

# 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
<b>FOR EMERGENCIES</b> Call the University Campus Police <i>Emergency Line:</i> 814-732-2911	Connect with your Community Assistant (CA)	Contact your roommate or suitemate (if applicable)	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.	During Business Hours: Go to the Access Office 📍 Access Office, Towers B	Let your CA know if it is an urgent issue <i>(Ex: missing keys, leaks, flooding, no toilets working, etc.)</i>	Ask to meet with your CA regarding your situation	Talk with your roommates/ suitemates first	<b>Packages:</b> Wait until the mailroom emails you  <i>(not Amazon or other delivery services emails)</i>	Try to troubleshoot with WiFi instructions posted on your Info Wall
	If your CA is not around, try another CA	Connect with your floor's CA		Ask to meet with your CA					
<b>FOR URGENT BUT NOT EMERGENCY MATTERS</b> Call the University Campus Police Non-Emergency Line  814-732-2921	Connect with the GA or professional staff member who oversees your hall Find their info at your hall's front desk	Contact another CA in the building	Mail Key: No temporary keys will be given. Let your CA know so a new one can be ordered. Let the mailroom know you have a key on order. They will assist you.	After Business Hours: 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	Room changes will be reviewed on a case-by-case basis	Roommate Mediation with CA	<b>Mail:</b> You will not be notified of letters. You will need to check your mailbox	During Business Hours: Go to the Technology Help Desk 📍 Ross Hall
		Repeat Previous Steps		During Business Hours: If none of the CAs are available, go to the Housing Office 📍 Pogue 2 <sup>nd</sup> Floor					Sign out a temporary card from your hall's CA
<b>SAFETY RESOURCES</b> Sign up for emergency alerts from the Safety and Risk Management Department  <a href="https://alert.pennwest.edu">https://alert.pennwest.edu</a>	During Business Hours: You can also go to the Housing Office 📍 Pogue 2 <sup>nd</sup> Floor	After Business Hours: Repeat Steps, starting at 8PM CA's will be at the front desk, or you can call your hall's "After Hours Assistance" Number	Charges will apply for all key replacements	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	For updates on your work order, check your student email. Facilities updates the status of your request directly	<b>IMPORTANT NUMBERS TO HAVE</b>			
		Questions about the lost key process? Connect with your CA	<b>EMERGENCY CAMPUS POLICE</b> <b>814-732-2911</b> <b>NON-EMERGENCY CAMPUS POLICE</b> <b>814-732-2921</b> <b>HOUSING OFFICE (BUSINESS HOURS 8AM-4, M-F)</b> <b>814-732-2818</b> <b>RES LIFE AFTER HOURS ASSISTANCE (8PM-7AM, 7 DAYS A WEEK)</b> <b><i>THE AFTER HOURS ASSISTANCE NUMBER IS POSTED IN YOUR RESIDENCE HALL</i></b>						