For the fourth year in a row, Information Technology Services employees volunteered their time to work in the residence halls on move-in weekend. The goal was to get all student devices connected to Wi-Fi, systems and services before the first day of classes.

TOTAL VOLUNTEERS: 118*
SATURDAY + SUNDAY
Hours worked: 704
Locations: 10

*Some worked more than one day and/or location.

ROLES:
- 31 TEAM LEADERS
- 37 GREETERS
- 40 TECHNICAL LEADS
- 73 TECHNICAL TEAM MEMBERS
- 2 COORDINATORS
- 3 DRIVERS

SERVICE DESK
13 EMPLOYEES
- 6 technical support
- 5 student workers
- 2 supervisors

TICKETS SUBMITTED
Compared to last year, 80% fewer students called requesting help connecting their laptops, tablets and phones to WVU’s networks. ITS outreach focused on their primary academic devices, ensuring more students were ready for the first day. We also helped with connecting TVs and gaming consoles.

HOW THE DAY PLAYED OUT ACCORDING TO VOLUNTEERS

NUMBER OF VOLUNTEERS PER LOCATION:
- 13 BOREMAN NORTH
- 20 BROOKE TOWER
- 13 DADISMAN
- 14 SENECA
- 11 STALNAKER
- 11 SUMMIT HALL
- 4 HONORS HALL
- 4 LINCOLN
- 13 ONE WATERFRONT PLACE
- 6 COMPUTER REPAIR AND ASSISTANCE—TOWERS
- 4 MOUNTAINLAIR (STUDENT UNION)

NUMBER OF VOLUNTEERS PER CAMPUS:
- 118 – Morgantown
- 8 – Beckley
- 8 – Keyser

61% not so busy
22% slightly busy
15% consistently busy
2% overwhelmingly busy

61% not so busy
23% slightly busy
15% consistently busy
3% overwhelmingly busy

61% not so busy
14% slightly busy
24% consistently busy
1% overwhelmingly busy

61% not so busy
28% slightly busy
13% consistently busy
0% overwhelmingly busy

Only 7 wireless setup calls!