AV and Video Conference Support, CoE CIS Tech IT Support

Request AV Support

To request assistance with Teleconference or AV needs, please submit a ticket to itcoecis-help@cornell.edu.

Please include the following with your request:

- Name, Department, and Contact Info of the event contact (if different from yourself)
- Date, Time, Duration
- Main Location
- Please be sure to contact local department staff for room reservation policies, etc.
- Will you have remote participants?
- Will you be sharing content (powerpoint, video, etc.) with remote participants
- What sorts of devices will presenters be using/bringing
- Any additional comments, requests, or description of your events

Policies

Base Support

ITSG staff provide Base AV Support to COECIS during Business Hours (8am to 4:30pm)

- Break/Fix Response
- Equipment Setup
- AV User Training
- Regular Checks and Maintenance
- Community Equipment Loans

ITSG Staff also provide support for Schedule R25 spaces.

Extended Support

The ITSG provides the following Extended AV support:

- Event Monitoring (IT Staff on site during your event)
- Large Event Support (AV Setup/Removal, Event Monitoring)
- After Hours Services (Setup, Training, Break/Fix, Event Monitoring)

Notice

The ITSG typically requires advance notice responding to non-emergency requests.

| 8 Business Hours | 5 Business Days | 10 Business Days or more |
Charge Rates

The ITSG may charge a fee for extended support, after hours support, or support to users outside COECIS. To inquire about the fees structure for the current fiscal year, contact the ITSG Help desk.

- Support that requires staff to return to campus will be billed for a minimum of 4 hours in accordance with Cornell policy.
- Support that results in overtime pay will be billed at 1.5 times the unit rate for the affected hours.
- Rates for Events or Users outside of the College of Engineering, Computing and Information Science, and NYCTech may be charged an additional rate.

Resources

Schedule r25 Rooms

See Schedule R25 information here: Engineering Room Reservations

Additional Spaces

You can also see a full list of Cornell spaces in the CIT Technology Database: CIT Room Technology Database

Other Information

- To schedule a room see: Cornell Registrar Room Reservations
- For issues related to Room Access, Custodial, and Furniture Configuration please contact: faccoecis-help@cornell.edu
- For Facilities emergencies (leaks, electrical, etc.) contact: 607-255-5322
- For emergencies contact 911, for on campus police dial: 607-255-1111
- For Schedule r25 Classroom support: engrclasstech@cornell.edu
  - For additional business hours support: 255-0778 (r25 Classroom only)