



Our history begins....one piece at a time

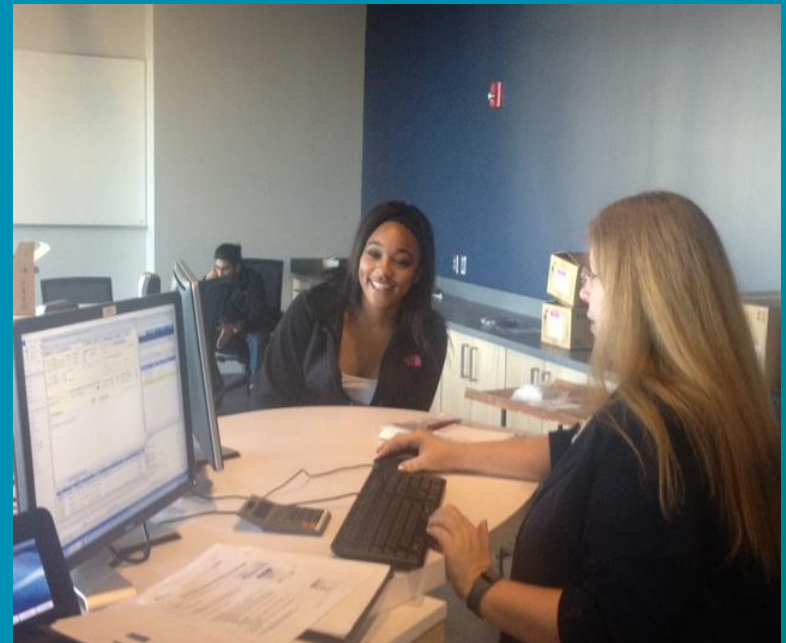


Evansdale Crossing

MOUNTAINEERHUB



Open for business!





Mountaineer Hub Implementation Committee

- Dan Durbin – Co-chair
- Brenda Thompson – Co-chair
- Amy Baker – ITS
- Sandra Oerly Bennett – Financial Aid
- Lisa Lively – Financial Services
- Steve Robinson & Aimee Pfeifer – Registrar
- Julie Robison – Administration & Finance



Who Will be Moving?

- Office of the Registrar
- Financial Aid Office
- Undergraduate Scholars Office
- Office of Student Employment
- Office of Student Accounts
- Revenue Services



When Will We Be Moving?

- NOW
- The Hub will be open for business while the move is occurring
- Downtown location student services will cease for the offices involved
- Moving Week Schedule
 - Student Accounts and Revenue Services - November 16
 - Registrar - November 17-18
 - Financial Aid, Undergraduate Scholarships and Student Employment - November 19-20



Where Will We Be Moving?

- Evansdale Crossing
 - 62 Morrill Way
- GPS Coordinates: W79d 58' 21.753" N39d 38' 51.252"
- 2nd Floor will house the Hub (student access) and the Student Accounts and Revenue Services Staff
- 3rd Floor will house Registrar, Financial Aid, Undergraduate Scholarship and Student Employment Staff



Why Are We Moving?

- It is an opportunity to provide full service to students in a centrally located office on campus and take away the feeling of dissatisfaction with what is commonly referred to as the “campus run-around”



What Are the Expectations?

To assist students, parents and/or alumni with an individual who is knowledgeable and will respond to all incoming questions – whether they come from phone, email or office visits – on behalf of all participating offices



Phase I:

- Co-locating offices with the ability to service our students with Subject Matter Experts from each office in the Hub during the remainder of the Fall term and early into the Spring



Phase II:

- Fully integrated student services in which staff will assist students with ALL concerns as opposed to transferring calls and redirecting walk-ins.



How Do We Get There?

Hiring of New Director

George Yanchak gfyanchak@mail.wvu.edu

3 Lead Customer Service Representatives

6 Customer Service Representatives

Staff members will be highly cross-trained and work closely with the participating offices



How Can You Help?

Identify potential employees who can assist us with elevating our level of customer service to its best ever. We are looking for people who are service oriented, problem solvers and team players who thrive in a complex and highly charged environment.

