

Illuminate: Use Policies and Guidelines

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Version 1.3

Illuminate Live! is a web conferencing system that offers synchronous (same time) communication components for online learners. UMOonline has procured a 25-concurrent space license. Think of it as a virtual room that holds 25 people, inclusive of instructor(s). Its “live session” interactivity can enhance the quality of teaching and learning in online courses in several ways.

1. Use Practices

The following non-exhaustive list of practices to promote student engagement in the learning process and reflects guidelines derived from research studies on interactions in distance learning.

Instructor-Student Interactions

- Facilitate program or course orientation sessions
- Hold virtual office hours
- Conduct advising sessions with distance-based advisees
- Conduct live tutoring sessions
- Provide one-on-one conferencing for a student
- Introduce a course unit/module
- Review difficult concepts/procedures and facilitate guided practice of them

Student-Student Interactions

- Collaborative work in small groups (using Breakout rooms)
- Real time problem-solving and project work
- Discussion of course projects, reports, or presentations (using the application sharing feature)
- Student-led reviews of homework, problem, or case study solutions

2. Use Policies

- Illuminate is not meant to replace the largely asynchronous interaction in online courses. Remember that for most students, the most important feature of online learning is that it allows for a greater degree of flexibility to pursue an education around complicated schedules.
- As a guideline, for a 3-credit course, avoid conducting more than 7 required live sessions.
- Schedule your required sessions well in advance. This is important for the students, but doing so also ensures that the virtual room is reserved for your course at the time you need it.
- Always be prepared to offer alternative times for each required session, in case some learners have a conflict with the times you schedule.
- Record all required sessions so that learners may access it again later.

3. Priorities

Elluminate was purchased primarily to enhance learning in online courses. However, its usefulness can extend beyond that. Here is the priority for its use:

1. Online courses
2. Support for online students (e.g. tutoring and advising sessions)
3. Professional development/training for online faculty members
4. Any other UM entity
5. Any non-UM partner entity

- Reservations for Elluminate are on a first requested, first served basis.

4. Pricing

- **For Online Courses:** There is never a cost for the use of Elluminate for numbers 1-3 above, but to ensure use of the room and adequate support, reservations should be made at least 48 hours in advance.
- **For all other uses:**
 - Elluminate may be used without charge on a space-available basis, within 24 hours of use. Please note that there is no guarantee that *UMOnline* will be able to accommodate all last minute requests.
 - To reserve Elluminate, there is a \$30 fee per reservation request. (You can reserve up to three sessions with one request.)
 - For a meeting technician/facilitator (M-F 8-5 MT): \$35/hr.
 - For a meeting technician/facilitator (outside business hours): \$55/hr.
 - To record a session: \$10/hr.
 - Bundled service discounts are available and we encourage all partners to consider a strategically designed solution that may include some of our other services/products. We are happy to provide consultation on the design of such solutions free of charge.

5. Support

- UMOonline offers bi-weekly moderator training sessions on Fridays from 3:30-4:15pm. Please contact [Robert Squires](#) for details of the next session. A recorded version of the training session is available at the UMOonline Faculty Tab, [Training Opportunities](#).
- Elluminate offers further training and resources [here](#).
- A free personal room is available from Elluminate called the [vRoom](#). This is a good place to develop moderating skills, tutor or hold virtual office hours. (The vRoom does not permit recording and has a maximum of three participants.)
- Elluminate also offers live 24 hour support. If individuals experience issues accessing the room, then Elluminate technical support representatives may be best able to assist: [Elluminate Live Help](#).

Please contact Keith Lynip, Director, *Extended Learning Services*, for more information.

keith.lynip@umontana.edu

406.243.6317