

# Learning Management Systems Information Sheet

## Administration

Mark Lewis, Manager of Instructional Support      Healey LL/45, 617-287-3918      [mark.lewis@umb.edu](mailto:mark.lewis@umb.edu)

## LMS Administrators

Kalindi Mehta      Healey LL/054      617-287-5217      [kalindi.mehta@umb.edu](mailto:kalindi.mehta@umb.edu)  
Peter Tofuri Jr.      Healey LL/054      617-287-7356      [peter.tofuri@umb.edu](mailto:peter.tofuri@umb.edu)

## Instructional Support

Eileen McMahon, Instructional Designer      Healey 03/DLS      617-287-3998      [eileen.mcmahon@umb.edu](mailto:eileen.mcmahon@umb.edu)  
Gene Shwalb, Instructional Designer      Healey 03/ DLS      617-287-3091      [gene.shwalb@umb.edu](mailto:gene.shwalb@umb.edu)  
Irene Yukhananov, Instructional Designer      Healey 03/ DLS      617-287-3092      [irene.yukhananov@umb.edu](mailto:irene.yukhananov@umb.edu)  
Rrezarta Hyseni, Instructional Designer      Healey 03/DLS      617-287-5903      [rrezarta.hyseni@umb.edu](mailto:rrezarta.hyseni@umb.edu)  
Theresa Nelson-Miller, Instructional Designer      Healey 03/DLS      617-287-5208      [theresa.miller@umb.edu](mailto:theresa.miller@umb.edu)  
Ellie Kutz, Faculty Liaison      Healey 03/ DLS      617-287-6734      [eleanor.kutz@umb.edu](mailto:eleanor.kutz@umb.edu)

## Instructional Support for UC On-Line Faculty (*only*)

John Jessoe, Streaming Video Training and Support      Healey LL/034A      617-287-5981      [john.jessoe@umb.edu](mailto:john.jessoe@umb.edu)  
Mark O'Sullivan, Streaming Video Support      Healey LL/039      617-287-5418      [mark.osullivan@umb.edu](mailto:mark.osullivan@umb.edu)  
Alan Girelli, Wimba Training and Support      Healey LL/060      617-287-5419      [alan.girelli@umb.edu](mailto:alan.girelli@umb.edu)  
Ellen Foust, Wimba Training and Support      Healey LL/062      617-922-2986      [ellen.foust@umb.edu](mailto:ellen.foust@umb.edu)

## Technical Support

### Primary Technical Support Service

**888-300-6920**      [bostonsupport@umassonline.net](mailto:bostonsupport@umassonline.net)

Provided 24/7 by an external contractor with expertise in supporting BLS Vista. In addition to phone and email technical support can be obtained by chatting live with a technician. The link is on the login page at: [boston.umassonline.net](http://boston.umassonline.net).

### Secondary Technical Support (*faculty only*)

**617-287-3074**      [umb.lms@umb.edu](mailto:umb.lms@umb.edu)

Questions directed to UMB LMS administrative staff Mon-Fri 8am-4:30pm

**Emergency: 617-438-6067**

### UMB IT Service Help Desk

**617-287-5220**      [itservicedesk@umb.edu](mailto:itservicedesk@umb.edu)

Available during normal university hours.

### Wimba Classroom Support

[umb.wimba@umb.edu](mailto:umb.wimba@umb.edu)

### Adobe Presenter Support

[umb.presenter@umb.edu](mailto:umb.presenter@umb.edu)

## Instructional Resources

**Instructional Technology Center:** [http://www.umb.edu/it/getting\\_services/training/](http://www.umb.edu/it/getting_services/training/)

Training Portal provides the University of Massachusetts Boston community—faculty, staff, students, and affiliates—with access to training available through various departments on campus. Location: ITC, Healey Library, LL

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

**Learning Management System site:** [http://www.umb.edu/it/getting\\_services/instructional\\_support/learning\\_management\\_system](http://www.umb.edu/it/getting_services/instructional_support/learning_management_system)

Page on the UMB website containing LMS support information and resources available to both faculty and students. You will find important announcements, deadlines, and special events for faculty, update on workshops, quick start guides, boiler plate text, and browser updates.

**Request a new Blackboard Vista course section:**

[http://www.umb.edu/it/getting\\_services/instructional\\_support/learning\\_management\\_system/it\\_blackboard\\_course\\_request](http://www.umb.edu/it/getting_services/instructional_support/learning_management_system/it_blackboard_course_request)

### Faculty Resource Center

Course on Blackboard containing manuals, tutorials, special software downloads, e-pedagogy resources and more.