



Willow Valley Computer Club

Al Williams

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Mission Statement

The Willow Valley Computer Club empowers those within the Willow Valley Communities to live life forward through confident, effective, and safe use of technology.

We fulfill this mission through:

Education – Presentations, training, hands-on classes, and online resources to build practical skills, including cybersecurity and privacy.

Support – Volunteers providing personalized assistance with devices, software, security concerns, and connectivity issues, either in the home or in our Technology Center.

Updated: January 21, 2026

How to Contact Us for Assistance

We provide multiple ways to reach us:

Help Request Email: GetHelp@WVComputerClub.org

Phone: 717-464-6330 (voice mail)

Website: WVComputerClub.org

Or ask any Computer Club volunteer directly

Willow Valley Computer Club
wvcomputerclub.org

Assisting Our Volunteers to Assist Residents

In June 2025, we recognized that we needed an automated help desk system that would:

- Pair residents with topic-expert volunteers
- Ensure no resident waits too long for help
- Track trends and skill gaps to guide recruiting and succession

Key Requirement: It must not be labor-intensive for our volunteers, coordinators, or technical experts to use or maintain.

A Willow Valley Computer Club
Feasibility Pilot Project

Assisting Our Volunteers to Assist Residents

Operational

- Manual Ticket Creation and Closure -> Ticket Tracking
- Coordinator and Volunteer Dashboards
- Business Intelligence -> Reporting and Analytics

In Validation Testing

- AI-based Automatic Ticket Creation and Closure

Future

- AI-based Automatic Volunteer Assignment

This feasibility pilot demonstrates that we can provide continuity of service, scale to more residents, and account for every request, while being frictionless to residents.

Coordinator's Dashboard

Business Intelligence

How WVCC & WV IT Work Together

WV IT Handles

- Business Systems
- Telephone Systems
- CampusTV
- CampusNet
 - Modem Installations
 - *Router Installations*

WVCC Handles

- *Router setup and troubleshooting*
- Personal device help (computers, tablets, phones)
- One-on-one resident support
- Technology Education
- Cybersecurity Education and Response

WV IT keeps the residents connected
WVCC helps residents use their own devices

Classes Requested by the Resident Council

Introduction to Willow Valley Resident Intranet –

Paula Sandridge

March 10 at 1:30 pm | Education Room

Introduction to Willow Valley Computer Club –

Cathy Thorn

TBD – Spring 2026

And, this class will also be offered to Residents

Training – Getting Help from the Willow Valley Computer Club

Al Williams

3/11 at 10 am | 3/24 at 1:30 pm | Education Room

Questions?