

Illuminate Training and Support Plan

Montgomery College has adopted Illuminate to deliver real-time online learning and collaboration within its distance learning program. As a result, training and support mechanisms need to be in place, and outcomes need to be developed.

The following information is designed as a working document outlining how faculty interested in using Illuminate should be trained, and how students and faculty can be supported.

Accessibility

Illuminate can be accessed three ways at Montgomery College:

- Link emailed to the participant group
- Linked through WebCT course for faculty
- Linked through MyMC Course Tools for staff

Training

The Office of Distance Learning will be the lead trainer for Illuminate at Montgomery College. Training for faculty and staff is essential if Montgomery College expects Illuminate to be used extensively and properly. It isn't enough that faculty understand only how to operate the product and its functions. They need to be trained in the pedagogy of teaching synchronous distance learning classes. Likewise, staff that will be moderating Illuminate sessions need to be trained on how to be a moderator.

All faculty and staff interested in teaching or moderating an Illuminate session will complete a three-hour, competency-based workshop via Illuminate. The first hour will be Illuminate Basics and will examine the various functions and tools. The other two hours will be taught by SunGard support and will focus either on the pedagogy of synchronous learning using Illuminate or how to moderate a session, depending on the needs of those enrolled. The training for faculty already exists; SunGard will develop training for moderators.

Following training, faculty and moderators will demonstrate competencies prior to being issued an Illuminate account. These competencies will include, though are not limited to, the creation of a welcome email to participants providing access information, emergency contact information, and a 15-minute teaching or moderating demonstration to the cohort. This demonstration could also be recorded.

SunGard will also develop a tutorial that can be used by participants who are not teaching or moderating, but who want to understand how to navigate the product prior to joining a session.

Training will be coordinated with ODL, CPOD, and CTL

Points of Contact

The Office of Distance Learning will be responsible for providing meeting access to faculty members interested in teaching using Elluminate. Staff and administrative users will set up a meeting through the IT Help Desk.

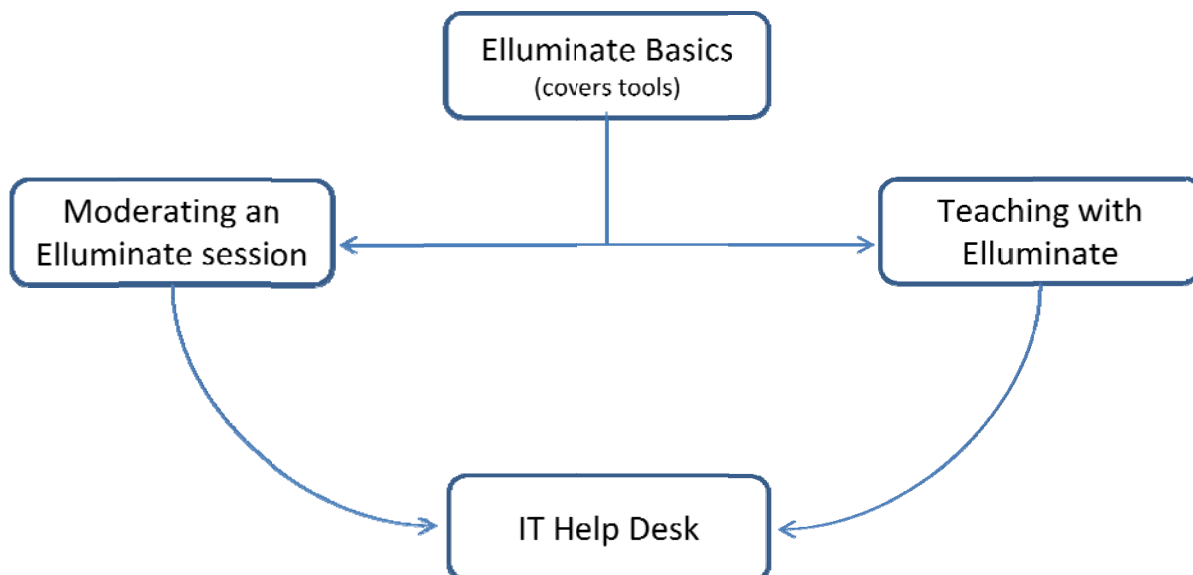
Technical Support

Elluminate provides its own technical support. Help Desk will serve as the point of contact, and they will be the pass through or interface with Elluminate. Students, faculty, and staff are familiar with the one point of contact for technical support offered by the IT Help Desk.

Students enrolled in a course using Elluminate will be expected to make sure their computer has the required software to launch the product. An Elluminate support page walks students through this process.

Participant support will be minimal once they are logged in. Session leaders will be expected to take a few minutes at the beginning of the first Elluminate session to walk participants through the various tools.

The following diagram demonstrates the how training and support are entwined.



Orientation

The Elluminate site contains a pre-session orientation that should be completed by session participants.

Participants in an Elluminate session will receive a Welcome Letter from the session leader. The Welcome Letter will contain the help desk number, the phone number where the instructor or moderator can be reached during the session, information on disability support, course or meeting date(s) and time(s). The Office of Distance Learning will create a model Welcome Letter.

Outcomes

To determine the effectiveness of Elluminate, benchmarks need to be created that go to the heart of learning outcome assessment. The following are proposed outcomes for the first six months of Elluminate deployment:

- 85 percent of students who used Elluminate will state in survey that the product increased classroom engagement.
- In the first six months of deployment, Elluminate usage by faculty will increase 20 percent.
- In the first six months of deployment, WDCE will utilize Elluminate in at least 10 percent of its course offerings.

Marketing/Awareness

The Office of Distance Learning, the Center for Teaching and Learning and the Center for Professional and Organization Development will market training opportunities to faculty and staff during remainder of the spring semester. Training will take place at various times during the summer semester so that faculty and staff can begin using Elluminate.