



## Northern Arizona University Empowers Instructors, Students, Administrators, and Researchers with Elluminate *Live!*

Located in Flagstaff on a 738-acre campus, Northern Arizona University (NAU) serves a combined undergraduate and graduate enrollment of almost 19,000 students with 1,140 full and part-time faculty. NAU has earned a solid reputation as a comprehensive university with a personal touch, providing small classes with instructors who know their students' names and a caring and committed staff whose goal it is to help every student succeed.

For more than 25 years, NAU Distance Learning has enabled the pursuit of higher education through alternative learning environments that meet the demands of today's busy students. Distance learning at the university is delivered through a variety of new and innovative technologies and allows students to meet their educational goals outside of—or in conjunction with—a traditional classroom setting.

### The Challenge: Support All Campus Activities—Not Just Online Courses

The university's eLearning Center provides resources and funding opportunities to NAU faculty who are producing learner-centered online, hybrid, and web-enhanced courses. As Director of the eLearning Center at NAU, Don Carter's mission is to transform eLearning to support all campus activities using technology, not just online courses. This includes working with faculty on and off campus as well as helping researchers communicate and collaborate around the state and throughout the country.

"As I saw faculty dropping off from interactive TV because of technology and scheduling issues, I recognized that the time was right to bring something else to the campus that would allow people to control their interactions with each other and with their students," explained Carter. "At the same time, we wanted to enhance asynchronous online courses to provide the human interaction that students need, as well as the ability to record lectures and demonstrations."

"This led to the search for a broader solution that was easy to use, required a minimum level of support, and worked over low bandwidth connections," Carter continued. "We assembled a group of faculty and support and training staff who put together a list of required and desired criteria, including cross-platform support, CMS integration, application sharing, the ability to create recordings and high-quality voice over the Internet. In addition, we take ADA compliance very seriously at NAU, so accessibility was very important as well."

### The Answer: Best Technology, Best Support, Best Potential for Multiple Uses

"We looked at about a dozen different products for teaching and learning, putting several through pretty extensive hands-on testing," said Carter. "Then we surveyed participants, who recommended Elluminate *Live! Academic Edition*™ because it provided the best technology and the best support. It was also the product most likely to advance in areas where we wanted to go, like accessibility and integration with our content management system."

"Implementation of Elluminate *Live!* began in June of 2005," Carter said. "Our initial plan was to integrate the product with our CMS, but we quickly realized two things. The first was that many instructors who wanted to use Elluminate *Live!* were not ready to put their courses in WebCT, and second, that Elluminate provides a comprehensive solution with more possibilities for use than just online courses."

### What NAU achieved with Elluminate *Live!* Academic Edition

#### Reliable technology that doesn't get in the way of real learning and collaboration

With Elluminate *Live!* participants can focus on content and interaction—rather than the enabling technology, computer platform, or connectivity speed.

#### Superior user experience for all participants

Elluminate's virtual classroom/conference room is easy to implement, easy to access, and easy to use—for instructors, students, administrators, and researchers.

#### Broad solution that supports all campus activities—not just online courses

With Elluminate *Live!* the possibilities are almost endless, from enhancing distance learning and expanding the boundaries of the traditional classroom to facilitating statewide meetings and enabling research on a global level.



## What makes Elluminate *Live!* the clear choice for live eLearning?

- Crystal-clear audio with voice over the Internet
- User-friendly, intuitive interface that's easy to use and customize
- In-sync communications, regardless of connection speed and quality
- Universal operation in Windows, Mac, and Solaris environments
- ESP (Elluminate Sensory Perception) Moderator Tool Set ensures best user experience
- Greatly reduced travel budgets
- No more costly, inconvenient conference calls
- Best-in-class return on investment, with no per-minute charges
- Accessible, responsive customer service

"One of the first things we did with Elluminate *Live!* was to collaborate on a year-long self-study report in preparation for a visit by our accrediting body," continued Carter. "With Elluminate, we can conduct meetings with participants from around the state without the need for travel. Another important innovation was when the instructors in our Chemistry department began offering evening and weekend virtual office hours via Elluminate, using breakout rooms for student group work. This is a way we can use the technology to extend interaction on the traditional campus."

### The Solution: Interactive Online Environment for Meeting, Teaching, Research

"Elluminate *Live!* has enabled us to replace some of the interactive TV activities, eliminating the need for students to go to a computer lab or ITV site," Carter explained. "Some students were driving over 100 miles to come to class a couple of times a week. Now they can remain distributed throughout the state and still have their synchronous meetings without the pressure of traveling long distances."

"Our School of Nursing was moving their entire program online with WebCT but found they were missing synchronous interaction, particularly voice, which is a powerful tool," said Carter. "They are now using Elluminate *Live!* to meet after hours with students on internships or practicums in different hospitals and clinics throughout the state. And they are planning to bring in outside experts as speakers. It's just so much easier when participants can use Elluminate *Live!* on their computers wherever they happen to be."

NAU also has varied and successful research programs. "Our researchers collaborate with colleagues at other Arizona schools and around the country," Carter added. "They are constantly on the phone, emailing documents back and forth, and working on presentations. Elluminate *Live!* provides a way for them to do their collaborative work in real time."

### The Result: Pedagogical Tool, Global Collaboration, CMS Integration

"As part of the roll out of Elluminate *Live!* to the entire NAU campus, we're targeting specific courses, hoping that the instructors will become experts and work with others as mentors," said Carter. "Because Elluminate *Live!* is so easy to use, we don't have to spend valuable time teaching faculty about the technology. Instead, we can concentrate on helping them to use the product effectively as a pedagogical tool."

"Student-to student-interaction is an area that I think will be very important as we go forward," Carter continued. "I believe that it will be the graduate students who will use Elluminate *Live!* most extensively, working on projects where they have to collaborate, even on a global level. Email does a lot, but it doesn't do it all. And phone calls are expensive. At NAU, we are trying to provide another alternative for collaboration. There's no reason they have to be in the same room to work together."

"Elluminate *Live!* will also be integrated with WebCT Vista 4 in the fall," Carter concluded. "Every class will have a Vista shell with Elluminate as one of the tools, and we'll set up templates with examples of use. In addition, we'll be giving the experts in the various colleges a stipend to promote use and develop best practices. We expect that a large number of people will want to use Elluminate *Live!*"

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