luz.ayon@imperial.edu



- 5 Campus Safety Officers
- 11 Parking Attendants
- 2 Office Assistant





Campus Deputy
Carlos Esquer #631

Spring 2025 Schedule:

Monday – Friday: 7:30 a.m. to 10:30 p.m.

IVC Emergency Cell Phone: 760-483-7411

Deputy Esquer Email: cesquer@icso.org

Deputy Tamayo Email: atamayo@icso.org

IVC Office: 760-355-5735



Campus Deputy Alejandro Tamayo #638



Campus Safety & Parking Control Department

The Campus Safety & Parking Control Department is committed to providing students, faculty, staff, and visitors with a safe and secure environment to learn, work, and grow.

Campus Safety & Parking Control Resources:

- Respond to all campus emergencies
- Reporting any incidents or criminal activity on-campus or online
- Conduct Campus Patrol
- Emergency & Crisis Response
- Provide First Aid and Medical Assistance
- Crime Prevention
- Safety Escort Services
- Emergency Message
- Event Security
- Annual Security Report (ASR) Clery Act Compliance
- Lost & Found Items (Office 902) and Student Affairs (Building 1000)
- Student & Employee parking permits
- Parking and Traffic Control Enforcement
- Campus Safety Information: https://www.imperial.edu/about/campus-safety/
- Parking Control Information: https://www.imperial.edu/students/parking-control/



"SAFETY FIRST" "If you see something, say something"

Suspicion is the only reason you need for calling the Campus Safety Office to report any crime or suspicious activity.

If you do call, please be prepared to provide the following information:

- Your name
- Location of the incident/emergency you are reporting
- A description of the scene and suspects what they are wearing? Listen carefully
- A description of any vehicle involved, particularly the license plate number, make, model, and color
- Online did you take a screen shot?





How to Contact A Campus Deputy

- IVC Cell Phone: (760) 483-7411
- **RingCentral** (1-1-1-1)
- IVC Radio (Channel 1)
- Life-threatening Emergency (9-1-1)

After Hours Maintenance & Operations concerns, please call 760-455-9267

Cell Phone: When calling the cell phone, **DO NOT** leave a voicemail message; please call again or contact the Campus Safety & Parking Control Office at (760) 355-6308 or (760) 355-6306.

RingCentral Phone: From any office or classroom using the RingCentral phone, please dial 1-1-1-1 to be connected directly to the Campus Safety cell phone.

IVC Radio: When using the radio, make sure you are on Channel 1.

If there is a life-threatening emergency or immediate threat of violence, please call 9-1-1. Please also notify the IVC Campus Safety Office of the situation.

Be Alert, Be Ready, Be Safe

Emergency Devices on Campus

There are 10 AEDs (Automated External Defibrillator)

- ► Student Health Center 1500 Bldg.
- ► Parking Control Office 902 Bldg.
- ► Child Development Center 2200 Bldg.
- ► Career Technical Education 3200 Bldg.
- ► Health and PE Office 700 Bldg.
- ➤ Counseling Center 100 Bldg.
- ► College Center/Cafeteria 600 Bldg.
- ► Financial Aid 1700 Bldg.
- ► Health Sciences 2100 Bldg.
- ➤ Science Building 2700 Bldg.



There are 5 Emergency Blue Towers on campus

- ▶ One located by the booth in from of Administration Building
- One located by drop off zone near parking lot D
- ➤ One located by the Imperial Transit/Bus Stop
- ► One located between the 600 and 400 Buildings
- ▶ One located in from of 3100 Building





The College issues two types of campus alerts:

- **Timely Warnings** are sent for Clery-reportable crimes that are determined to be a continuous threat to the campus community.
- **Emergency Notifications** Any significant emergency or dangerous situation involving an immediate threat to the health or safety of the campus community.
 - ► Go to IVC Main Web Page <u>www.imperial.edu</u>
 - ► Click on Login
 - ➤ Sign-in to your portal
 - ► Click on Regroup
 - ► Update your profile

