# Newsletter

Volume 46.1 Editor: Alison Sills

McMaster University Faculty Association - September 2019



# SAVE THE DATES!

#### **MUFA General Meeting**

December 6, 2019 10:30a.m.

Council Chambers, GH 111

# MUFA Annual General Meeting

May 5, 2020 3:00p.m. Great Hall, University Club

# President's report: A year of uncertainty

Welcome back to another academic year, and a particularly warm welcome to our new members. I would like to take this opportunity to thank our retiring members for their years of service, and to wish them well in their new adventures. I am looking forward, with some trepidation, to this year as president of MUFA. The trepidation stems almost entirely from factors outside the university. McMaster and MUFA are truly special places to work, thanks in no small part to our strong & supportive executive committee, our administration's firm commitment to honest collegial governance, and of course all of you, our members, who work to make McMaster the best place it can be.

Last year was a busy one for MUFA. In March we finalized a three-year remuneration agreement, which turned out to be particularly prescient given the government's moves in June (but more on that in a moment). We came to an agreement at Joint Committee on the appropriate number of teaching stream professors and made significant progress on understanding the best way to deal with student evaluations of teaching; on equity, diversion & inclusion in hiring practices; and the revised Faculty General Grievance Policy.

In the upcoming year, we have a number of tasks that we need to finish, but I do not anticipate large initiatives at the university level. It is a transition year, as we search for a new University President, and so it feels like everyone in the administration has shuffled their position. In addition to the internal uncertainty, most of this year will be spent watching the provincial and federal political landscapes. We have a federal election on October 21<sup>st</sup>, and a week later the provincial legislature will return after their extended summer break. Before they left, the government made a number of announcements about potential changes that will affect universities, so we need to keep an eye on those and see where they will go.

Some of the expected highlights for the upcoming year:

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Joint Committee: This committee is the main way we work with the administration to address issues and concerns related to faculty. We meet monthly throughout the academic year. This year, the MUFA representatives are Elkafi Hassini (MUFA VP/President Elect, Operations Management), Nicholas Kevlahan (MUFA Remunerations, Mathematics & Statistics), and myself (Physics & Astronomy). The administration will be represented by Susan Searls Giroux (Acting Provost, English & Cultural Studies), Roger Couldrey (VP Administration), and Kim Dej (Acting Vice-Provost (Faculty), School of Interdisciplinary Sciences).

Finalizing policy changes: The Joint Committee came to an agreement on the proportion of teaching-intensive faculty members that can be hired at the university, including CLAs. A drafting committee is writing the new policy (SPS A9) now, and I expect it will go through the various levels of governance this fall. Even though the policy has not formally been changed, MUFA and the Provost have been cooperating to support Faculties whose hiring practices will be in line with the new policy. Two other policies (the Faculty General Grievance Policy, and SPS A1 - Recruitment and Selection of Faculty Members) have been under discussion for some time. Both had drafting committees struck almost two years ago, and I am pleased to say that near-final versions are under revision. Again, I expect both to go through the series of governance approvals this fall, and I would like to thank the members of all the drafting committees for their hard work on these issues.

Student evaluations of teaching: Last summer, there was an arbitration ruling at Ryerson University that student questionnaires should not be considered an evaluation of teaching effectiveness. Prompted by this, our (now Past-) President, Michel Grignon, struck a committee to ask how teaching effectiveness \*should\* be evaluated at McMaster, and also how to get appropriate and useful feedback from our students. A report has been completed, and will be released to the general community soon. Joint Committee will be discussing the implications for the Yellow Document, and we will likely need another drafting committee this year to rewrite the appropriate sections.

**Provincial legislative changes concerning universities/ faculty:** We have our eye on three main issues. The first is not going to affect us soon: the proposed wage cap legislation that was released in early June (but is not yet law).

In summary, this would limit public sector salaries & benefits to less than 1% increase per year for 3 years. We had signed our agreement before the legislation was announced, so our current agreement is not touched; but the legislation says that every group must abide by this rule for 3 years starting with the next agreement. Watch this space in 2021/2022 when we start to negotiate.

