A Word from Campus Operations

Dear Faculty, Staff and Students of Sacred Heart University,

We at Campus Operations are pleased to be able to serve you. We have endeavored to create the most comprehensive means of delivering facility services to our Campus Community. To do this we need your help. We invite you to visit our site’s home page and find the Maintenance Organization Program (MOP) web site. There you can enter work requests that will keep us informed of where work and services are required.

But it doesn’t end there. From time-to-time through a selective survey we will ask for feedback on how we are performing. Please take the time to let us know by filling out the survey when it is sent to you.

Thank you.

Campus Operations Staff

Campus Operations Mission Statement:

Every question is our calling; every answer is our privilege.

Campus Operations

“Pride in Service”

Contact
Campus Operations
5151 Park Ave
Fairfield, CT 06825
Facilities Call Center: 203-371-7870
Fax: 203-371-7951

Sacred Heart UNIVERSITY
www.sacredheart.edu

Photos courtesy of Tracy Deer-Mirek
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Scope of Services

Campus Operations is committed to providing a proactive organization designed to meet the growing needs of Sacred Heart University. This includes a full range of building trades, which are responsible for both routine maintenance and special projects.

Standard Services
- Waste Management
- Support Services
- Grounds Maintenance
- Pest Control
- Utility Continuity and Incentives

Technical Building Maintenance Services
- Plumbing Service
- Elevator Maintenance
- Carpentry
- Painting
- Life Safety Systems
- Electrical Maintenance
- Heating & Air Conditioning
- Water and Air Filtration

General Maintenance
- Building and Structure
- Drafting

Other Services
- Facility Management
- Energy Management
- Asset Management
- Safety Management

Special Projects
- Renovation and Materials Estimating
- Project Management

How to Obtain Services

* 24/7 - 365...On-Line via the SHU Network

MOP (Maintenance Organization Program)

MOP is an internet-based work order management system that allows Campus Operations to manage incoming work requests. We strongly encourage the use of MOP to request all services. To access MOP go the SHU home page and click on “Campus Life,” go to “Campus Operations” click on “Work Request.” Enter the work you want accomplished and the request is automatically entered into the system. You will receive an e-mail response upon the following actions:

- Acknowledgement by the MOP that your request has been received and a confirmation code has been assigned.
- A notification that the work order has been completed.

You may use the MOP to access the status of your request at any time. While this is a convenient way to request services, please keep in mind the following:

Hours of Operation

The Campus Operations Department is staffed between the hours of 7:00 a.m. and 4:00 p.m. Monday through Friday except holidays.

EMERGENCY during normal hours - call 203-371-7870 for immediate assistance.

EMERGENCY after hours - should be directed through Public Safety at 203-371-7995. They will notify the Campus Operations On-Call Supervisor.