

Learning Management Systems Information Sheet

Administration:

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LMS Administrators:

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Instructional Support:

Ray Melcher, Training	Healey LL/064	617-287-5963	raymond.melcher@umb.edu
Eileen McMahon, Instructional Designer	Healey LL/021	617-287-3998	eileen.mcmahon@umb.edu
Gene Shwalb, Instructional Designer	Healey LL/054	617-287-3091	gene.shwalb@umb.edu
Irene Yukhananov, Instructional Designer	Healey LL/054	617-287-3092	irene.yukhananov@umb.edu
Ellie Kutz, Faculty Liaison	Healey/03/01	617-287-6734	eleanor.kutz@umb.edu

Instructional Support for CCDE On-Line Faculty (ONLY):

John Jessoe, Streaming Video Training and Support	Healey LL/034A	617-287-5981	john.jessoe@umb.edu
Mark O'Sullivan, Streaming Video Support	Healey LL/039	617-287-5418	mark.osullivan@umb.edu
Alan Girelli, Wimba Training and Support	Healey LL/60	617-287-5419	alan.girelli@umb.edu
Ellen Foust, Wimba Training and Support	Healey LL/62	617-922-2986	ellen.foust@umb.edu

Technical Support

Primary technical support service **888-300-6920** bostonsupport@umassonline.net

Provided by an external contractor with expertise in supporting BLS Vista.

It is available 24 hours a day 7 days a week.

It also has a live chat feature. The link is on the login page at: boston.umassonline.net

There is also an online self-help page at help.perceptis.com/umassboston

Secondary technical support (faculty only) **617-287-3074** umb.lms@umb.edu

Questions directed to UMB LMS administrative staff

Mon-Fri 8am-4:30pm

Emergency **617-438-6067**

UMB IT Help Desk service **617-287-5220** helpdesk@umb.edu

Available during normal university hours.

Wimba Support umb.wimba@umb.edu

Instructional Support: Faculty Workshop

Instructional Technology Center: Teaching with Technology Workshops: <http://umb.edu/training>

Location: ITC, Healey Library, LL

Instructional Support: Online Resources

Blackboard Vista Log in page: <http://boston.umassonline.net>

Educational Technology Workshop Schedule and Registration: <http://umb.edu/training>

Learning Management System site: <http://www.umb.edu/it/tech/lms>

UMB has a web site with information and resources available to both faculty and students to support the LMS such as important announcements, about course requests, deadlines, and special events for faculty, update on workshops, quick start guides, boiler plate text, and browser updates.

Faculty Resource Center -Available on Blackboard Vista portal page (MyUMassOnLine). Resources include a faculty forum, manuals, tutorials e-pedagogy resources and more.

Request a new BLS Vista course section: <http://www.umb.edu/it/tech/lms/form-courserequest.html>.