The second issue was part of the April budget: the government wants to introduce regulations such that faculty members who earn full-time salary and also collect their pension will have their salary reduced by the amount of their pension. At McMaster, the only faculty who could do so are older than 71 years old, and are therefore required by federal law to collect their pension. The government claims this will help with faculty renewal, but hasn't provided any language requiring the savings must be used to hire new faculty. We are hoping to see the final wording of the regulations in September.

The third issue was also mentioned in the April budget: Strategic Mandate Agreement 3 (the agreement between each university and the government) will tie performance metrics much more tightly together with government funding. In the first year of the agreement (2020/2021), 25% of the funding will be tied to some metrics; by the 5<sup>th</sup> year of the agreement it will be up to 60%. The details of which metrics, how the information is collected, how success is determined, and how the funding will be tied to success/failure is being worked out this fall and winter, with new agreements to be finalized in the spring. Through the last two SMA discussions, MUFA has pushed for more faculty involvement in the process, and we will continue to do so this time around.

As always, MUFA is here to represent you, the faculty members. As the year progresses, and these issues continue or new ones arise, we will be discussing them at our biweekly executive meetings and the monthly Joint Committee meetings. Your concerns and suggestions are always welcome. Please contact me directly at mufapres@mcmaster.ca, or our excellent MUFA staff at mufa@mcmaster.ca or ext. 24682/20297. I also encourage you to join us at our General Meetings — the food at the AGM is always excellent — or just drop in to say hi.

Alison Sills MUFA President, 2019-2020

# OCUFA

# **OCUFA's 158th Board of Directors Meeting**

On Saturday May 25 and Sunday May 26, OCUFA held its final Board of Directors meeting of the 2018-19 academic year. During the weekend, board members discussed the organization's current priorities — good jobs, university funding, and capacity building — especially as they relate to the Ford government's attacks on postsecondary education. During a special lunchtime reception on the Saturday, board members and colleagues celebrated the winner of the 2019 Henry Mandelbaum Graduate Fellowship.

#### **Priorities**

#### **Good jobs**

Advocating for good jobs — one of OCUFA's long-term goals — has taken on particular urgency under the current government and with dramatic changes in the nature of academic work. OCUFA continues to advocate for a post-secondary education system where every academic job is a good job with fair compensation, reasonable workloads, access to benefits, and job security.

One of OCUFA's main campaigns has been that of Fairness for Contract Faculty. Its goal is to reduce the reliance on contract faculty by ensuring more are hired into secure full-time positions. Delivering fairness for contract faculty and committing to faculty renewal will create more good jobs on our campuses and ensure that students have access to the quality learning experience they deserve. In light of the Ford government's attacks on postsecondary education, meeting participants discussed the destructive impact these cuts and changes will have for contract faculty.

Further discussion focused on the Ministry of Training, Colleges and Universities' recent "consultation" on faculty renewal, which neither delivered a commitment to faculty renewal nor addressed the negative impact of underfunded postsecondary institutions on full-time faculty hiring.

Additionally, board members discussed new legislation introduced in the Ontario Budget that would allow the Minister of Training, Colleges and Universities unprecedented powers to override collective agreements for postsecondary faculty and staff working while collecting a pension.

#### **University funding**

OCUFA has held a long-standing goal of increasing public funding for universities to support high-quality postsecondary education in Ontario. Unfortunately, the government effectively reduced universities and colleges revenue through a tuition fee cut announced in January without an accompanying increase in public funding.

University funding was further destabilized by April's Ontario Budget, which introduced a drastic move towards tying funding to market-based "performance" outcomes. By 2024-25 this new funding formula would allocate 60 per cent of university funding to institutions based on their ability to meet certain performance targets prescribed by the government. To put this change in dollar figures, funding tied to performance will increase from \$50 million (the current figure for 2018-19) to an estimated \$2.2 billion by 2024-25.