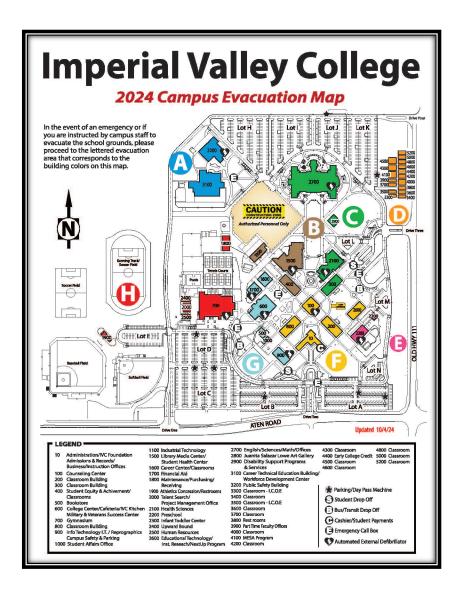
What to do DURING an earthquake?







During earthquakes, drop to the floor, take cover under a desk or table, and hold on to it so that it doesn't move away from you. Wait there until the shaking stops.



In the event of an emergency or if you are instructed by campus staff to evacuate the school grounds, please proceed to the lettered evacuation area that corresponds to the building colors on this map.



Suspicion is the only reason you need for calling the Campus Safety Office to report any crime or suspicious activity.

- ► In the event of an active shooter, the IVC Campus Safety & Parking Control Department advises all members of the campus community to follow the RUN HIDE FIGHT protocol, widely established as the recommended response plan among law enforcement professionals.
- ▶ RUN leave personal belongings, time is of the essence to get to safety.
- ► <u>HIDE</u> stay out of view, silence phones completely including turning off vibration mode and hiding the lighted screen. When securing doors use belts, cords, or other extenders to keep out of direct range of the door.
- ► FIGHT if you have no choice, fight the attacker using objects that can serve as weapons. If you are with others, work as a group to disarm the attacker until help arrives.

Active Shooter Video



Employee Parking Permit

- ► Every driver parking on campus must adhere with IVC Campus Parking and Traffic Regulations.
 - ► IVC Sec. 2.a., 2.b. Not parked in a designated parking area
 - ► IVC Sec. 3.a. Occupying more than one parking space
 - ► IVC Sec. 5.b. Parked in reserved space without faculty/staff permit
 - ► IVC Sec. 3.c. Not parked head—in
 - ► IVC Sec. 4.a. Parked in a handicapped space without a special permit
 - ► IVC Sec. 5.a. No valid permit displayed on vehicle
 - ► IVC Sec. 5.a.-2 Valid permit not properly displayed on vehicle
- This permit must be affixed to the <u>inside lower left corner (driver's side) of the front windshield</u> or <u>placed on the clear hanger</u> provided by Campus Safety & Parking Control Office.
- ► Failure to comply may result in a parking citation.





SERVE AND PROTECT

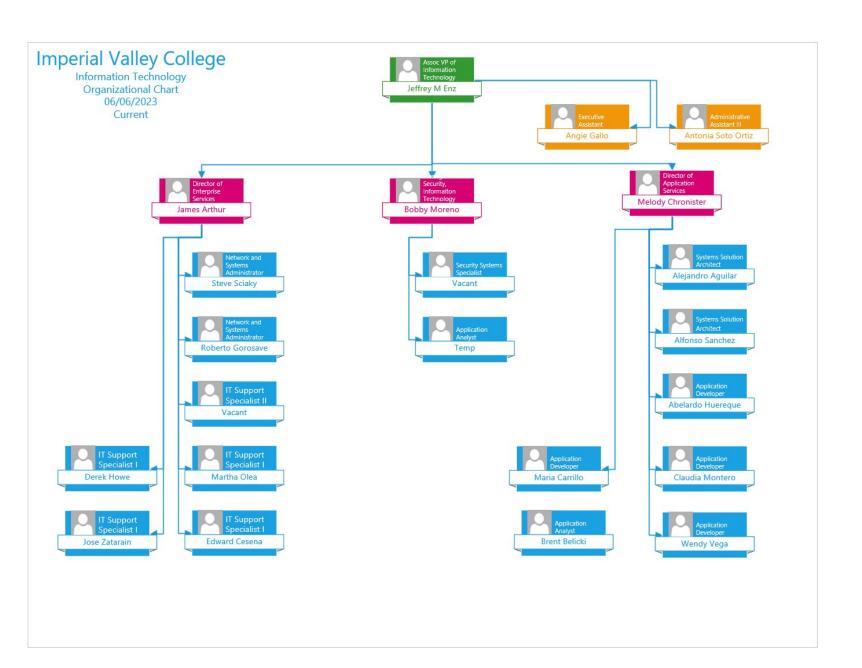
"If you see something, say something"

