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; x22761)

How do I arrange equipment for my class?
  • Do you know what you need?
    o complete the form @ https://library.mcmaster.ca/cavs/booking, or
    o send an e-mail to equipbkg@mcmaster.ca
  • have questions or require personal assistance?
    o 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:
    o Kevin Andrews  905-741-9845  (KTH, TSH, CNH, DSB, UH, IWC)
    o Ted Shaw  905-745-1538  (JHE, ABB, BSB, ETB, Psych, HH, ITB, GSB, T13)
    o Dash Gonsalves  289-684-5546  (LR Wilson, MDCL)
    o Carlie Soares  905-746-0409  (Campus backup)
    o 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
    o photographs and descriptions of each classroom on campus
    o equipment use manuals can be found here as well
    o http://cavs.mcmaster.ca/classinfo/index.htm [use VPN for remote access]
    o 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