OCUFA has long cautioned against allocating university funding based on performance measures. Such a shift would be counterproductive as it will, by design, create inequities and slowly but certainly undermine the integrity of Ontario's postsecondary education system. This drastic shift in the way postsecondary institutions are funded will only serve to destabilize the sector, make long

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-term planning impossible, encourage more bureaucracy and stifle innovation.

#### **Capacity building**

Ontario's university faculty face serious challenges in their workplaces, including too few faculty to do the work, and too many precarious jobs at underfunded universities. OCUFA continues to support member associations with capacity building strategies that can be leveraged to build stronger unions and a university labour movement able to more effectively tackle these problems and resist the illadvised policy decisions being made by the Ford government.

OCUFA continues to work with member associations to build their capacity to mobilize their members and build relationships with allies. At the Board Meeting, and based on members' feedback and recommendations to the President and Executive Director, a new action toolkit was created to help faculty associations take action on their campuses and in their communities against the government's attacks on postsecondary education.

#### **OCUFA** members elect new Executive

During the meeting, the OCUFA Board of Directors elected the organization's executive for the 2019-20 academic year.

As of July 1, the new executive will be comprised of:

#### **President:**

Rahul Sapra (Ryerson Faculty Association)

#### **Vice-President:**

Sue Wurtele (Trent University Faculty Association)

#### Treasurer:

Ann Bigelow (University of Western Ontario Faculty Association)

#### Members-at-large:

Glen Copplestone (King's University College Faculty Association)

Gautam Das (Lakehead University Faculty Association)
Michelle Webber (Brock University Faculty Association)

#### Chair of the Board:

Kate Lawson (Faculty Association of the University of Waterloo)

As President Gyllian Phillips is finishing her term of office, a special reception was held where she was thanked for her years of dedication, leadership, and hard work.

# Welcome to the McMaster University Academic Librarians' Association

OCUFA is pleased to welcome the <u>McMaster University</u> <u>Academic Librarians' Association</u> (MUALA) as the newest member of OCUFA. Their membership was officially ratified at the meeting.

## Celebration of 2019 recipient of the Henry Mandelbaum Graduate Fellowship

Finally, a special luncheon ceremony during the meeting celebrated the recipient of the 2019 Henry Mandelbaum Graduate Fellowship for Excellence in Social Sciences, Humanities, or Arts. Western University PhD student Rebecta Ellis was recognized with the Fellowship for her exceptional scholarship and deep engagement in her community. The luncheon concluded with a special presentation from 2018 Mandelbaum Fellowship winner Galen Watts. Galen shared his work studying the socio-political implications of contemporary spirituality for Canadian millennials.

#### BENEFIT YEAR END REMINDER

Please note the benefit year end is June 30th. Please ensure all claims dated from July 1, 2018 to June 30, 2019 are submitted to Sun Life **prior** to September 30, 2019.

Late claim submissions will not be reimbursed.

