



# Educational Technology and Design - Getting Help/Support

The Educational Technology & Design (ETD) team is here to assist members of the Faculty of Agriculture by providing personalized support and expertise in instructional design, visual design, course development, technical support, and course delivery through a range of delivery modes. ETD is available for support both virtually and in-person (Haley building, room 236), beginning in September 2021. **For in-person support, please book an appointment.** The options for contacting ETD are listed below:

## 1. Email:

- a. **ETD team email address (etd@dal.ca).** This account is monitored by the full-time ETD staff from 8:30am – 4:30 pm Monday to Friday. Communications received outside of regular work hours will be answered on the next business day.
- b. If you prefer, you can also email full-time team members individually at:
  - i. Brian.Lesser@dal.ca (Manager)
  - ii. Sondra.Mantle@dal.ca (Instructional Media Designer)
  - iii. Matt.Goodman@dal.ca (Instructional Technologies Specialist)

## 2. To schedule a meeting with an ETD staff member using Microsoft Bookings, please visit <https://bit.ly/etd-bookings> to schedule an appointment.

- a. To begin, select either an online or an in-person meeting.
- b. Select a date from the calendar.
- c. Next, use the drop-down menu to select an ETD team member, after which their available times will display under their name for you to choose from. If you do not select an individual (i.e. retain the default of “Anyone”), the meeting will be with the next available staff member for your chosen time.

Educational Technology & Design

(Preferred) Online Meeting with an ETD staff member

(Preferred) Online Meeting with an ET... 30 minutes

In-person Meeting with an ETD Staff ... 30 minutes

September 15, 10:30 am with Sondra Mantle

September 2021

Su Mo Tu We Th Fr Sa

1 2 3 4

5 6 7 8 9 10 11

12 13 14 15 16 17 18

19 20 21 22 23 24 25

26 27 28 29 30

Select staff (optional)

Sondra Mantle

9:00 am 9:30 am 10:00 am

10:30 am 1:00 pm

All times are in (UTC-04:00) Atlantic Time (Canada)



- d. After choosing a staff member and a time slot, please scroll down and provide your contact information and a brief description of what you would like to meet about so we can prepare in advance.

Note: If you have an urgent request outside of regular office hours, there are supports available through Academic Technology Services (ATS) on the Halifax campus. This is in the form of a Collaborate Ultra “Virtual Support Room” where you can speak with an Instructional Technologist. This service is available from 9am – 8pm Monday to Friday, and 9am-3pm Saturday and Sunday. You can join the virtual help session at this link

<https://ca.bbcollab.com/collab/ui/session/guest/fc14f311a91f4a2091572388a4d281e7>