

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
<p>FOR EMERGENCIES Call the University Campus Police</p> <p>814-393-2111 Or 911</p>	<p>Connect with your Community Assistant (CA)</p> <p>If your CA is not around, try another CA</p>	<p>Contact your roommate or suitemate (if applicable)</p> <p>Connect with your floor's CA</p>	<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.</p>	<p>During Business Hours: Go to the Housing Office</p> <p>📍 218 Becht Hall</p>	<p>Let your CA know if it is an urgent issue (Ex: missing keys, leaks, flooding, no toilets working, etc.)</p>	<p>Ask to meet with your CA regarding your situation</p>	<p>Talk with your roommates/ suitemates first</p> <p>Ask to meet with your CA</p>	<p>Packages: Wait until you receive an email to pick up the package</p>	<p>Try to troubleshoot with WiFi instructions posted in your hall</p>
<p>FOR URGENT BUT NOT EMERGENCY MATTERS Call the University Campus Police</p> <p>814-393-2111</p>	<p>Connect with the professional staff member who oversees your hall</p> <p>During Business Hours: You can also go to the Housing Office</p> <p>📍 218 Becht Hall</p>	<p>Contact another CA in the building</p> <p>Repeat Previous Steps</p> <p>During Business Hours: If none of the CAs are available, go to the Housing Office</p> <p>📍 218 Becht Hall</p>	<p>Mail Key (Reinhard): No temporary keys will be given. Let your CA know so a new one can be ordered.</p> <p>Charges will apply for all key replacements</p>	<p>You will have to purchase a new ID</p>	<p>Submit a work order through Asset Essentials on your my.pennwest</p> <p>There are Asset Essential instructions on your Info Wall</p>	<p>Room changes will be reviewed on a case-by-case basis</p> <p>Charges may apply for room changes</p>	<p>Roommate Mediation with CA</p> <p>Check-In with CA a week after the mediation</p>	<p>Mail: You will need to check your mailbox</p> <p>Pick up your package or mail during mailroom hours</p> <p>📍 Gemmell Student Mailroom</p>	<p>During Business Hours: Visit IT Services</p> <p>📍 107 Becht Hall or call 814-393-2640</p> <p>After Business Hours: Enter a Tech Ticket through my.pennwest</p>
<p>SAFETY RESOURCES Sign up for emergency alerts from the Safety and Risk Management Department</p> <p>https://alert.pennwest.edu</p>	<p>After Business Hours: starting at 8PM CA's will be at the front desk, or you can call your hall's CA On Duty Phone Number</p>	<p>After Business Hours: Repeat Steps, starting at 8PM CA's will be at the front desk, or you can call your halls CA On Duty Phone Number</p>	<p>Questions about the lost key process? Connect with your CA</p>	<p>The charge for the new ID can be added to your student account</p>	<p>For updates on your work order, check your student email. Facilities updates the status of your request directly</p>	<p style="text-align: center;">IMPORTANT NUMBERS TO HAVE</p> <p style="text-align: center;">CAMPUS POLICE 814-393-2111 HOUSING OFFICE (BUSINESS HOURS 8AM-4, M-F) 814-393-2352 CA On Duty Phone (8PM-7AM, 7 DAYS A WEEK) CAMPUS SUITES: SEE THE PHONE NUMBER POSTED IN THE LOBBY OF YOUR RESIDENCE HALL REINHARD VILLAGES: 814-316-1752 OR 814-316-1726</p>			