#### **Welcome New Members**

Seyedeh Marjan Alavi

School of Engineering Practice

Baraa Al-Khazraji

Kinesiology

**Heather Bastedo** 

Political Science

**Lyndsey Beutin** 

Communication Studies and Multimedia

**Berker Bilgin** 

**Electrical and Computer Engineering** 

**Albert Caminero Fernandez** 

Medicine

Lisa Carlesso

Rehabilitation Sciences

**Candice Chow** 

Strategic Management

**Daniel Coren** 

Philosophy

**Adrienne Crossman** 

School of the Arts

**Deborah DiLiberto** 

Medicine

Shelir Ebrahimi

**Chemical Engineering** 

Jenna Evans

Health Policy and Management

**Mohamed Ezzeldin** 

History

**Noah Mills Forman** 

Mathematics and Statistics

Alemu Gonzamo Gosa

Geography and Earth Sciences

**Mohamed Hassan** 

**Electrical and Computer Engineering** 

Allyson Ion

Social Work

**Trevor James King** 

Kinesiology

**Alexander Klein** 

Philosophy

**Dylan Kobsar** 

Kinesiology

**Rumen Kostadinov** 

**Economics** 

Siha Lee

**Economics** 

Ken Li

Accounting and Financial Management

**Chris Ling** 

Marketing

Gita Joan Ljubicic

Geography and Earth Sciences

Siyuan Lu

**Mathematics and Statistics** 

Selina Mudavanhu

Communication Studies and Multimedia

**Jodey Nurse** 

History

**Yang Pan** 

Marketing

**Alexander Lewis Peace** 

Geography and Earth Sciences

**Trish Ruebottom** 

**Human Resources and Management** 

**Bradley Ruffle** 

**Economics** 

Kyla Sask

Materials Science and Engineering

Miranda Louisa Schmidt

**Physics and Astronomy** 

Yana Stainova

Anthropology

Johannes Steizinger

Philosophy

**Ratnasingham Tharmarasa** 

**Electrical and Computer Engineering** 

Ana Maria Tomljenovic-Breube

Interdisciplinary Science

**Shashank Vaid** 

Marketing

Adrianne Xavier

Indigenous Studies

**Hao Yang** 

Civil Engineering

### **Best Wishes to Retiring MUFA Members**

We wish to extend best wishes to those who have retired during the academic year. We look forward to seeing them at the annual lunch in their honour (**October 23, 2019**) hosted jointly by the Presidents of the University and the Faculty Association.

**Lori Campbell** 

Sociology & Health, Aging, and Society

**David Thomas Cassidy** 

**Engineering Physics** 

**Laurie Doering** 

Pathology and Molecular Medicine

Susan Fast

**English and Cultural Studies** 

Vicki Galea

Rehabilitiation Science

Nicholas Griffin

Philosophy

**Richard Harris** 

Geography and Earth Sciences

Janice Hladki

School of the Arts

Stanislaw Pietruszczak

Civil Engineering

Nancy Anne Pollock

Rehabilitiation Science

**James Reilly** 

**Electrical and Computer Engineering** 

**Peter Smith** 

**Electrical and Computer Engineering** 

**Linda Stockton** 

Strategic Management

**Dieter Stolle** 

Civil Engineering

**Roman Viveros-Aguilera** 

**Mathematics and Statistics** 

**Philip White** 

Kinesiology

Peter Widdicombe

**Religious Studies** 

Isik Zeytinoglu

**Human Resources and Management** 

# 2019-2020 Faculty Association Council

In order to maintain close contact with faculty members at the department level, the MUFA Executive established the Faculty Association Council made up of representatives from every academic department. These representatives serve as liaisons between the Association's Executive Committee and the members of the Association.

MUFA wishes to thank all of our Faculty Association Council members for their continued service.

Accounting & Financial Management	Lilian Chan	Interdisciplinary Science	Chad Harvey
Anthropology	Kee Yong	Kinesiology	Krista Madsen
School of the Arts	M. Woolhouse	Labour Studies	<b>Robert Storey</b>
<b>Biochemistry &amp; Biomedical Science</b>	Russell Bishop	Library	Wade Wyckoff
Biology	Ana Campos	Linguistics & Languages	Nikolai Penner
Chemical Engineering	Prashant Mhaskar	Marketing	Manish Kacker
Chemistry & Chemical Biology	Ryan Wylie	Materials Science	K. Grandfield
Civil Engineering	Samir Chidiac	Mathematics & Statistics	Adam Van Tuyl
Classics	Claude Eilers	Mechanical Engineering	Gary Bone
<b>Communication Studies &amp; Multimedia</b>	Sara Bannerman	Medicine	Karen Beattie
Computing & Software	Antoine Deza	Nursing	Michelle Butt
Economics	Maxim Ivanov	Obstetrics & Gynecology	Derek Lobb
Electrical & Computer Engineering	James Chen	Operations Management	Elkafi Hassini
Engineering Physics	Rafael Kleiman	Pathology & Molecular Medicine	Laurie Doering
School of Engineering Technology	K. Apostolou	Pediatrics	Anne Klassen
English & Cultural Studies	Mary Silcox	Philosophy	Sandra LaPointe
Family Medicine	Matthew Kwan	Physics & Astronomy	M. Rheinstadter
Finance & Business Economics	John Siam	Political Science	Greg Flynn
French	Nicholas Serruys	Psychiatry & Beh. Neuroscience	James MacKillop
Geography & Earth Sciences	N. Yiannokoulias	Psychology, Neuroscience & Beh.	Deda Gillespie
Health, Aging & Society	Meridith Griffin	Rehabilitation Sciences	Lilian Coman
Health Policy & Management	Glen Randall	Religious Studies	Daniel Machiela
Health Research Methods, Evidence		Social Work	<b>Christine Sinding</b>
& Impact	Amiram Gafni	Sociology	Karen Robson
History	Stephen Heathorn	Strategic Management	Linda Stockton
Human Resources & Management	Aaron Schat	Surgery	J. Astephen-Wilson
Information Systems	Ali Montazemi		

