



CLEVELAND STATE UNIVERSITY

VIKES
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HERE

YOUR HOME AWAY FROM HOME

**2024-2025
WORK
ORDER
GUIDE**



CSU

Department of Residence
Life and Housing



Department of Residence
Life and Housing

2024-2025 ACADEMIC YEAR *WORK ORDER GUIDE*

IDENTIFYING THE PROBLEM

Although you may not know exactly what is wrong, gathering as much information prior to submitting a work order is crucial! The following are items that you will want to identify and include in your work order description.

- What is the problem? - What made you notice the issue? What are the symptoms of this problem?
 - Example: “The right sink has been draining slowly. This problem started yesterday after I rinsed out my Campbell’s chunky soup bowl and it has persisted since”.
- Where is the problem? - The more detail you can provide, the better!
 - Example: “The right sink has been draining slowly. This problem started yesterday after I rinsed out my Campbell’s chunky soup bowl and it has persisted since”.
- When is the problem occurring? Does it only occur at certain times, all the time, or periodically?
 - Example: “The right sink has been draining slowly. This problem started yesterday after I rinsed out my Campbell’s chunky soup bowl and it has persisted since.”
- Why is this problem occurring? You may not know this information and that is ok! However, if you do notice a correlation, or causation, please do not hesitate to include this information. The rule of thumb is always “The more information, the better!”
 - Example: “The right sink has been draining slowly. This problem started yesterday after I rinsed out my Campbell’s chunky soup bowl and it has persisted since.”



Department of Residence
Life and Housing

2024-2025 ACADEMIC YEAR WORK ORDER GUIDE

ENTERING THE WORK ORDER

2.) Category: This allows us to have a snapshot of what your work order pertains to. The categories are as follows. We have included a brief description of what would go in each category. These are not exhaustive and when in doubt, please select **“General”**:

- **Cleaning**: Common area cleaning concerns, trash room cleaning concerns, concerns with condition of the room you just moved in to.
- **Electrical**: An outlet is not working; breakers keep flipping or any concern relating to electricity to your unit.
- **General**: Appliance issues, furniture issues, or anything that you do not feel falls into the other categories.
- **HVAC**: Air Conditioning or Heat related
- **Lighting**: Lightbulbs or light fixtures
- **Locks/Doors**: Issues with your door locks, issues with closing/opening your door, or door sealing issues.
- **Pest Control**: Anything related to pests or insects.
- **Plumbing**: Anything related to water, leaks, drains, showers, bathtubs, or sinks.



Department of Residence
Life and Housing

2024-2025 ACADEMIC YEAR WORK ORDER GUIDE

ENTERING THE WORK ORDER

3.) Resident Email: Please list your Cleveland State University email, as this allows us to keep you up to date on your work order.

CSU Residence Life

Short Description ★

Category ★

Resident Email ★ 3

Notes

Primary Contact ★

Primary Phone# ★

Filter By Building Group ★

Which building? ★

Select Location ★

Enter your room? ★

Files No file chosen
10 MB File Size Limit



Department of Residence
Life and Housing

2024-2025 ACADEMIC YEAR WORK ORDER GUIDE

ENTERING THE WORK ORDER

4.) Notes: This is where you can provide us with any additional information you would like us to know! This could be notes about your unit, other concerns or just general comments in regards to your work order. This step is optional.

CSU Residence Life

Short Description *

Category *

Resident Email *

Notes 4

Primary Contact *

Primary Phone# *

Filter By Building Group *

Which building? *

Select Location *

Enter your room? *

Files
10 MB File Size Limit

No file chosen



Department of Residence
Life and Housing

2024-2025 ACADEMIC YEAR WORK ORDER GUIDE

ENTERING THE WORK ORDER

5.) Primary Contact: This is where you will list your legal First and Last Name.

CSU Residence Life

Short Description *

Category *

Resident Email *

Notes

Primary Contact *

Primary Phone# *

Filter By Building Group *

Which building? *

Select Location *

Enter your room? *

Files
10 MB File Size Limit
 No file chosen



Department of Residence
Life and Housing

2024-2025 ACADEMIC YEAR WORK ORDER GUIDE

ENTERING THE WORK ORDER

6.) Primary Phone Number: This is where you will list your preferred contact phone number in case we need to call you in regards to your work order.

CSU Residence Life

Short Description ★

Category ★

Resident Email ★

Notes

Primary Contact ★

Primary Phone# ★

Filter By Building Group ★

Which building? ★

Select Location ★

Enter your room? ★

Files
10 MB File Size Limit
 No file chosen



Department of Residence
Life and Housing

2024-2025 ACADEMIC YEAR WORK ORDER GUIDE

ENTERING THE WORK ORDER

7.) Filter By Building Group: You will select “Residence Halls”.

CSU Residence Life

Short Description *

Category *

Resident Email *

Notes

Primary Contact *

Primary Phone# *

Filter By Building Group * 7

Which building? *

Select Location *

Enter your room? *

Files
10 MB File Size Limit
 No file chosen



Department of Residence
Life and Housing

2024-2025 ACADEMIC YEAR WORK ORDER GUIDE

ENTERING THE WORK ORDER

8.) Which Building?: For this step, you will select whether you live in Fenn Tower, Euclid Commons, The Edge, or Langston.