Any questions?
Thank you



Information Technology





IT Team

Banner Access and other system access and support (need authorization from manager for access and determining privileges)

Support of Degreeworks, Starfish and other software

Business Processes

Self Guided Training and Documentation @ Banner.imperial.edu

Access to some systems and websites require being on campus network or VPN

Application Services

What To Take Away



Classroom Audio Visual Technologies

Help Desk

Desktop Support

Connectivity - Switches & Routers

Ring Central Phone System

Wireless Network

Office 365 Environment

Email Accounts

Enterprise Services

What To Take Away



Cyber Security, training,

Fraud

Virtual Private Network (VPN) connections

Firewalls

Cyber Security

What To Take Away

INFORMATION TECHNOLOGY ROOM 903G

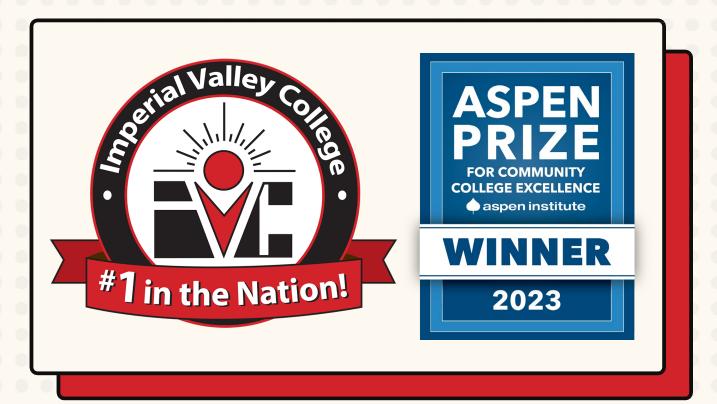
- Password Reset: https://sso.imperial.edu/
- Office Hours 8:00 am to 5:00 pm, M F (7 6 first week)
- Help Desk: Ext. 6300 number
- Help Desk: https://sso.imperial.edu/ (Team Dynamix)
- Knowledge Base Articles (Team Dynamix)
- System/Software Purchasing
- SPAM Email
- Wifi IVC owned equipment on Employee; Personal owned equipment on Guest
- Cyber Security





Welcome!





Celeste Alvarez

Executive Director of Communications, Marketing & Public Relations

Public Information Office

Meet the Team



DANIELA ESTRADA

Public Information
Office Administrative
Secretary



MIKE NICHOLAS

Graphics Artist



YETHEL

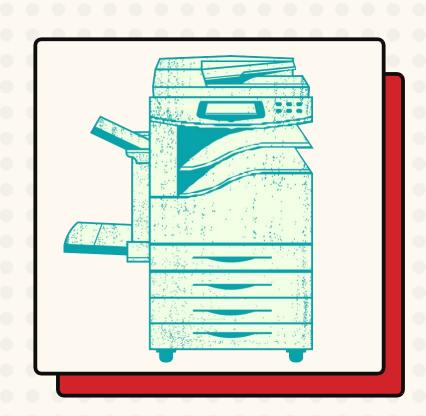
Public Communications,
Printing & Design
Specialist



SERGIO URIARTE

Website Coordinator

General Services



COPIER & PRINT SERVICES



PUBLIC RELATIONS



MARKETING & BRANDING



WEBSITE



- Turn around time for copies is 3 business days, depending on job
- Finished jobs are left in our mail room located at 904B for pick up
- Reprographics is staffed from 8am 5pm

Print Services

Located in building 900, 904 Using our new service desk ticket, TDX, Team Dynamix

Services (3)

Copy Service Request

Request for copies.