### **Childcare Allowance**

The gross payment for the childcare allowance was \$2,371.95 and was included in the August 9, 2019 pay deposit. If you are eligible for the payment and did not receive it, please contact your <a href="https://example.com/HR Advisor">HR Advisor</a>.

To review the eligibility requirements, please visit <a href="http://www.workingatmcmaster.ca/med/document/CHILD-CARE-ALLOWANCE-Language---MUFA-1-42.pdf">http://www.workingatmcmaster.ca/med/document/CHILD-CARE-ALLOWANCE-Language---MUFA-1-42.pdf</a>



# New Faculty 2019-2020 Workshops

hosted by the

# Office of the Vice-Provost, Faculty

All workshops to be held from

#### 3pm to 5pm

These workshops expose faculty to the various management and support structures of McMaster and involve guest speakers from across campus to present key topics for career success. The format of each workshop, presentation followed by a wine and cheese reception, provides a great opportunity for discussion and networking across the Faculties to aid you in building cohort collegiality and potential collaborations.

### We hope to see you at the workshops!

2019 - Events to take place at the West Room (University Club)

Friday, September 27

Surviving in the Academy: Advice for New Faculty

Register at: Surviving the Academy

Friday, October 25
Teaching and Technology

Register at: Teaching & Tech

Friday, November 17

Research, Teaching & Social Media in Higher Education

Register at: Social Media in Higher Ed

Friday, December 6

Building Your Research Portfolio Register at: Research Portfolio

2020 - Events to take place in at 96 N (McMaster Property directions)

Friday, January 17
Student Mental Health

Register at: Student Mental Health

Friday, February 7

Granting & Funding Landscape
Register at: Granting & Funding

Friday, March 13

Planning Your 1<sup>st</sup> Lab and Managing Your 1<sup>st</sup> Grant

Register at: 1st Lab - 1st Grant

Friday, April 3
Work-life Balance

Register at: Work-life Balance

**Tenure & Promotion Sessions** 

Events to take place at the Gilmour Hall 111 from 9:30am

to 11:30am

Monday, December 2, 2019
Thursday, December 5, 2019

Register at: <u>T/P Policy & Process</u>

If you have any questions, please contact
Jill Axisa

Director, Faculty Leadership and Development

axisaji@mcmaster.ca

ext. 24619

#### **Observers Needed**

Required: members of the Faculty Association—yes, RETIREES also qualify—to serve as observers for appeal and grievance hearings. The role of the Observer is to report on the adequacy of the procedures, with a view to making recommendations to improve relevant policies, not to comment on the conduct or the judgement of the tribunal. Hearings usually take place over one or two days. For more information, send us an email at (mufa@mcmaster.ca), call us (905) 525-9140 ext. 24682/20297, or visit us in (HH 103A).

