

OUR STANDARDS:

Responding to calls from classrooms, we will:

- Answer the phone during the hours listed
- Work to resolve any issues with classroom equipment or technology
 - o If the issue cannot be resolved over the phone, we will send someone to the classroom within 10 minutes to troubleshoot any technical problems.
 - o If necessary we will:
 - Swap out computer, projector or document camera with replacement unit if problem cannot be resolved in a timely manner
 - Remain on site until faculty member feels comfortable with equipment
 - Work with Facilities Management and Information Technology to address any concerns (we are the first point of contact for any classroom issues, including computer and network connectivity issues).

As part of our commitment to preventative maintenance, we will:

- Physically check every classroom at least once per week
- Clean and service audio / visual equipment regularly
- Perform complete diagnostic tests of the classroom hardware and software monthly
- Monitor projector lamp bulbs in all classrooms and keep back-up inventory on hand
- Assess the physical environment (walls, tables, chairs, electricity) of the classroom and work with Facilities Management to address any issues.

In supporting faculty, we will:

- Offer basic help for use of classroom equipment
- For more formal training sessions, we will contact your Information Technology Analysts and have them contact you (on-line video tutorials will also be available)
- Respond to issues or problems in the classroom
- Provide (via Events Operations) audio visual equipment when reserved in advance
- Collect feedback related to the classrooms and share with the appropriate departments.

Equipment available for classroom deliveries:

- Multi-region DVD player, VHS player (one of each)
- Cables, adapters, TV/VCR/DVD units (unless available in the classroom).

Reporting structure:

Classroom Management is comprised of three staff members (Mathew Pomeroy, Ian McGlaze and Joe Boragno). The staff is managed by Martin Alvarez, Director of Events and Classroom Management. Martin reports to Mike Wong, Associate Vice President of Administrative Services. Please contact Martin or Mike if you are not satisfied with service you receive from CMO at malvarez@lmu.edu or mwong@lmu.edu.