



Distance Learning and Academic Support Contacts and Services

Administration	Main Campus, Carlson Library 0500	8:15 AM–5:00 PM	419-530-8835 866-886-5336 (toll free)
For questions concerning: Administration, policies, new distance learning course development	Contact person: Associate Dean	Karen Rhoda, Ph.D.	419-530-8835
Compensation	Business Services Officer	Kim Dusseau	419-530-2322
DL and WA course approvals, course sites	Director for Technology Information Management	Lance Stoll	419-530-4082
DL and WA student services	Director for DL Student Services	Gary Carr	419-530-4078
Online faculty course support and Luminis course design	Director for DL Faculty Support and Special Projects	Peter You	419-530-4387
Classroom technology; classroom support services and issues	Assistant Director for Academic Support	Mike Haar	419-530-2656
Problems with network/Blackboard	Assistant Director for Network & Tech. Support	Mark Yeary	419-530-4038
All others	Secretary I	Arlene Susdorf	419-530-4002
Web site URL	www.utoledo.edu/dl/		
Faculty training URL	https://www.utdl.edu/DL_training/		

DL Faculty Support	Main Campus, Memorial Field House Health Science Campus, Mulford 048	Mon.– Fri., 8:15 AM–5 PM Wed. – Fri., 8:15 AM–5 PM	419-530-8835
Faculty Technical Support and Training for DL Course Design	Blackboard, Luminis, Epsilon/eFolio		
Personnel Contact Information	Director, Faculty Support and Special Projects	Peter You	419-530-4016
	Instructional Designer & Coordinator of Special Projects	Phoebe Ballard	419-530-4379
	Senior Instructional Designer	Jeff Jablonski, Ph.D. Faculty-HSC	419-530-4079
	Instructional Designer	Mingli Xiao, Ph.D.	419-530-4390
	Instructional Designer	Joseph Mold	419-530-4383
	Assistant Instructional Designer	Robert Nix	419-530-4378
	Assistant Instructional Designer	Todd Rains	419-530-4384

Information Technology Management	Main & Health Science Campuses, Carlson Library 0500	8:15 AM–5:00 PM	419-530-4082
Course Loads in Banner Reports	Course approvals & loads, Banner liaison, data reporting, DL and Academic Support Web sites		
Personnel Contact Information	Director Information Tech. Mgmt.	Lance Stoll	419-530-4082
	Information Technology Specialist	Deborah Czechowski	419-530-4083

Network and Technology Support	Main & Health Science Campuses	8:15 AM–5:00 PM	419-530-8835
	Network, server, enterprise, software, Web and technical support		
Personnel Contact Information	Assist. Dir. Network & Tech. Support	Mark Yeary	419-530-4038
	Network Specialist	Justin Ballard	419-530-4007
	Network Specialist	Jeff Perry	419-530-4010
	Network Specialist/Technician for Main Campus Video-conferencing	Denis Logan	419-530-4024

Video Production	Main and Health Sciences Campuses, Mulford Library 013	7:30 AM–5:00 PM	419-383-4407
Services	On location, classroom, and studio video recording (on the Health Science Campus) Audio/video recording and podcasting for elearning, Web assisted, and traditional classes (lectures, guest presentations, etc.) Video conferencing rooms available in Carlson Library (MC) and in the Health Education building (HSC)		
Personnel contact information	Assoc. Director, Technical Production	Richard Kruzel Faculty-Main	419-383-4407
	Network Specialist/Technician for Main Campus Video-conferencing	Denis Logan	419-530-4024

DL Student Services	Main and Health Science Campuses, Carlson Library 0500	8:15 AM–5:00 PM	419-530-8835
Student Technical Support	Sun 5:30–9:30 PM Mon–Thurs 8:15 AM–9:30 PM	Fri 8:15 AM–6 PM	Sat 3:30–7:30 PM
Student Services Support	Admission information and application process, academic advising referral to colleges Registration procedures and troubleshooting; placement and proctored testing off-campus Informational letters and communications to online students Distribution of course materials and special software needs for online courses Promotion of online courses and programs Student technical support 24/7 via e-mail and voice-mail		
Personnel Contact Information	Director for DL Student Services Management	Gary Carr	419-530-4078
	Student Services Coordinator	James Ham	419-530-4011
	Assistant Academic Program Coordinator	Heather Huston	419-530-4054
	Student Services Management	DiAnne Masztak	419-530-4116
	Student Technology Assistance Program	Becky Fitts Beth Janson Adam McCabe Anthony Walters	419-530-8835
	Technology Support-DL Help Desk e-mail:	Kathy Czechowski <i>utdl@utoledo.edu</i>	419-530-8835

Classroom Support	Main Campus, Memorial Field House	7 AM–3 PM	419-530-2656	
		After 3 PM	419-530-2438	
	Web site URL: http://www.utoledo.edu/depts/academicssupport/			
	Health Science Campus, Mulford Library 048	7:30 AM–6 PM	419-383-4276	
e-mail requests to hscavservices@utoledo.edu Electronic requests: go to the URL monitor.meduohio.edu and click on "Room and Equipment Information"				
	Scott Park	Weekdays 7:30 AM–5 PM	419-530-3174	
Services	Assistance, training, specification, installation, and maintenance for all classroom technology			
Available Classroom Technology	Multimedia, slide, and overhead projectors, televisions and VHS/VCR, video DVD players Audio CD players, audio cassette recorders, wireless microphones, portable sound lecterns Document cameras, classroom workstations			
To schedule mediated classrooms	Main Campus	Joyce Garber (Registrar's Office)	419-530-4843	
	Health Science Campus	Annette Brennan (Registrar's Office)	419-383-4358	
Personnel contact information	Main Campus	Assistant Director for Academic Support	Mike Haar	419-530-2656
		Instructional Media Specialist I	Jamie Galambos	419-530-2518
		Instructional Media Specialist I	David Midtvedt	419-530-2518
		Instructional Media Specialist I	Steve Smith	419-530-4826
	Health Science Campus	Instructional Media Specialist II	Ken McFeggan	419-530-2438
		Electronics Tech II	Rick Gottfried	419-383-4278
	Scott Park	Instructional Media Specialist I	Becky Eby	419-383-4280
		Instructional Media Specialist I	Susan Chomyczen	419-530-3174
		Computer Graphic Design Artist	Mark Walker	419-530-7712