### **Passages**

**Brian Bunting** 

**Geography and Earth Sciences** 

May 18, 2019

**Mohammed Dokainish** 

**Mechanical Engineering** 

August 26, 2019

James D. MacDougall

Kinesiology

June 25, 2019

**Larry Roberts** 

Psychology, Neuroscience and Behaviour

July 17, 2019



Guidelines and submission dates for the OCUFA Teaching and Academic Librarianship Award will be coming in the new year! Stay tuned!

# **Out-of-Country Benefits**

The <u>Emergency Out-of-Country Travel Coverage</u> provides significant protection in the event of a medical emergency while travelling outside of Ontario.

Sun Life Financial partners with Allianz Global Assistance (Allianz Assistance) to provide you with 24 hour a day emergency medical travel assistance. You, or someone with you, must call the Allianz Global Assistance 24-hour operations centre before receiving medical care. The tollfree numbers are on the Travel Card. Any invasive and investigative procedures (e.g., surgery, angiogram, MRI) must be pre-authorized by Allianz Global Assistance, except in extreme circumstances. If you don't contact Allianz Global Assistance, your claim could be reduced or de**clined.**For more information please refer to: http://www.workingatmcmaster.ca/med/ document/McMaster-Travel-Benefit-and-Medi-Passport-PDF7558-E-1-40.pdf

Sun Life Financial offers a variety of ways to access information about your travel benefit including a printable travel card, a downloadable card for your Apple Wallet, My Sun Life Mobile app and <a href="https://www.mysunlife.ca">www.mysunlife.ca</a>.

Find out more about <u>Sun Life's</u> electronic resources.

Faculty members who are planning travel outside of the province for Research or University Business purposes and wish to apply to have their Sun Life Emergency Out-of-Country coverage extended beyond 120 days should complete the Application for Extension of Emergency Out-of-Country Coverage Form and submit to Human Resources Services at CSB-202 no later than 30 days prior to your departure date.



