

There is an Emergency	<p>For Emergencies and Urgent but non-emergency matters: Call Campus Police at 724-938-4299</p> <p>Safety resources: Sign up for emergency alerts from the Safety and Risk Management Department at alert.PennWest.edu.</p>
I have a concern, but it is not an emergency	<p>Connect with your Community Assistant (CA). If your CA is not around, try another CA. Connect with the professional staff member who oversees your hall. During business hours, you can also go to the Housing Office in Residence Hall B. After business hours, starting at 8 pm, CA's will be at the front desk, or you can call your hall's CA On-Call number.</p>
I am locked out	<p>Contact your roommate or suitemate (if applicable). Connect with your floor's CA. Contact another CA in the building. Repeat previous steps. If none of the CAs are available during business hours, go to the Housing Office in Residence Hall B. After business hours, repeat steps. Starting at 8 pm, CA's will be at the front desk, or you can call your hall's CA On-Call number.</p>
I lost a key	<p>Room Key: Inform your CA. Work with your roommate to access your space until the recore/new key is completed. Charges will apply for all key replacements. Questions about the lost key process? Connect with your CA.</p>
I lost my student ID	<p>During business hours, go to the Natali Student Center Info Desk. After business hours, follow lock out process. The CA will be at the front desk of your hall from 8 – 10 pm. Let Dining Services know you could not get a new one yet. They will provide you with meal information. Charges will apply for ID replacement.</p>
Something in my room is not working/broken	<p>Let your CA know if it is an urgent issue (Ex: missing keys, leaks, flooding, no toilets working, etc.). Submit a work order through Asset Essentials at my.PennWest.edu. There are Asset Essentials instructions in your hall. For updates on your work order, check your student email. Facilities updates the status of your request directly.</p>
I want a room change	<p>Ask to meet with your CA regarding your situation. Room changes will be reviewed on a case-by-case basis. Charges may apply for room changes.</p>
I'm having roommate concerns	<p>Talk with your roommates/suitemates first. Ask to meet with your CA. Engage in roommate mediation with CA. Check in with CA a week after the mediation.</p>
I ordered a package/ I have mail	<p>Packages: Wait until you receive a pink slip in your mailbox. Mail: You will need to check your mailbox. Pick up your package or mail during mailroom hours in Dixon Hall.</p>
I am having WIFI/ technology issues	<p>Try to troubleshoot with WiFi instructions posted in your hall. During business hours, go to the Technology Help Desk in Noss Hall. After business hours, enter a Tech Ticket at my.PennWest.edu.</p>

CAMPUS POLICE: 724-938-4299
HOUSING OFFICE: Business Hours 8 am - 4 pm, M - F | 724-938-4444

CA ON CALL: 8 pm - 7 am, seven days a week.
Check building lobby and wing entrance doors for the CA On-Call number for your residence hall.