

Columbia College Chicago
Audio Arts & Acoustics Department

TROUBLE REPORTS

It is the responsibility of all students, faculty and staff to report trouble encountered with any equipment in the AA&A facilities at 33 East Congress Parkway. Accurate and timely reports of trouble insure that repairs are executed as quickly as possible and, in the mean time, no one experiences any surprises with a piece of equipment that would otherwise be expected to be in working order.

In other words, **if you encounter a problem, report it!!!**

Every classroom, lab and studio has a supply of “Heads Up” forms for reporting problems with equipment. These forms are easy to use. We have tried to simplify this part of the reporting process to make it easy to complete the form, even when in the “heat of battle” teaching a class or completing a lab assignment.

At the top, the person reporting the problem need only put his or her name, phone number (in case we need clarification), the date, and identify the room and piece of equipment with the problem. A description of the problem encountered goes in the box in the middle of the form. Obviously, the more detail in the report, the easier it will be for the technical staff to correct the problem.

As soon as possible, the form must be submitted to the studio manager on duty. The manager or a designated work-aid must then check and “verify” the problem. Additional information may be added in the “description” section, or the verifier may find that there is no problem at all.

Once verified and signed, the manager or designated work-aide enters the information into a database

We hope that this system will help speed repair time and prevent unnecessary surprises in the meantime!

AUDIO ARTS & ACOUSTICS TROUBLE TICKET

Full Name:	<input type="text"/>	Phone:	<input type="text"/>	Date:	<input type="text"/>
Verified by:	<input type="text"/>	Entered by:	<input type="text"/>		
Equipment:	<input type="text"/>		Location:	<input type="text"/>	
Detailed Description: Please provide as much information as you can about the problem and its symptoms.					
SAMPLE					

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