

Media Campaign Message from The Faculty Facilities Planning
Advisory Committee (FFPAC):

Broken? Let's FIX IT.

Maintaining a functional space to work and learn is the shared responsibility of the entire GVSU community. The Faculty Facilities Planning Advisory Committee (FFPAC) seeks to increase faculty and staff awareness of methods of reporting IT and Facilities issues.

Anyone can now easily report problems at gvsu.edu/fixit or by contacting either IT or Facilities (see contact information below). In addition, classroom issues can be immediately reported via the "Help" button icon located on the desktop of all classroom workstations.

IT should be contacted for issues with computers, projectors, and other electronics, and Facilities should be contacted for issues with furniture, lighting, climate, and general maintenance. Reporting should be limited to repairs for classrooms, labs, offices, and public spaces. For larger improvements or alterations, including room organization and arrangement, please contact your unit head. For more information on this process, visit <https://www.gvsu.edu/provost/academic-space-requests-procedures-135.htm>.

The FFPAC hopes that by increasing reporting rates, faculty and staff can work together to keep our classroom and other shared spaces in excellent condition for all that use them. It just takes a minute.

3 Ways To Report A Problem

1. **HELP button.** Double-click the HELP button on the classroom computer desktop.
2. **FIXIT website.** Navigate to www.gvsu.edu/fixit.
3. **Phone or email.**

IT Help Desk: 331-2101

helpdesk@gvsu.edu

Facilities

Allendale: 331-3000

Grand Rapids and Regional Centers: 331-6700