

There is an Emergency	<p>For Emergencies: Call the Campus Police Emergency Line at 814-732-2911.</p> <p>For urgent but non-emergency matters: Call the Campus Police Non-Emergency Line at 814-732-2921.</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 GA or professional staff member who oversees your hall (find their info at your hall's front desk). During business hours, you can also go to the Housing Office in the Pogue Student Center, 2nd Floor.</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 The Pogue Student Center, 2nd Floor. After business hours, repeat steps. Starting at 8 pm, CA's will be at the front desk, or you can call your hall's After Hours Assistance phone number.</p>
I lost a key	<p>Room Key: Inform your CA. A temporary key will be provided. You'll have 48 hours to look for your key. You will meet with the CA after those 48 hours have concluded. Mail Key: No temporary keys will be given. Let your CA know so a new one can be ordered. 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 Access Office in the Pogue Student Center Information Desk. After business hours, let Dining Services know you could not get a new one yet. They will provide you with meal info. If provided a temporary card, you'll need to go to the Access Office on the first business day to get a new ID and return the temporary card.</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 the mailroom emails you (not Amazon or other delivery services emails). Mail: You will not be notified of letters. You will need to check your mailbox. Pick up your package or mail during mailroom hours (as posted on the website) in the Pogue Student Center basement.</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 Ross Hall. After business hours, enter a Tech Ticket at my.PennWest.edu. Instructions are on Info Walls.</p>

EMERGENCY CAMPUS POLICE: 814-732-2911
 NON-EMERGENCY CAMPUS POLICE: 814-732-2921
 HOUSING OFFICE: Business Hours 8 am - 4 pm, M - F | 814-732-2818

Res. Life after hours assistance:
 8 pm - 7 am, seven days a week.
 The After Hours Assistance number is posted
 in your residence hall.