

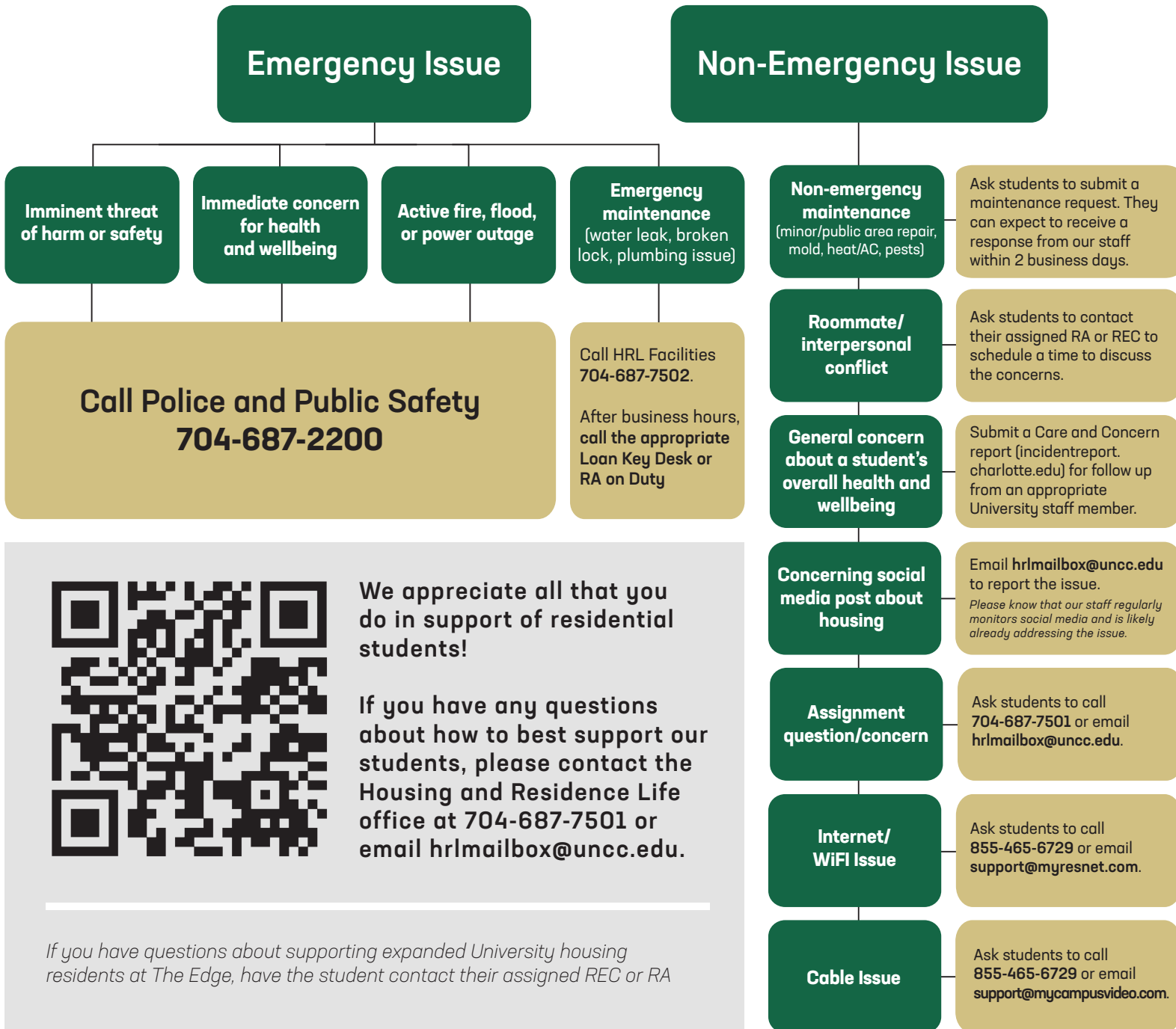
SUPPORTING OUR RESIDENTIAL STUDENTS

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.

If you have questions about supporting expanded University housing residents at The Edge, have the student contact their assigned REC or RA