



ASUB Standard Operating Procedure – 6002

Standard Operating Procedure Synopsis

Title: **CAREER EDUCATION SERVICE REQUEST AND INTAKE PROCESS**

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Responsible Officer (RO): Vice Chancellor for Academics / Chief Academic Officer

Standard Operating Procedures Manager (PM): Dean of Career Education

A. Purpose and Scope

This standard operating procedure outlines the process for receiving and documenting the delivery and receipt of equipment to Arkansas State University-Beebe's Career and Technical Education (CTE) programs for repair or service for student training purposes.

B. Definitions

CTE – Career and Technical Education

C. Procedures

In the event an ASU-Beebe college employee or community member wishes to request repair/service work to be performed on a piece of equipment for training purposes by an ASU-Beebe CTE program, the following steps must be followed:

1. Interested parties contact the CTE program director/coordinator to discuss delivery of equipment for repair/service by the program's students for training purposes.

2. The program director/coordinator will provide and review the “Service Request and Intake” Form with the employee/community member asking for service. As stated on the “Service Request and Intake” form, the college reserves the right to accept or refuse any service request.
3. The employee/community member will complete the “Service Request and Intake” Form. Once complete, the program coordinator/director will make THREE copies and distribute them accordingly.
 - a. Career Education program director/coordinator
 - b. Customer
 - c. Division/college
4. Upon receipt of the “Service Request Intake” Form, the program director/coordinator will direct the employee/community member to the ASU-Beebe business office to pay the \$35 shop fee. The business office will notify the appropriate program director/coordinator that the fee has been received.
5. The program director/coordinator will forward the signed form to the designated administrative specialist, who will then file the form. The division administrative specialist will:
 - a. File a copy of receipt and intake form with appropriate division office
 - b. Include copies in the designated career education SharePoint folder for digital access.
6. If applicable, the program director/coordinator will complete the designated departmental work order form and keep the customer apprised of work.
7. If applicable, notify the Office of Institutional Advancement of any donation inquiry.

D. Related Information

Appendix A: Service Request and Intake Form

SERVICE REQUEST AND INTAKE FORM FOR ASU-BEEBE

Terms, Conditions and Disclaimer

ASU-Beebe is an educational institution. Occasionally, some departments at ASU-Beebe will attempt to repair vehicles, tractors, equipment, appliances, materials or other products from the public as part of the student's learning experience. All repairs will be done with student training as the main objective. Students will perform service work under faculty member supervision.

You, the owner of any vehicles, tractors, equipment, appliances, materials or other products delivered to ASU-Beebe for repairs, agree that these repairs are to be made by students, and authorize the use of this product for instructional purposes, with the time needed for repair and instruction to be determined by the instructor. No time limit can be guaranteed for the repairs to be completed. Additionally, there is no guarantee that services or repairs will be completed.

ASU-Beebe reserves the right to accept or decline any vehicle request for service. No guarantees can be made that your vehicle or product will be worked on. Vehicles older than 15 years may not be accepted. You will be contacted if/when your vehicle or product can be used for a training exercise.

If your vehicle or product is selected, a **shop fee of \$35** will be charged unless you are a student, staff/faculty or have a partnership in the program. There is no charge for labor. The fee must be paid to the campus business office prior to work being done. This fee will be deposited into the student organization of the shop the work is being performed in. You are responsible for supplying all parts and necessary materials. All expenses related to repairs shall be your responsibility. ASU-Beebe is unable to provide courtesy transportation, and alternate transportation will be your responsibility.

You agree to hold harmless and indemnify, and, on behalf of yourself, your heirs, agents, and assigns do hereby release, ASU-Beebe, its students, agents, and employees from any and all liability resulting from services performed, for product performance or appearance, for loss, personal injury, or damage to the vehicle or products, or as a result of fire, theft, accident, or any other cause beyond our control. **ASU-Beebe, its students, agents, and employees, in no way guarantee the repair work and hereby disclaim any warranty, whether express or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose.**

You must read and sign this document, expressing understanding and agreement, and present a receipt of payment, before any work is done. You must also have appropriate ID, valid driver's license, or student ID to display to the business department and instructor. Additional forms specific to a department may accompany this document and require your agreement and signature.

On completion of repairs or upon request, you must remove the vehicle or product from the premises. A certified letter will be mailed to you if you do not respond to the initial request.

Any vehicle or product left at ASU-Beebe for more than forty-five (45) days after initial contact by the institution will be deemed abandoned and may be sold by ASU-Beebe or disposed of at your expense.

TO BE RETAINED BY EMPLOYEE/COMMUNITY MEMBER

Owner's Name _____

Owner's Address _____

Owner's Phone Number _____

Owner's E-mail Address _____

Owner's ID Number and State _____

Product Description: Type: _____

Make: _____ Model: _____ Year: ____ / ____ / ____

Serial # / VIN # / PIN# : _____ Color: _____

Odometer /Hour Reading: _____

Description of Problem / Type of Work Requested: _____

Estimated Date of Completion: ____ / ____ / ____

I, _____, hereby authorize the above repair work to be done along with necessary materials. ASU-Beebe, its students, agents, and employees, may operate and perform service work on the above vehicle or product at my risk. I recognize and agree that service work will be done by students of ASU-Beebe. I hereby unconditionally release and shall indemnify and hold harmless ASU-Beebe, its students, agents, and employees from any and all claims arising from any work performed by ASU-Beebe or its students, agents, or employees on the vehicle or product, or injuries or damages sustained or incurred by or to the vehicle or product. An express mechanic's lien is acknowledged on the above vehicle or product to secure the amount of the repairs thereto. I have read, understood, and accept the terms and conditions set forth above.

_____ I wish to give all used parts to the ASU-Beebe program working on my equipment.

_____ I wish to keep all my used parts.

OWNER SIGNATURE

DATE

INSTRUCTOR SIGNATURE

DATE