Graphic Design Service Request

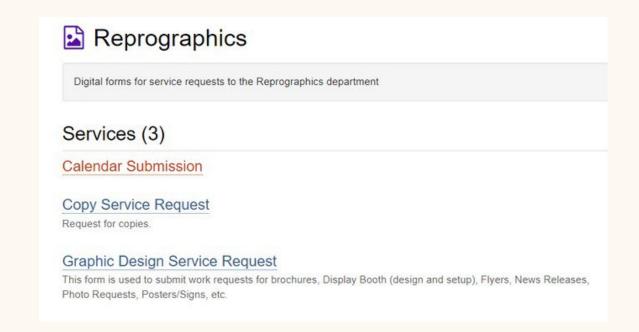
This form is used to submit work requests for brochures, Display Booth (design and setup), Flyers, News Releases, Photo Requests, Posters/Signs, etc.

IVC Mascot Submission Form



- Copy Service Request
 - Manuals, Brochures, Syllabi, Flyers, Anything!*
 - o 3 business days turnaround, copies left
- in 904B Graphic Service Request
 - Flyers, Maps, News Releases, Posters,
 Socialsetc.,

TeamDynamix Services



- Calendar Submission
 - Campus Events, IVC Sponsored Events, IVC Hosted Events





Public Relations & Social Media

Getting involved in our community!
Media Relations? It's fun!

Follow us: Instagram,

Facebook, and...TikTok!

Notify the Public Information Office of interviews.

@ivcollege

Marketing

GENERAL OVERVIEW

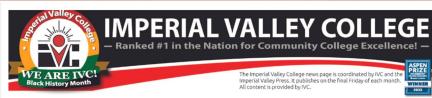
Digital, print, anything and everything!

Do you have ideas or suggestions? We want to hear them!

Public Relations & Marketing committee meets every 1st Monday of every month at 3:30 pm.

Our next meeting is Monday!





