

Benchmarking Survey 2003  
Housing Services Work Order Systems

**Introduction**

A work order tracking system is used to monitor the flow and status of maintenance requests submitted by students, staff, heating plant, or the physical plant. The purpose of this benching marking survey is to identify the components of an effective work order program that will further enhance the proficiency of the work order systems used to address maintenance needs in the residence halls at Illinois State University.

A 15 question survey was developed to assist in gathering information from Ball State University, Indiana University of Pennsylvania, University of Florida, Bowling Green of Ohio, Miami University of Ohio, UIUC, and Ohio State University.

**Summary**

From our assessment we found that:

1. Each institution who responded uses a web-based work order system to respond to maintenance concerns. The Maintenance Authority (TMA) is the most commonly used system.
2. Work orders can be initiated by staff and students via the web, phone, or radio system.
3. These institutions are generating on average from 3,000 to 20,000 work orders per year.
4. Maintenance staff is assigned work either by trade qualification, in an assigned designated area or on a rotation basis.
5. The average turnaround time for housing work orders varied from four hours to four days.
6. All institutions use a centralized command base.
7. There was wide variation in the ratio of staff to students served and the amount of square feet covered by maintenance.
8. All systems used allowed for the residence hall staff to monitor the progress of the work order once submitted through to completion.
9. None of the institutions used their web-based program at semester closings.
10. TMA can also be used for tracking cost, materials, and labor.

**Implications for University Housing Services**

We were able to identify two points for consideration:

1. While we have developed our system to be compatible with the Facilities Management system, there are some features that other campus systems have that should be considered for our system.
2. An automatic notice to the requester is another feature that should be considered to enhance the system we are developing.