

There is an Emergency	<p>For Emergencies: Call the Campus Police at 814-393-2111 or 911.</p> <p>For urgent but non-emergency matters: Call the Campus Police at 814-393-2111.</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 Becht Hall 218. After business hours, starting at 8 pm, CA's will be at the front desk, or you can call your hall's CA On-Duty phone number. Reinhard: Stop by RV office or call the RV After Hours 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 Becht Hall 218. 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-Duty phone number. Reinhard: Stop by RV office or call the RV After Hours 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 (Reinhard): 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 Gemmell info desk. You will have to purchase a new ID. The charge for the new ID can be added to your student account</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 an email to pick up the package. Mail: You will need to check your mailbox. Pick up your package or mail during mailroom hours in the Gemmell Student Center Mailroom. Reinhard: Packages can be picked up 8am-6pm, M-F</p>
I am having WIFI/ technology issues	<p>Try to troubleshoot with WiFi instructions posted in your hall. During business hours, visit IT Services in Becht Hall 309 or call 814-393-2640. After business hours, enter a Tech Ticket at my.PennWest.edu.</p>

CAMPUS POLICE: 814-393-2111
HOUSING OFFICE: Business Hours 8 am - 4 pm, M - F | 814-393-2352
REINHARD VILLAGES OFFICE: 8 am - 6 pm. M-F

CA ON-DUTY: 8 pm - 7 am, seven 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.