SUPPORTING OUR RESIDENTIAL STUDENTS

To better support our residential students and families, here are some guidelines and recommendations to make sure we are directing requests for assistance to the most appropriate resource for response.

IDENTIFY, THEN ACT

IDENTIFY: The first step in guiding our students is accurately identifying the nature of their issue or concern. Is the concern an emergency that requires an immediate response no matter the time of day? Or, is the concern something that can be addressed within the next business day?

ACT: Direct emergencies to the appropriate emergency or on-call staff for immediate assistance. Direct other concerns to the appropriate office or staff member for a response as soon as possible within two business days.

We appreciate all that you do in support of residential students!

If you have any questions about how to best support our students, please contact the Housing and Residence Life office at 704-687-7501 or email hrlmailbox@uncc.edu.

Call Police and Public Safety
704-687-2200

Emergency Issue
- Imminent threat of harm or safety
- Immediate concern for health and wellbeing
- Active fire, flood, or power outage
- Emergency maintenance (water leak, broken lock, plumbing issue)

Non-Emergency Issue
- Non-emergency maintenance (minor/public area repair, mold, heat/AC, pests)
- Roommate/interpersonal conflict
- General concern about a student’s overall health and wellbeing
- Concerning social media post about housing
- Assignment question/concern
- Internet/WiFi Issue
- Cable Issue

Ask students to submit a maintenance request. They can expect to receive a response from our staff within 2 business days.

Ask students to contact their assigned RA or REC to schedule a time to discuss the concerns.

Submit a Care and Concern report (incidentreport.charlotte.edu) for follow up from an appropriate University staff member.

Email hrlmailbox@uncc.edu to report the issue. Please know that our staff regularly monitors social media and is likely already addressing the issue.

Assign students to call 704-687-7502 or email hrlmailbox@uncc.edu.

Assign students to call 855-465-6729 or email support@myresnet.com.

Assign students to call 855-465-6729 or email support@mycampusvideo.com.