

iTAC Help Desk Schedule for Summer 2009

After Exam Schedule (May 16– May 25, 2009)

May 16, Sat	9 a.m.–5 p.m.	9 a.m.–5 p.m. (walk-in, phone, e-mail)	
May 17, Sun	1 p.m.–8 p.m.	1 p.m.–5 p.m. (walk-in, phone, e-mail)	5 p.m. –8 p.m. (phone, e-mail) (V)
May 18, Mon	8 am–8 pm	8 a.m.–6 p.m. (walk-in, phone, e-mail)	6 p.m. –8 p.m. (phone, e-mail) (V)
May 19, Tue	8 am–8 pm	8 a.m.–6 p.m. (walk-in, phone, e-mail)	6 p.m. –8 p.m. (phone, e-mail) (V)
May 20, Wed	8 am–8 pm	8 a.m.–6 p.m. (walk-in, phone, e-mail)	6 p.m. –8 p.m. (phone, e-mail) (V)
May 21, Thu	8 am–8 pm	8 a.m.–6 p.m. (walk-in, phone, e-mail)	6 p.m. –8 p.m. (phone, e-mail) (V)
May 22, Fri	8 am–6 pm	8 a.m.–6 p.m. (walk-in, phone, e-mail)	
May 23, Sat	9 am–5 pm	9 a.m.–1 p.m. (phone, e-mail) (V)	1 p.m. –5 p.m. (walk-in, phone, e-mail)
May 24, Sun	1 pm–8 pm	1 p.m.–5 p.m. (walk-in, phone, e-mail)	5 p.m. –8 p.m. (phone, e-mail) (V)
May 25, Mon	CLOSED		

New Regular Summer Schedule Starts (repeats weekly (May 26 till Aug 24, 2009))

May 26, Tue	8 a.m.–10 p.m.	8 a.m.–10 p.m. (walk-in, phone, e-mail)	
May 27, Wed	8 a.m.–10 p.m.	8 a.m.–10 p.m. (walk-in, phone, e-mail)	
May 28, Thu	8 a.m.–10 p.m.	8 a.m.–10 p.m. (walk-in, phone, e-mail)	
May 29, Fri	8 a.m.–10 p.m.	8 a.m.–6 p.m. (walk-in, phone, e-mail)	6 p.m.–10 p.m. (phone, e-mail) (V)
May 30, Sat	9 a.m.–5 p.m.	9 a.m.–1 p.m. (phone, e-mail) (V)	1 p.m.–5 p.m. (walk-in, phone, e-mail)
May 31, Sun	1 p.m.–9 p.m.	1 p.m.–10 p.m. (walk-in, phone, e-mail)	
June 1, Mon	8 a.m.–10 p.m.	8 a.m.–10 p.m. (walk-in, phone, e-mail)	

Critical Dates that will require staffing surges or changes:

Zimbra Switch over: May 29–31, 2009

New Student Orientation: June 9–26, 2009

The Help Desk will be CLOSED on the following holidays:

May 25, 2009: Memorial Day

July 3–4, 2009: 4th of July (2 Days)