mdem.maryland.gov
877-636-2872
7229 Parkway Drive, Suite 200 | Hanover, MD 21076

Maryland
DEPARTMENT OF
EMERGENCY MANAGEMENT

Governor | Wes Moore **Lt. Governor** | Aruna Miller **Secretary** | Russell J. Strickland

MDEM Learning Management System Transition
2/13/2025

On Saturday 2/22/2025, MDEM will be transitioning away from its current Learning Management System (LMS) due to system limitations, lack of vendor support and rising costs.We understand this is short-notice. MDEM has extracted and saved all training records and data currently on the system. Even so, MDEM recommends that users with active accounts sign-in and download any certificates before Saturday 2/22/2025.

MDEM will be launching a new in-house developed registration portal for all training courses; it will go live on Wednesday, February 19, 2025. For any courses starting prior to this date, there is no action required; students will continue to register through the existing LMS system. For any course taking place after February 19, 2025, prospective students should register via the new system after the launch date. Any individuals currently enrolled for courses occurring after this date have already been transferred over, and do NOT need to re-enroll.

Frequently Asked Questions (FAQ)

Q: What date will the current LMS system go offline?
A: February 22, 2025.

Q: Why is the current LMS system being phased out?
A: The current system is being phased out due to the rising cost of system sustainment, the high cost of needed upgrades and the administrative time commitment to maintain the system as it currently is formatted.

Q: I am currently registered for a course that is scheduled to begin after February 22nd, do I need to re-register?
A: No, all individuals that registered for training prior to February 22nd via LMS will be automatically moved over to the new registration portal. If you are not sure if you are registered, contact us at Training.MDEM@Maryland.gov.

Q: Are any course offerings affected by this transition?
A: No courses have been cancelled or postponed as a result of this transition.

Q: Will I lose access to my training records hosted on LMS?
A: While student portals on the existing LMS system will be deleted by the vendor after February 22, 2025; MDEM has preserved the rosters of all courses previously hosted within the system. If you require a copy of a certificate, contact us at Training.MDEM@Maryland.gov. It is important to note that due to system limitations and third-party data management, MDEM cannot guarantee that all training data will transition from the old LMS.

Q: I need a copy of a training certificate and I cannot locate it. How can I receive a copy?
A: Contact us at Training.MDEM@Maryland.gov with the following information:
- Your full name
- FEMA SID #
- The name of the course
- The approximate dates of the course

We will check this information against our records of courses managed by MDEM. In some instances, you may be referred to an external training provider that managed that specific course (i.e. MGT-346 is a course managed by TEEX, all training records are maintained by their training team and always have been).

Q: Will MDEM be able to provide comprehensive transcripts for each individual?
A: For all training after 2/22/2025, MDEM will be able to provide detailed transcripts from day one. While the records from the old system have been preserved, it will take 8-12 months for the 10+ years of data to be re-formatted and integrated into the new platform. If an individual requires copies of training records, we will be able to pull specific certificates in the meantime via the above detailed process.

Q: Where can individuals look to see the schedule of upcoming courses?
A: Personnel can visit: https://mdem.maryland.gov/Pages/training_education.aspx to view upcoming courses. The MDEM training team will additionally begin distributing bi-weekly training bulletins listing upcoming courses. Additional courses beyond what is currently scheduled in LMS are being added in the coming weeks as well!

Q: Have all training courses been moved to the new system?
A: Most currently listed courses have been moved. The current LMS system will remain live until 2/22/2025, any courses starting before this date are not being moved over. Student records of completion will not be affected by this.

Q: How can individuals register for a training course moving forward?
A: Visit https://bit.ly/MDEMTraining and select the course you would like to attend from the dropdown menu. Be sure to confirm the date and location are correct as there may be multiple offerings of the same course. Simply looking to browse our upcoming offerings? Take a look at the training calendar on our website: https://mdem.maryland.gov/Pages/training_education.aspx

Select courses run by external providers (TEEX, EMI, CDP, NDPTC, etc.) may require registration through the provider directly. If you do not see the course you are looking for on our registration portal check the training calendar entry for the course; any external link will be included in the course description.

Q: My organization's network security settings prevent me from accessing the new MDEM course registration portal, how can I register for training?
A: Fillable PDF applications will be posted on our website in the coming week: https://mdem.maryland.gov/Pages/training_education.aspx. Send your completed application to Training.MDEM@Maryland.gov.

Q: What happens after I register for a training course? How will I know if I am accepted?
A: Immediately after registering for a course you will receive an automated email copy of your application, confirming our system has received your request. Within 7 business days, someone from the Training team will be in contact with you via email to confirm your registration, or return your application due to missing information. If there is a waitlist, you will be notified at this time you have been added to the waitlist. Most responses will occur within a shorter timeframe.

Once accepted, you will receive an invitation to a Google classroom for the course. This portal will provide you with access to the course materials, feedback form and other information. If you have trouble accessing this Google classroom space, contact us at: Training.MDEM@Maryland.gov for assistance.

Q: The old LMS system autogenerated certificates of completion, how will certificates be managed moving forward?
A: Two weeks after the completion of a course, all students that completed the training will receive their certificate of completion via email. MDEM will additionally maintain a record of these files for future reference, though students are encouraged to maintain their own copies as well.

As a note, some courses we coordinate are managed by FEMA or an external training provider. The issuing of certificates by these entities has always been on their timeline; our new registration portal will not change the processing times of these entities.

Q: My organization routinely hosts MDEM endorsed training courses. In the past LMS was utilized as the registration portal, will our future courses be hosted via the new platform?
A: Yes, for MDEM to be able to archive student records for future retrieval by the individual/ organizations, all MDEM endorsed training courses will be hosted via this new platform. Contact Training.MDEM@Maryland.gov to set up a training course.

Q: I still have questions, is someone available to assist?
A: Yes! Contact us at Training.MDEM@Maryland.gov and we would be happy to help!