

Campus Classroom Technologies (CCT) - FAQ

Useful Contact Information

General inquiries (**Melissa Elliot**) ext.22761 equipbkg@mcmaster.ca

Office location **Mills Library L217**

Office hours Monday – Friday: 8:30-4:30

Monday – Thursday: 4:30-7:30 (student help desk; x 22761)

How do I arrange equipment for my class?

- Do you know what you need?
 - complete the form @ <https://library.mcmaster.ca/cavs/booking>, or
 - send an e-mail to equipbkg@mcmaster.ca
- have questions or require personal assistance?
 - call **Melissa Elliot** (ext.22761)
- need some on site help? The following technicians will be happy to familiarize you with the system in the room you are using:
 - **Kevin Andrews** 905-741-9845 (KTH, TSH, CNH, DSB, UH, IWC)
 - **Ted Shaw** 905-745-1538 (JHE, ABB, BSB, ETB, Psych, HH, ITB, GSB, T13)
 - **Dash Gonsalves** 289-684-5546 (LR Wilson, MDCL)
 - **Carlie Soares** 905-746-0409 (Campus backup)
 - **Chris Robinson** x22095 (HSC, Life Science Bldg)

How do I find what permanent equipment is available in some classrooms?

- check out the **Classroom Inventory Directory** – this resource is up-dated regularly
 - photographs and descriptions of each classroom on campus
 - equipment use manuals can be found here as well
 - <http://cavs.mcmaster.ca/classinfo/index.htm> [use VPN for remote access]
 - NB: Only Registrar controlled classrooms are supported by CCT.

What other equipment is available?

- we offer a full selection of audio-visual equipment from overheads and PA systems, to data projectors.
- not sure how to display a Power-point presentation, or show the slides you took on your visit to Maui? Give us a call and let us know what you need help with.
- **Please note: we do not provide computers or adapters/dongles**

How do I access the permanent equipment?

- make sure you book any equipment you wish to use, so we can make sure it is available when you need it
- we may need to perform maintenance on the equipment or to replace equipment which has been stolen from a room. If we know **when** you need it, we'll make sure that the equipment is there for you.
- equipment booking form: <https://library.mcmaster.ca/cavs/booking>
- all permanent equipment is controlled from a locked Black Box, Podium or A/V Closet
- you will receive the combination by return e-mail when you book your equipment
- can't remember the code? Give us a call x22761 and we'll give you the combination and classroom computer login information over the phone.
- classroom laptop connections are VGA. Laptops without VGA will require an adapter/dongle to connect to VGA. HDMI connections are only available in a few rooms, at this point in time

Want to capture your lecture so that students can access it through Avenue2Learn?

A list of classrooms with this technology and instructions on scheduling this service can be found at:

<http://library.mcmaster.ca/cavs/updates/echo-360-cloud-platform>

How do I order a video?

- Ordering videos is now done through the library, with the film/video library being housed in Mills Memorial Library.
- search for films/videos @ <http://library.mcmaster.ca/find/video/>
- book a film for classroom viewing @ <http://library.mcmaster.ca/content/media-booking-service>
- all videos being shown in class must be close captioned, as required by the Act for Ontarians with Disabilities (AODA)
- submit requests for captioning @ <http://requestcc.mcmaster.ca/view.php>
- need more help with captioning? Send an email to captioning@mcmaster.ca

Still have questions? Let us help!

- give us a call: 905-525-9140 ext.22761
- send us an email:equipbkg@mcmaster.ca