

Information Technology Services Audio Visual (AV) Event Support

Support Background

ITS is committed to assisting the Colgate community with their events on campus. We have invested in equipment, staff, training, time and planning to be able to support the Mission of the University. We anticipate that the community at large works with us in our efforts by giving ITS advance notice and understanding that we are limited to our support by the limitations of time, staffing, and equipment. This document lists our services as well as our limitations.

Support Locations

Colgate ITS provides Audio/Video (AV) support for your on-campus event. In academic buildings, this includes the classrooms, office spaces, lounge areas, and public/common areas. We can support outdoor events pending weather conditions and power supply (if applicable).

Locations outside of our Support Area include Bewkes Center, Colgate Inn, Seven Oaks, Golf Course, Palace Theater, Glendening Boathouse at Lake Moraine, etc. Since these areas are not supported by ITS, please see the Self Service section below for alternative support options.

Type of Support

ITS can support the following:

Consultation to help you plan your event from the best space to the best practice. We also provide room and equipment demonstrations for various locations around campus so that you are able to use the room on your own.

Data Projection in classrooms and auditoria from room computer systems, and standard-functioning Windows and Mac laptops brought to the classroom. Best effort is made for tablets and phones due to the complications sometimes involved with video adapters.

Audio in classrooms and auditoria from room computer systems or other devices with a standard 3.5mm audio output.

Video Recordings for classroom or other special events/productions pending proper permissions have been received by the presenter(s). All day trainings, seminars, productions, and other events longer than two hours may not be supported by ITS. ITS recommends borrowing a camera and tripod and may also be able to recommend a casual wage staff that your department could hire for such events.

Video conference call equipment audio and video setup. This includes a webcam and microphone. The location where the video conference call will occur should have a computer, or the requester should bring a laptop to the videoconference call. Logins for the videoconference software should be obtained by the requester. ITS does not provide video calling logins (Ex: Skype).

Requesting Support

Requests should be three or more days in advance.

Use EMS - You may request AV support via the [Event Management System](#) when you reserve your space on campus.

Call Us - You may call us at 315-228-7111 to request AV support for your event.

Email Us - You may email us at itshelp@colgate.edu

Self Service

AV Equipment

Colgate Faculty, Staff, and Students may visit either the Case Geyer IT Service Desk or the DLMC desk to reserve or immediately check out equipment such as projectors, portable screens, portable public address systems (portable podiums) , webcam kits and more. For online reservations, visit [our online reservation system](#)

Approved Dec, 2015