

LMAC Minutes
November 19, 1998

Present: Beezer, Ellis, Gardiner, Sousa, Steiner, Mitchell

After a brief discussion of happenings at the recent chair's meeting, committee members held a discussion of LMAC's purposes and what it might do to make a significant contribution this year. Members discussed several options, with the meeting focused on the possibility that LMAC members might meet with departments or department chairs to discuss present and projected problems and needs.

Ellis had several announcements.

He informed the committee that between 7 and 9 a.m. on the second Wednesday of each month OIS would perform scheduled maintenance on computing systems. Scheduling regular maintenance in this way will, it is hoped, allow faculty, staff, and students to plan around down time.

He informed LMAC that the OIS service operation is developing new mechanisms for getting feedback from users. These include placing a feedback form on the desks of those receiving service, follow-ups on the installation of new machines, periodic sampling on a set of calls, and a "suggestion box" web page.

Respectfully submitted,

David Sousa