

**OUR MISSION:**

Ensure all classroom technology and equipment is maintained and updated. We also strive to keep the classroom environment clean, organized, and conducive to learning.

**HOW TO CONTACT US:**

- Call **x81735** for any problem in classrooms
- Classroom Management will be your first point of contact for classroom issues.

**OUR OFFICE HOURS:**

Monday – Thursday	7:00 a.m. – 9:00 p.m.
Friday	7:00 a.m. – 5:00 p.m.
Saturday	8:00 a.m. – 12:00 p.m.
Sunday	Closed

**SERVICES WE PROVIDE:**

- First response team for any issues in the classroom
- Provide faculty with assistance in use of technology in the classroom
- Perform preventative maintenance on all classroom equipment
- Replace bulbs for all permanently installed projectors in labs or classrooms
- Equip Dean’s office with dry erase markers to distribute to faculty members
- Swap out classroom computers with temporary units as needed
- Work closely with Information Technology to ensure:
  - a. Computers are maintained and updated
  - b. Data / voice communication ports are working (including wireless access)
  - c. Software support and training is available to faculty\*
  - d. Assistance with recording or pod-casting events
  - e. Assistance with video conferencing
  - f. Manegate, Blackboard, and other enterprise software support is available
- Work closely with Facilities Management to ensure:
  - a. Classroom furniture is maintained and repaired
  - b. Room environment (lights, paint, doors, locks) is properly maintained
  - c. Climate control / power needs are addressed
- Work closely with Event Services to ensure:
  - a. Audio visual equipment is reserved\*\*

**\*New Software Installations:**

Installation of special needs software titles and volumes are governed by the Classroom Software Installation Policy; please contact the ITS helpdesk directly at [helpdesk@lmu.edu](mailto:helpdesk@lmu.edu) or x87777. The policy is available on Manegate within the Services tab under the Technology Services Channel.

**\*\*Audio Visual Equipment Reservations:**

Reservations for equipment must be booked through Event Scheduling ([www.lmu.edu/events](http://www.lmu.edu/events)) at least 48 hours in advance.