IVC celebrates Black History Month with community events



ASG students attend 2024 **Legislative Conference**



IVC Voices - A new monthly feature The Importance of Elevating





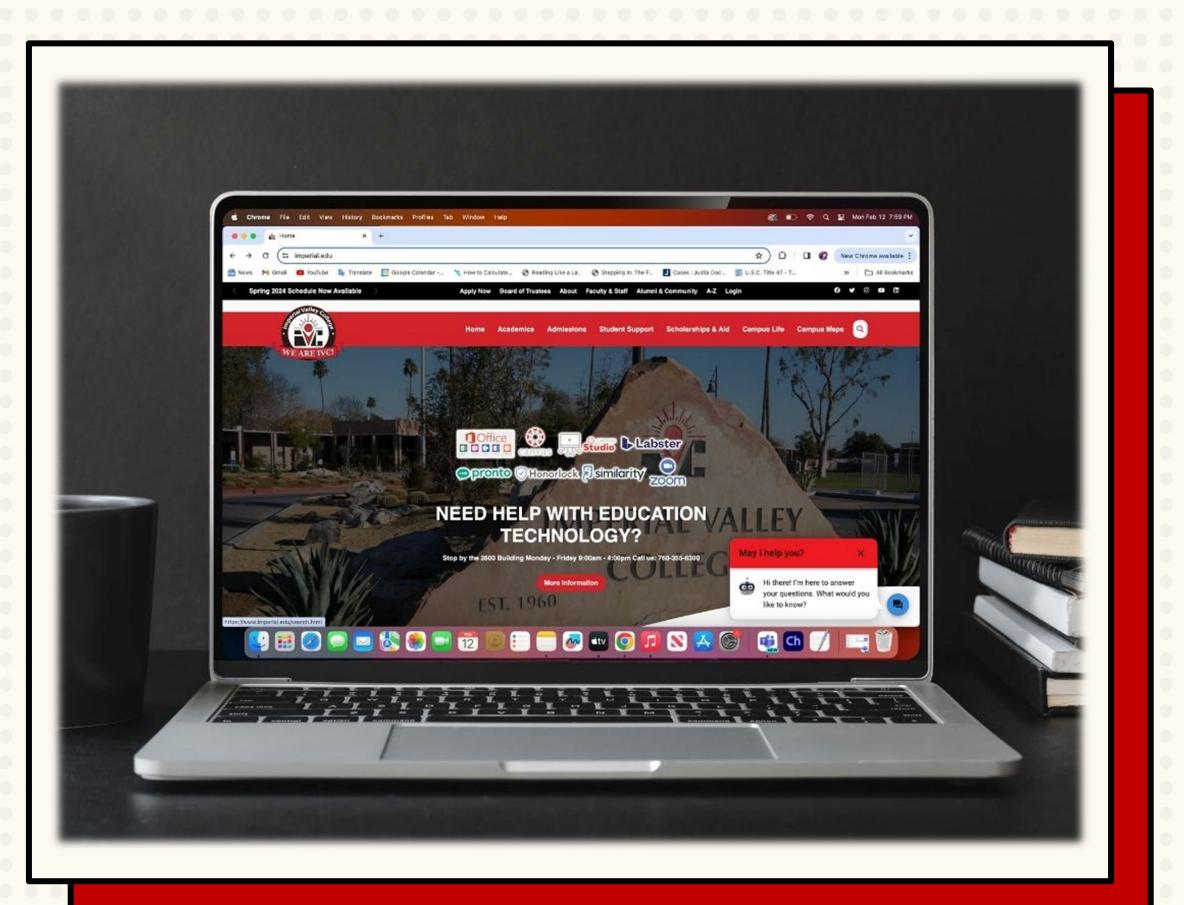






Come visit the IVC team during





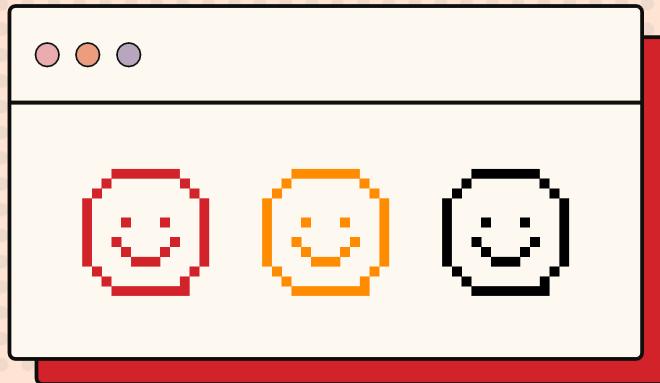
Website Information

Website updates are in progress

Thank You!







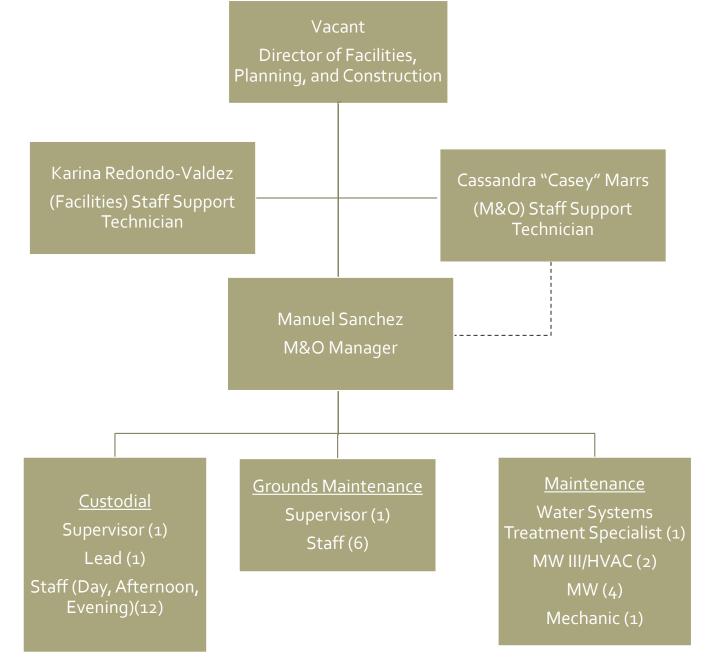
Facilities /
Maintenance &
Operations
(M&O)

