

**Elluminate USA**

6301 NW 5th Way

Suite 3600

Ft. Lauderdale, Florida

33309-6197

## Frequently Asked Questions

### What schools can participate and what are the requirements?

Any K-12 school can participate in Fire and Ice, and no school is left behind because of geography, resources, or special needs. The only requirements are that the school signs our Project Commitment Letter and pays the application fee (if applicable).

### What ages are the students?

Fire and Ice students are typically 9 to 14 years old (which translates approximately to grades 4 to 9 in North America). However, Fire and Ice is able to accommodate students from almost any age.

### What equipment is needed to participate?

Each school must have at least one computer, webcam, microphone, good speakers, projector, and a minimum Internet connection speed of 28.8 kbps.

### My school is post-secondary. Can we participate in Fire and Ice?

Yes, the majority of our Fire and Ice schools to date have been K-12. However, we have also received interest from post-secondary schools to participate, and we will do our best to accommodate you.

### Can we use more than one computer during the Fire and Ice live events?

Absolutely! In fact, this is highly recommended. During the live events, we found that students are most engaged when they are divided into groups of two or three, and when each group has access to its own computer workstation or laptop.

### We have an electronic whiteboard. Can we use this during the live events?

Yes, although it is not mandatory. The electronic whiteboard helps increase student interaction during the live events.

### What is the first step of the process?

Typically, the process begins as follows:

- \* Teachers choose the Fire and Ice project that best matches their interests and curriculum requirements
- \* School signs Project Commitment Letter
- \* Fire and Ice regional coordinator and participating schools review project outline in introductory online meeting
- \* Teachers participate in one-hour training session on two platforms: TIGed (asynchronous) and Elluminate Live!® (synchronous)
- \* Students sign Internet Safety Contracts

### Does Fire and Ice provide me with the tools?

Yes, we provide access to Fire and Ice classrooms in Elluminate Live! and TIGed.

### How do I learn to use those tools?

Teachers participate in a one-hour training session with their regional coordinator to learn the basics on how to use these tools. It's very easy, and the teacher is supported at all times by their regional coordinator.

### Is TIGed safe for my students?

Yes, Fire and Ice's TIGed class is private, requiring each teacher and student to login using a password. In addition, the teacher sees all activities and postings by their students. The site is also moderated by the coordinators on a regular basis.



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### **How do you address language barriers?**

In some cases, schools are matched according to a common language they share. In other cases, schools are matched based on a second language that their students are learning. For example, a school in the U.S. that is learning Spanish is matched with a native Spanish-speaking school in South America.

However, we also match schools who do not share a common language because we find this promotes a more interesting cultural experience for the students. In this case, we use translators and interpreters for the live events. For any asynchronous collaboration that occurs in TIGed, we encourage the schools to use free online translation resources wherever possible, including [www.freetranslation.com](http://www.freetranslation.com) and <http://es.babelfish.yahoo.com/>. These tools are far from perfect, but the students generally have fun trying and gain a far greater cultural experience in the process.

### **How do you manage time zone issues?**

We try to match schools in the direction of North/South, as opposed to East/West. For example, North American schools are typically matched with South American or West African schools, while European schools are matched with East African schools, and Australian schools are matched with Asian schools.

### **Does Fire and Ice provide us with a Project Outline?**

Yes, every school receives a Project Outline (including timelines). The Outline serves as a general guideline only. We recognize that teachers and students can often recommend more interesting and engaging activities than we can, so the Project Outline is flexible to accommodate these changes as required.

### **How much does it cost to join Fire and Ice?**

The annual fee is \$500 per school (Canada and U.S. schools can pay in their local currencies). This fee enables the school to participate in unlimited Fire and Ice projects over the course of the year.

Note: there is no charge for schools that are based in economically-challenged regions or deemed by Fire and Ice as "schools-in-need." Contact Fire and Ice to see if your school would be deemed a "school-in-need."

### **What does this fee include?**

The annual fee enables Fire and Ice to deliver the most interactive and collaborative experience possible for our schools. The fee covers the school's technology platform usage, the cost of the regional coordinator to manage the project, and translation and interpreter costs. Your fee also enables one school from the developing world to join Fire and Ice.