# Committee Structure 2019-2020

#### **Standing Committees**

#### **Academic Affairs**

Andy Knights, Engineering Physics

#### **Human Rights**

Lydia Kapiriri, Health, Aging and Society

#### **Joint Committee**

Alison Sills, Physics and Astronomy

Elkafi Hassini, Operations Management

Nicholas Kevlahan, Mathematics and Statistics

#### Membership

Deda Gillespie, Psychology, Neuroscience and Behaviour

#### **Nominating Committee**

Alison Sills\*, Physics and Astronomy

Elkafi Hassini, Operations Management

Michel Grignon, Economics & Health, Aging and Society

Rafael Kleiman, Engineering Physics

Patricia Strachan, Nursing

Nancy Doubleday, Philosophy

#### **OCUFA Director**

Elkafi Hassini, Operations Management

#### **Pension Committee**

Trevor Chamberlain, Finance and Business Economics

Sherman Cheung, Finance and Business Economics

Claude Eilers\*, Classics

Elkafi Hassini, Operations Management

Michel Grignon, Economics & Health, Aging and Society

Alison Sills, Physics and Astronomy

#### **Public Relations**

Alison Sills, Physics and Astronomy

#### Remuneration

Nicholas Kevlahan, Mathematics and Statistics

#### **Special Enquiries & Grievances**

Catherine Anderson, Linguistics and Languages Kirsten Culver, Nursing

#### **Tenure/Permanence**

Gail Krantzberg, W Booth School of Engineering Practice and Technology

#### **Treasurer**

Lilian Chan, Accounting and Financial Management

#### **Returning Officer**

Matheus Grasselli, Mathematics and Statistics

#### **University Committees & Boards**

#### **Copyright Working Group**

Greg Flynn, Political Science

#### **Enrolment Management Team**

Michelle MacDonald, Biochemistry & Biomedical Science

#### **Honour M Selection Committee**

Todd Alway, Political Science

#### McMaster Children's Centre

Manish Verma, Operations Management

#### **Pension Trust**

Trevor Chamberlain, Finance and Business Economics

Sherman Cheung, Finance and Business Economics

Claude Eilers, Classics

### President's Advisory Committee on Building an

#### **Inclusive Committee**

Elisabet Service, Linguistics and Languages

#### **President's Advisory Committee on Relations with**

#### Community

Lisa Schwartz

#### **Rudy Heinzl Award for Excellence Committee**

Peter Vilks, Strategic Management

\*Committee Chair

## **Campus Classroom Technologies (CCT) – Info Sheet (2019-2020)**

#### **Technical Support**

Monday to Friday: 8:00am - 4:30pm

Student Evening Support Monday to Thursday 4:30pm – 9:30pm (Fall and Winter terms only)

#### **Contact - CCT Main Office**

• Phone: 905-525-9140 ext.22761

Email: cct@mcmaster.ca (for general inquiries, orientations & bookings).

#### **Classroom Directory**

https://library.mcmaster.ca/spaces/cct/classroom-directory

This directory is updated regularly. It provides a list of classrooms, including photos and descriptions of each classroom, as well as the available A/V equipment. Please note: Only Registrar controlled classrooms are supported by CCT.

#### Orientation

To book an orientation with a Technician, please contact the office.

#### **Booking Equipment**

If you have a meeting or event booked in a classroom and need to use the AV, send an email to CCT with the details of your meeting or event (Name/group, type of event, day/time, and building/room) and access codes and instructions will be provided. Please note: We do not provide laptops or laptop adapters/dongles.

#### **Access Codes & Lock Combinations**

All of the computers in Registrar controlled classrooms have been updated and users will use their MacID and password to log in. Touch screen access codes and the lock combination can be obtained by contacting CCT (cct@mcmaster.ca or calling 905-525-9140 ext.22761).

#### **Lecture Capture**

Want to capture your lecture so that students can access it later through Avenue to Learn (A2L)? Please submit your course information to cct@mcmaster.ca.

**Information about Lecture Capture can be found here:** https://library.mcmaster.ca/services/lecture-capture-echo360. To find classrooms with this technology see the Classroom Directory and filter the search for Lecture Capture.

If you have any questions or concerns, please contact CCT at extension 22761. Our office hours are 8:30am – 4:30pm Monday to Friday. Evening support is available 4:30pm – 9:30pm Monday to Thursday for the Fall and Winter Terms.

# Having Issues with your Classroom? Where you can get help!

McMaster's goal is to provide a comfortable learning environment for everyone. As a result, if you are experiencing problems with your classroom, please refer to the chart below for who to contact in order to get it resolved.

Problem	Contact
Classroom has broken furniture, no chalk or lighting problems	Facility Services Customer service desk, ext. 24740 or by email at <a href="mailto:clerks@mcmaster.ca">clerks@mcmaster.ca</a> .  Hours of operation: Monday to Friday, 8:30 a.m. to 4:30 p.m.  Highlight the concern is for a classroom, to distinguish the problem priority.
	OR alternatively you can submit an online service request through Mosaic Maintenance Management module using the service Request wizard. The online service request type should be identified as "classroom cleaning or classroom repairs".  Contact the UTS department to gain access to the Mosaic Maintenance Management Module.
Scheduling issues or disconnects between class size and room capacity	Registrar's Office at Ext. 24453 or bookings@mcmaster.ca
Classroom Audio Visual Concerns	Classroom Audio Visual Services, Ext. 22761 or equipbkg@mcmaster.ca
Classroom emergencies after 4:30 p.m. – such as no heat, locked classroom, broken water pipes.	Security, Ext. 24281 or security@mcmaster.ca



# MCMASTER UNIVERSITY FACULTY ASSOCIATION

Hamilton Hall, Room 103A Hamilton, ON L8S 4K1

> (905) 525-9140 ext. 24682/20297

Email: <a href="mailto:mufa@mcmaster.ca">mufa@mcmaster.ca</a>
<a href="http://www.macfaculty.ca">http://www.macfaculty.ca</a>