Rick Webster,

Consultant For Facilities, Maintenance & Operations



The Team



*See more under Administrative Policy 3100 - Organizational Structure

sso.imperial.edu
Click on "Team
Dynamix",
Click on
"Maintenance and
Operations"

Maintenance and Operations

The Facilities/Maintenance & Operations Department is located in the 1800 Building (Between 3100 Building and the Tennis Courts).

The Facilities/Maintenance & Operations Department oversees and manages construction, reconstruction and/or rehabilitation of facilities, including the furnishing and equipping of its facilities, and acquisition, for its facilities.

The Facilities/Maintenance & Operations Department also provides support in vehicle/equipment, maintenance & HVAC, custodial, and grounds services.

If there are any issues which permits the continuance of existing college classes, use of a facilities, including class or events; or to avoid danger to life or property, please call/message our front administrative team.

Categories (4)



Custodial Services

Providing a wide variety of operational support to buildings, classrooms, labs, offices and restrooms. General cleaning and trash removal



Maintenance and HVAC Services

Providing routine and scheduled building and equipment maintenance services which include





Grounds Services

Maintaining 160 acres of natural turf, a variety of plant and tree species, and sports fields.



Vehicle/Equipment Requests

Provide mechanic support to all M&O disciplines, along with serving the District vehicle and equipment.

Services (1)

Key Card Request

This ticket is to request for new or updating card access. Lost/replacement card access is documented for record keeping.

You must give Maintenance (ext 6371) 5-10 business days to get your key ready for retrieval.

Service Catalog / Maintenance and Operations / Custodial Services

TEAM DYNAMIX

Sso.imperial.edu
Click on "Team
Dynamix",
Click on
"Maintenance and
Operations"

Custodial Services

Providing a wide variety of operational support to buildings, classrooms, labs, offices and restrooms. General cleaning and trash removal are performed on a daily basis, along with logistical support and moving services for events and office/classroom relocations.

Services (3)

Custodial Services

This ticket is to request additional cleaning support to buildings, classrooms, labs, offices and restrooms. Small paint jobs or light bulb replacement. Moving and relocation support.

Pest Control

This ticket is to request any pest, such as, insects, vermin, reptile, or small mammals observed in your work areas or onsite. Our exterminator vendor comes onsite early Friday mornings, and addresses noted pest control requested listed in a log.

Supplies Request

This ticket is to request COVID related supplies, such as, masks, disinfectant, and gloves. While supplies last.

sso.imperial.edu
Click on "Team
Dynamix",
Click on
"Maintenance and
Operations"

Maintenance and HVAC Services

Providing routine and scheduled building and equipment maintenance services which include interior finishes, electrical, mechanical, heating and ventilation, and plumbing.

Services (8)

Concrete Repair

This service request is for reporting any large cracking, spalling, unleveled, or tripping hazards within concrete surfaces observed.

Construction / Remodeling

This ticket is to request or outline requested building modifications or additions to existing campus infrastructure. Please know most requests which require major building modifications or construction will be recommended for program review.

Electrical Requests

This ticket is to request lighting, and power infrastructure support, modifications, or repairs to buildings and exterior lighting.

General Maintenance Request

This ticket is to request additional building and equipment maintenance services which include interior finishes, electrical mechanical, and plumbing.

HVAC Support

This ticket is to request additional building and equipment maintenance services which include interior finishes, electrical mechanical, and plumbing.

Locksmith Repair Services

This ticket is to request door, door hardware, key core, or other related door appurtenant issues.

