Always Remember: Supporting Hardware Testing volunteers is our number one priority as staff instructors! This means:

- Welcoming incoming volunteers at the beginning of the shift
- Introducing yourself to volunteers you haven't met before, or whose names you don't remember
- Giving volunteers choices about the kind of work they want to do that day, based on HT's needs, when possible
  - Appropriately engage each volunteer in an appropriate task, trying to get all tasks covered
  - Which volunteers are present during your shift? What are their strengths and weaknesses? Do they want to learn something new? Match up their interests with priority tasks
- Teaching volunteers how to test different kinds of gizmos, based on their interest, or facilitating another volunteer to teach them (as appropriate)
- Making them aware of their resources, *especially* our documentation, but also Google, the FG wiki, other volunteers, and you!
- Being available for any questions that they may have
- Remaining patient and friendly while maintaining good boundaries
- Providing volunteers opportunities to work on special projects, as is needed and appropriate
- Be sure to thank volunteers for their work as they leave

Oversight Checklist

Beginning of Shift

- Check meetingwords.com/whiteboard
- Prioritize tasks based on current stock, Store and Build needs - **and update the white board**
- Welcome volunteers and direct them to prioritized tasks
- Monitors need to be set up or taken down at the beginning of every shift
- Remember to delegate! But if no volunteers are available:
  - Swap RAM
  - Sort Incoming
  - Sort boxes of power supplies that come from Receiving, routing them to other areas
  - Sort small Hard Drive Lock Box into big Hard Drive Lock Box

During Shift

- Be available to answer volunteers' questions and to support their endeavors

- Power adapter should be sorted and taken to the different areas necessary - laptops, am land, store, av
  - Pull all RAM from receiving and the system evaluation area to be sorted and tested
  - Stock the Build room with RAM, cards, load hard drives, sort also pull items into appropriate boxes
  - Repair failed machines as necessary
  - REPORT PROBLEMS WITH MACHINES WHEN THEY HAPPEN (either to those with the know-how to fix 'em or in RT)
  - Sort incoming shelf in hardware test area for interns to test according to the needs of the different departments
  - Check on the flow of work source materials to the different departments

End of Shift

- Make sure volunteers clean up their areas and that the area is neat and organized for the next shift
  - This includes emptying all yellow recycling bins - **make sure all volunteers are familiar with this process!**
    - Report any problems with tools, machinery to appropriate staff -create a RT ticket for any needed items

End of Day

- Lock up all hard drives - remember to check Store Returns bin & Incoming shelves
- Put away testing equipment
- Set up hard drives to test over night, but not on the weekend/holidays
- Load RAM to be started the next morning (unless a volunteer did it)
- Turn off all unused computers and LCD monitors
- Empty small Lock Box into big Lock Box and **make sure it is locked**
- Make sure TARDIS is locked - **BOTH LOCKS**
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End of Week

- Shutdown any hard drives that are still running & return them to the big Lock Box
- Turn off the TARDIS's ceiling fan

Hardware Testing Tasks

- Power Supply Sorting
- Card sorting &testing
- External Hard Drive Enclosure Testing
- External Optical Drive Testing
- RAM Testing
- Motherboard Testing
- Processor Testing
- Video Card Testing
- Network Testing
- Wireless Keyboard & Mice Testing
- Wireless Cards - PCI and laptop PC Bus
- Empty Recycling Bins
- Monitor, TV, Projector test