**University of Maryland
University College**

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Resources for Continued Learning and Support

In this course, we've just scratched the surface of our review of LEO (D2L) and the features we are using at UMUC. If you would like to learn more about LEO tools and how to use them, you have several options.

Help

You can always consult the Help files that are part of this and any LEO course.

Self-Paced Training

For tutorials (written and video) on all D2L features, you can visit the D2L training library. To access this resource, follow these instructions:

1. Click this link: https://training.desire2learn.com/
2. Use this user ID and password:
    - User ID: harold.tran@umuc.edu

○ Password: desire2learn

UMUC Library

Through the library's Safari Online Book Collection, you can access a terrific resource called *Desire2Learn for Higher Education Cookbook*, a how-to manual for faculty who are building courses and teaching in D2L. This e-book database is available from the A-to-Z listing of databases or via the Guide to E-Book Collections (URL: http://libguides.umuc.edu/ebooks). You can search by title and will have full-text access.

Functional Support

To ensure a smooth transition to LEO, a comprehensive plan has been put in place to support faculty. This plan includes:

- **Engage Space:** We have set up a space on Engage called *Questions About Teaching in LEO* that you can use to ask us questions at any time about how to use any of the features in LEO that are currently enabled in your classroom. Click this link to post your questions in this space: Questions About Teaching in LEO.

- **Functional Support:** If you have questions about how to use specific features of LEO, please contact the Service Center (formally known as 360 Support) and ask for the assistance you need. You can reach the Service Center by phone at 888-360-8682 or via the web at **http://www.umuc.edu/help**.

- **Semimonthly Live Labs:** These "drop-in" labs will be hosted twice a month, allowing faculty the chance to receive additional help with navigation and functional issues in a group environment. Live Labs will be hosted using Google Hangouts. Here is the fall schedule for Live Labs:
  ○ First Thursday of every month: 10–11 a.m. Eastern Standard time
    September 5, October 3, November 7, and December 5

  ○ Last Thursday of Every Month: 6–7 p.m. Eastern Standard time
    August 29, September 26, and October 31

To learn how you can participate in a Live Lab, please contact Faculty Development at ctla@umuc.edu.

Technical Support

Technical Support is available 24 hours a day, 7 days a week, 365 days a

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Module 7: Conclusion

Module 7 Overview

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Resources for Continued Learning and Support

Receiving Your Certificate of Completion

End-of-Course Survey