Plumbing Service Request

This ticket is to request any observed plumbing issues. Significantly founded issues should be directed to our office immediately.

Programming Light Support

This ticket is to request any lighting programing support observed within building corridors, exterior building lighting, walkway lighting, and parking lot lighting.

sso.imperial.edu
Click on "Team
Dynamix",
Click on
"Maintenance and
Operations"

Service Catalog / Maintenance and Operations / Grounds Services



Grounds Services

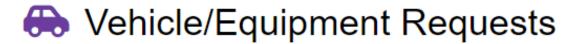
Maintaining 160 acres of natural turf, a variety of plant and tree species, and sports fields.

Services (1)

Grounds Maintenance

This ticket is to request observed turf, tree, or other vegetation nuisances.

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Click on "Team
Dynamix",
Click on
"Maintenance and
Operations"



Provide mechanic support to all M&O disciplines, along with serving the District vehicle and equipment.

Services (4)

Golf Cart Repairs

This ticket is to request general & routine maintenance to District golf carts. Based on type of repairs and parts lead times, expect potential 30 day return times when parts arrive.

Heavy Equipment Repair

This ticket is to request heavy equipment repair for M&O and District program needs.

Small Equipment Repair

This ticket is to request small equipment repair for M&O and District program needs.

Vehicle Maintenance

This ticket is to request general & routine maintenance to District vehicles. Based on type of repairs and parts lead times, expect potential 30 day return times when parts arrive.

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Operations"

Key Card Request

access • card • keycard

Key Process

If a physical key 🔦 is being requested, please follow these steps:

Step #1: Fill out a Key Charge Card with the location you need to access with the physical key you are requesting, Example: Building 1234 Room 5678 (The more specific you are with the location you need access to the faster we can locate the key you need), IF YOU HAVE THE KEY # PLEASE PROVIDE IT AS THIS HELPS US LOCATE THE KEY QUICKER.

Step #2: Key Charge Card MUST be signed by your department head and your VP (NO EXCEPTIONS)

Step #3: Reach out to Maintenance (ext 6371) to let her know your key charge card is signed and the location + Key # so she can prepare your key for you.

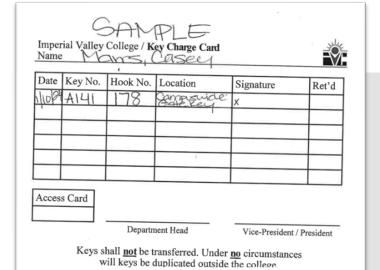
Step #4: Wait until you receive an email from Maintenance (ext 6371) letting you know your key is ready to be picked up and make sure you let her know your availability so you can schedule a time to pick it up with her in Maintenance (1800 Building)

Step #5: Sign your key charge card in the signature box when you pick up your key.

NOTES: You must give Maintenance (ext 6371) 5-10 business days to get your key ready for retrieval.

Reasons your physical key can take a while to prepare:

- · Key needs to duplicated
- . Location of access you are requesting a key for was not listed on the key charge card.
- You are requesting a key close to the beginning of a new semester. (New Semester access takes priority)
- · Key Charge Card was not provided.



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If a key card is being requested, please follow these steps:

Step #1: Submit ticket through Team Dynamix as a Key Request Ticket. MUST INCLUDE THE LOCATION OF THE ACCESS YOU'RE REQUESTING CARD ACCESS FOR

Step #2: Wait for the ticket to be approved.

Step #3: Once ticket is approved, Maintenance (ext 6371) will reach out to you to set up a day/time for you to stop by and retrieve your card access (if you don't already have a key card in your possession).

Notes: You must give Maintenance (ext 6371) 5-10 business days to get your key ready for retrieval.

Reasons your key card can take a while to prepare:

- You submitted your ticket as Lock & Door Problems or Maintenance Request or another Request that is NOT a Key Request Ticket.
- · Location of access you are requesting a key card for was not listed on the ticket.
- You are requesting a key card close to the beginning of a new semester. (New Semester access takes priority).
- No ticket was submitted.

