



LingroLearning's co-founders and authors share a deep dedication to creating high-quality language teaching and learning materials accompanied by **unparalleled, premier support**.

Our team understands the workload of language program directors, coordinators, instructors, and teaching assistants and is dedicated to providing complete support. From ongoing professional development and training to ensuring swift, headache-free course creation, administration, and onboarding, LingroLearning is committed to making the implementation and utilization of our learning services easy and rewarding for everyone!

### ***Lingro's commitment to Premier Support is next-level.***

#### **For Program Directors and Coordinators**

We are here to support you as you coordinate your programs. Here's what you can expect from us:

- Full course setup in Contraseña to include program creation course/syllabus design.
- Asynchronous and/or synchronous training for your instructors. We will help prepare your instructors for the courses they will teach.
- Troubleshooting. Your instructors and students have questions. We're here to help through LiveChat and office hours just for your group.
- Turnkey LMS integration.

#### **For Instructors**

We are here to support you as you teach your courses. Here's what you can expect from us:

- Orientation to Contraseña and the platform.
- Customized live training with former teachers and program language directors.
- Professional development webinars and weekly "Coffee Talks."
- On demand, live chat support. Let us do the heavy lifting with troubleshooting.
- Utilize the Instructor Resources built into Contraseña to facilitate your course prep.
- Ready-to-go teaching materials that help even the newest instructor feel ready to step.

#### **For Students**

We are here to support your students as they engage with the content you have assigned. Here's what your students can expect from us:

- "Getting Started" orientation ensures students understand the purpose and navigation of Contraseña. Allowing them to get the most out of their experience.
- Live Chat is available for questions and students can expect to talk to one of our team members with robust knowledge of the content and courseware.
- 14 days complimentary access to the courseware. We want to support your students from day 1.
- Easy refunds for 30 days.

For more information see [www.lingrolearning.com](http://www.lingrolearning.com).  
Contact us at [hello@lingrolearning](mailto:hello@lingrolearning)

