

WHAT IF...

A QUICK GUIDE FOR THOSE LIVING ON CAMPUS



THERE IS AN EMERGENCY	I HAVE A CONCERN, BUT IT IS NOT AN EMERGENCY	I AM LOCKED OUT	I LOST A KEY	I LOST MY STUDENT ID	SOMETHING IN MY ROOM IS NOT WORKING/BROKEN	I WANT A ROOM CHANGE	I AM HAVING ROOMMATE CONCERNS	I ORDERED A PACKAGE/ I HAVE MAIL	I AM HAVING WIFI/ TECHNOLOGY ISSUES
FOR EMERGENCIES Fire/ EMS 724-938-4299	Connect with your Community Assistant (CA) If your CA is not around, try another CA	Contact your roommate or suitemate (if applicable) Connect with your floor's CA	Room Key: Inform your CA. Work with your roommate to access your space until the recore/new key is completed	During Business Hours: Go to the Natali Info Desk Natali Student Center	Let your CA know if it is an urgent issue (Ex: missing keys, leaks, flooding, no toilets working, etc.)	Ask to meet with your CA regarding your situation	Talk with your roommates/ suitemates first Ask to meet with your CA	Packages: Wait until you receive a pink slip in your mailbox	Try to troubleshoot with WiFi instructions posted in your hall
FOR URGENT BUT NOT EMERGENCY MATTERS Call the University Campus Police Non-Emergency Line 724-938-4299	Connect with the professional staff member who oversees your hall During Business Hours: You can also go to the Housing Office Residence Hall B	Contact another CA in the building Repeat Previous Steps During Business Hours: If none of the CAs are available, go to the Housing Office Residence Hall B	Charges will apply for all key replacements	After Business Hours: Follow lock out process. The CA will be at the front desk of your hall from 8pm-10pm Let dining know, you could not get a new one yet. They will provide you with meal info.	Submit a work order through Asset Essentials on your my.pennwest There are Asset Essential instructions in your hall	Room changes will be reviewed on a case-by-case basis Charges may apply for room changes	Roommate Mediation with CA Check-In with CA a week after the mediation	Mail: You will need to check your mailbox Pick up your package or mail during mailroom hours Dixon	During Business Hours: Go to the Technology Help Desk Noss Hall After Business Hours: Enter a Tech Ticket through my.pennwest
SAFETY RESOURCES Sign up for emergency alerts from the Safety and Risk Management Department https://alert.pennwest.edu	After Business Hours: starting at 8PM CA's will be at the front desk, or you can call your hall's "CA On Call" Number	After Business Hours: Repeat Steps, starting at 8PM CA's will be at the front desk, or you can call your hall's "CA On Call" Number	Questions about the lost key process? Connect with your CA	Charges will apply for ID replacement	For updates on your work order, check your student email. Facilities updates the status of your request directly	IMPORTANT NUMBERS TO HAVE CAMPUS POLICE 724-938-4299 HOUSING OFFICE (BUSINESS HOURS 8AM-4, M-F) 724-938-4444 CA ON CALL (8PM-7AM, 7 DAYS A WEEK) CHECK BUILDING LOBBY AND WING ENTRANCE DOORS FOR THE ON-CALL NUMBER FOR YOUR RESIDENCE HALL			

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Residence Life and Housing
California

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