### **What is the suggested number of students per class?**

This decision is left up to the teacher. However, our experience has shown that by having between 15 to 30 students per class, student interaction and engagement is maximized during the asynchronous and synchronous activities. That said, some Fire and Ice schools in the past have included as many as 70 to 80 students.

### **How do schools collaborate with each other?**

Schools collaborate with each other using two platforms: asynchronous (TIGed for blogging, discussions, picture upload, etc.) and synchronous (Elluminate Live! virtual classroom/web conferencing software). Both platforms are fully moderated and technically supported by our Fire and Ice regional coordinators.

### **Can we use other tools to collaborate?**

Yes, schools are free to use any tool that they are comfortable with (i.e. Skype, MSN Messenger, Outlook, etc.). However, the regional coordinators are currently only able to support TIGed and Elluminate Live!



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### **How many live events is my school expected to attend during the project?**

Typically, each school will participate in approximately three live events per semester with their partner schools. These events give students the opportunity to give PowerPoint presentations and have rich, interactive dialogues with each other in real-time.

### **Do we need to do technical tests?**

Yes, approximately 2-5 days prior to each live event, teachers are required to attend a brief 20-minute test run, using the exact equipment that will be used during the live event. This helps mitigate the risk of problems occurring in the live event.

### **How will my regional coordinator be of service to me?**

Your regional coordinator will train and support you on the tools, help schedule your live events, oversee the Project Outline to ensure milestones are being met, and moderate the technology platforms.

### **What happens if my school completes the Fire and Ice project successfully?**

Schools who successfully complete the projects receive the Fire and Ice Leadership Award, in which they are honored with a plaque or certificate. In some cases, "schools in need" (mostly from the developing world) are presented with new computer equipment, sponsored by donors. Fire and Ice teachers are also recognized for their contributions and receive a certificate of completion.

### **As a teacher, what commitment is expected from me in the project?**

Fire and Ice recognizes that teachers are some of the busiest people in our society and have many demands placed upon them. Therefore, the Fire and Ice regional coordinators will do their best to provide outstanding support to teachers from project start to finish. However, in return, Fire and Ice expects a serious commitment from its teachers and their respective schools by:

- \* Ensuring that Permission Letters are signed by all participating Fire and Ice students
- \* Paying the annual fee (if applicable) in a timely manner
- \* Being responsive and accessible to their regional coordinator
- \* Attending all training and orientation sessions, and practicing using the collaboration tools outside of those sessions
- \* Actively participate in all planning meetings, test runs, and live events
- \* Giving reasonable notice to the regional coordinator if plans change and a meeting or event needs to be rescheduled
- \* Actively encouraging collaboration amongst their students in the two platforms with their partner schools
- \* Delivering creative and inspiring project outcomes, to the best of the class' abilities

### **What happens if my school drops out from the project, or if I'm unable to meet my project milestones?**

Your partner schools take their project very seriously and will count on you to do the same. For this reason, Fire and Ice has a zero-tolerance policy for schools whose participation fades or ceases while the project is still in progress. Such schools will be immediately removed from the project without refund and will no longer be permitted to participate in future Fire and Ice projects.



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**How do classes prepare for the live events?**

Each class typically prepares a short PowerPoint presentation and a script. In preparation for the event, teachers are strongly encouraged to rehearse with their students, as well as stimulate questions to ask. If bandwidth permits, schools may also wish to use some of the more advanced Elluminate communication features, such as the webcam or the video launch.

**Can we participate in another Fire and Ice project?**

Absolutely! Your school is free to participate in as many Fire and Ice projects as you like.

**Our school is thinking of coordinating a field trip to our partner school in the future?**

Does Fire and Ice facilitate this? Not really. We leave that up to the schools to coordinate, and we assume no liability for such visits. However, we strongly endorse such visits. There is no better way to conclude your Fire and Ice project and complete the cultural exchange than when your students can eventually meet their counterparts face to face. Visiting schools from other parts of the world is truly an experience of a lifetime.