Front Desk Services

Each of Northwest's residence hall front desks offer a wide variety of services. Our desks are open at different times depending on location. Specific hours should be posted at each desk. Generally speaking, however, the Station desk is open 24 hours a day and the residence hall desks are always open by Noon and remain open well into the evenings.

Our desks provide daily mail service for our residents by delivering mail and packages and by selling stamps. We can also make change and provide refunds if your money is accidentally lost in a vending or laundry machine.

If you happen to find yourself locked out of your room, the desk can check out a lockout key to your room for 15 minutes. You will need your Bearcat card to check out a key. If your Bearcat card is locked in your room with your key, the Desk Attendant can pull your information card and ask you questions about yourself to prove who you are and where you live.

Our desks offer a wide variety of items that can be checked out with your Bearcat card for short-term use. These include, but are not limited to, items such as vacuums, carts, tools, jumper cables, and a first aid kit. Students in the high rises may also check out wooden pins to bunk the beds in their rooms (Hudson-Perrin beds are already bunk-able and loft-able without pins).

We also offer a wide variety of board games, pool and ping pong equipment, as well as, pots, pans, and utensils for cooking in the residence hall kitchens. But, remember, you have to provide your Bearcat card to check out any of these items.

Our desks go beyond checking out equipment. Each desk is equipped with a laser printer that you can send papers to be printed directly from your Northwest provided laptop computer. The cost is $0.10 per page and is charged to your student account. Depending on the desk, your printouts will be available directly off the printer or from a basket where the Desk Attendant will deliver your paper.

Finally, our desks are also a resource for information. If you need directory assistance, need to request maintenance in your room, request help with your computer, or request academic assistance, we can help you out.

Our residence hall front desks are here to serve you. Just tell us how we can help.