CSU Residence Life

Short Description *

Category *

Resident Email *

Notes

Primary Contact *

Primary Phone# *

Filter By Building Group *

Which building? *

Select Location *

Enter your room? *

Files
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No file chosen



Department of Residence
Life and Housing

2024-2025 ACADEMIC YEAR WORK ORDER GUIDE

ENTERING THE WORK ORDER

9.) Select Location: You will now want to select your specific unit and bed space. This allows us to pinpoint the exact location of the work order.

CSU Residence Life

Short Description *

Category *

Resident Email *

Notes

Primary Contact *

Primary Phone# *

Filter By Building Group *

Which building? *

Select Location *

Enter your room? *

Files
10 MB File Size Limit

No file chosen



Department of Residence
Life and Housing

2024-2025 ACADEMIC YEAR WORK ORDER GUIDE

ENTERING THE WORK ORDER

10.) Enter your room?: By checking this box, you are giving the Department of Residence Life and Housing permission to enter your room to complete this work order, even if you are not home at the time. Please be aware if this box is not checked, we will need to schedule an appointment to address your work order, which can delay completion time.

CSU Residence Life

Short Description *

Category *

Resident Email *

Notes

Primary Contact *

Primary Phone# *

Filter By Building Group *

Which building? *

Select Location *

Enter your room? *

Files
10 MB File Size Limit

No file chosen



Department of Residence
Life and Housing

2024-2025 ACADEMIC YEAR *WORK ORDER GUIDE*

ENTERING THE WORK ORDER

11.) Files: This is where you can add any files that may help us complete your work order, such as pictures or videos. This step is optional.

CSU Residence Life

Short Description *

Category *

Resident Email *

Notes

Primary Contact *

Primary Phone# *

Filter By Building Group *

Which building? *

Select Location *

Enter your room? *

Files 10 MB File Size 11

No file chosen



Department of Residence
Life and Housing

2024-2025 ACADEMIC YEAR WORK ORDER GUIDE

ENTERING THE WORK ORDER

12.) Submit: Once you have completed the steps above, you will need to click “Submit” to submit the work order. Please ensure that you only click this button ONCE to avoid submitting duplicate work orders, which can result in a slower response time.

CSU Residence Life

Short Description * The right sink has been draining slowly. This problem started yesterday after I rinsed out my Campbell's chunky soup bowl and it has persisted

Category * Plumbing

Resident Email * Test123@csuohio.edu

Notes I have an online class from 1:00 PM - 2:30 PM on Monday's and Tuesday if you could please come before or after that time frame!

Primary Contact * Max Panda

Primary Phone# * 000-000-0000

Filter By Building Group * Residence Halls

Which building? * Fenn Tower

Select Location * Fenn Tower (Building) - 202 A1 (Bedroom/Bathroom)

Enter your room? *

Files
10 MB File Size Limit
Choose Files No file chosen
cancel upload

Submit 12

Once you click the “Submit” button, you will get the following prompt to let you know this has been submitted successfully!

Work Order Created Successfully

The work order has been successfully created. A copy of the work order will be sent to the email provided.

Thank you



Department of Residence
Life and Housing

2024-2025 ACADEMIC YEAR *WORK ORDER GUIDE*

WHEN IS IT APPROPRIATE TO SUBMIT AN EMERGENCY WORK ORDER?

Work orders that are considered an emergency will be responded to regardless of the Department of Residence Life and Housing office being open. This should be submitted as stated above but also followed up with contacting your RA to inform them of this emergency. Emergencies include but are not limited to the following:

- Leaks
- Floods
- Loss of electricity to your unit
- Loss of heat if the temperature outside is below 55 degrees Fahrenheit
- Loss of air conditioning if the temperature outside is above 90 degrees Fahrenheit
- All toilets within the unit are inoperable
- ***In case of a fire or criminal offense, please call 911 directly***



Department of Residence
Life and Housing

2024-2025 ACADEMIC YEAR *WORK ORDER GUIDE*

TIMELINE

It is our goal as the Department for Residence Life and Housing to respond to all work orders as quickly as possible. The following outlines expected responses times:

- Emergency Work Orders: A member of the Residence Life and Housing Facilities Team will respond within an hour of being notified by your RA
 - Example: You currently have water leaking from your ceiling.
- High Priority Work Order: These work orders will be responded to within 24 hours.
 - Example: One of the two toilets in your unit are clogged.
- Medium Priority Work Order: These work orders will be responded to within 48 hours.
 - Example: You have a single light bulb out above your sink.



Department of Residence
Life and Housing

2024-2025 ACADEMIC YEAR *WORK ORDER GUIDE*

FOLLOW UP / QUESTIONS / CONCERNS

If you have any questions, concerns, or updates in regards to your work order please reach out to us directly by phone or email.

- Department of Residence Life and Housing
 - Phone Number: (216)-687-5196
 - Email Address: reslife@csuohio.edu
 - Hours of Operation:
 - Monday - Friday: 8:00 AM to 5:00 PM
 - Saturday - Sunday: CLOSED