Training and Support Resources

ETS offers a mix of synchronous and asynchronous training and support resources. These are open to all University faculty, staff, teaching assistants and research assistants.

Training Resources

**Live Training**

UTD eLearning offers live training workshops for faculty, staff and TA/ RAs throughout the year. Topics include the Learning Management System (LMS), best practices for online/ hybrid teaching and other educational technology tools. Each workshop typically lasts one hour.

- To register for pre-scheduled workshops, please log in to [Galaxy](https://galaxy.utdallas.edu) > go to Gemini > Self Service > LEO > Find Available Training.

- For other topics, alternate dates/ times, or to set up a customized training with a combination of topics for yourself or your group, please fill out an online [SPECIAL TRAINING REQUEST FORM](https://ets.utdallas.edu/special-training-form). Once we receive your form, we will contact you to set up an appointment.

**Asynchronous Training Materials**

Video tutorials, handouts and pre-recorded webinars that cover every aspect of the LMS are available [here](https://ets.utdallas.edu/elearning/materials). Video tutorials can also be accessed on our [YouTube Channel](https://www.youtube.com/UtD-Education-Technology-Services)

**Self-Paced Courses**

Two self-paced programs are available for professional development in online teaching and instructional design. Both are 100% online.

1. **Online Teaching Certification**
   
   This program is designed to build the skills to successfully build and teach an online or hybrid/ blended course at UT Dallas. Coursework includes interactive learning modules and a project. Enrollment is open to UTD faculty, graduate teaching assistants and post-doctoral associates with online/ blended instructional responsibilities. More information is available [here](https://ets.utdallas.edu/elearning/materials/online-teaching-certification).

2. **Online Lecture Creation Course**

   This course is aimed at helping faculty, staff, teaching assistants, and student workers learn various technology tools to create lecture materials. The course provides various online teaching resources, best practices and a choice of tools/ topics. For more information, and to request access, [please visit this page](https://ets.utdallas.edu/elearning/materials/online-lecture-creation-course).

Support Resources

**Open Labs**

Two virtual open labs are available every week for instructors and teaching assistants to receive hands-on support with eLearning issues. Instructional designers will also be available to provide consultation on course design/ development. No registration is required to attend the labs. Please join during lab hours using the below link. We recommend using a desktop/laptop to enable screen sharing.

https://ets.utdallas.edu/elearning/instructors/tutorials/makepdf
Wednesdays and Fridays
2pm - 4pm
Click this link to join open lab

Ticketing System
Asynchronous troubleshooting is available via a ticketing system. Please email your questions, or detailed descriptions of issues along with your contact information to elearning@utdallas.edu. This will open a ticket that we will continue to follow up on, and provide assistance until the issue is resolved.

Instructional Design Consultation
One-on-one instructional design consultations are available upon request. To make an appointment please fill out this form and an instructional designer will get in touch with you to schedule a session.

Faculty Lunch & Learns
These are recordings of sessions conducted by UTD faculty who used eLearning in innovative and effective ways, and saw an increase in student engagement levels. Recordings are on this page.

Resources from Other Groups
The Center for Teaching and Learning (CTL) offers various resources to help improve instruction and enhance student learning experiences. Communications regarding their events and programs are posted in a course titled "CTL Resources for Fall 2021 Teaching". This course is located on your eLearning homepage under COURSES.

The eLearning Faculty Mentors are a group of faculty with online teaching experience who can support your transition to online/ virtual course delivery. They host open Q&A sessions to provide guidance to instructors in developing an online course structure. Please look for emails from them with more information on upcoming sessions.