

# uiuLearn Resources & Support

## UIU Instructional Designers (ID)

**Instructional Designers** assist with in-depth course content build and design, external learning tool content, and general training. The list below identifies ID-specific areas of responsibility.

### School of Business & Professional Studies (SOBPS):

- Jeff Childs (or backup Caryl Cushion) = ACCT, BA, CS, ECON, FIN, GRAF (GRAF will move to ASOE in Fall 2021-2022), HS, HSA, IS, IT, MBA, MKT, NUR, SA

### Andres School of Education (ASOE):

- Eryn Ische = EDU, ECE, EXSS, FYS, HEA, SPED

### School of Arts & Sciences:

- Jared Roller: ANTH, ART, COMM, ENG, HIST, MUS, PHIL, PS, REL, SPN, THE
- Kristal Davenport: CJ, PA, SOC, Liberal Arts Self-paced, CNSL (CNSL will move to ASOE in Fall 2021-2022)
- Split between Kristal & Erin Ische: PSY
- Noriza Abu Hassan Shaari: BIO, CHEM, ES, GEOG, GEOL, MATH, PHY, Sci/Math Self-paced, SE

## UIU LMS Administrator and Helpdesk

**LMS (uiuLearn) Administrator** helps with course access, role/permission changes, enrollment issues, Master or test course creation, beta testing, external learning tool integration setup, certain D2L and uiuLearn-related training, reports, surveys, and general uiuLearn-specific help. Please submit a support ticket through the [UIU-IT Help Center](#).

The **UIU Helpdesk** assists with password issues, hardware/software updates and issues, and can be reached by phone at 563-425-5876 or [helpdesk@uiu.edu](mailto:helpdesk@uiu.edu) or [UIU-IT Help Center](#). For more information, see the [UIU Information Technology Services web page](#).

## Online Resources and D2L Support

Access D2L support from the Help menu, which may be under the More menu link. uiuLearn Faculty and Student tutorials, FAQs, D2L support, the Brightspace Community page, as well as D2L support 24/7. Chat, D2L helpdesk form, and the D2L Email and helpdesk phone number 877-325-7778 are there. NOTE: Menus will vary depending on page (e.g., course homepage vs. global homepage) and user role. (see screen shots below)

Community Insights Portal Quick Eval Student Resources **Help**

- Faculty uiuLearn Tutorials & Videos
- Student uiuLearn Tutorials & Videos
- uiuLearn FAQ
- D2L uiuLearn Resources
- Brightspace Community
- Chat Support
- Email helpdesk@d2l.com Tech Support
- Call 877-325-7778 Support

grades Classlist Quick Eval More Tools **More**

- < Help
- Faculty uiuLearn Tutor...
- Student uiuLearn Tuto...
- uiuLearn FAQ
- D2L uiuLearn Resources
- Brightspace Community
- Chat Support
- Email helpdesk@d2l.c...
- Call 877-325-7778 Su...