



Stockton City Learning Centre Delivers Synchronous Collaboration, Personalized eLearning with *Illuminate Live!*

Part of the British Department for Education and Skills Excellence in Cities program, the Stockton City Learning Centre (CLC) helps improve educational standards in inner city areas throughout the U.K. As one of 105 such learning centers, the organization is charged with making the children of Stockton more successful, raising educational achievement through the use of innovative information communications technology (ICT).

Founded in 2002, the Stockton CLC supports 64 primary schools for students ages 5 through 11 and 14 secondary schools for 11 to 16-year olds, impacting more than 25,000 students. In addition, the organization works with students ages 14-19 at local colleges and plays a role in educating local adults and improving their employability.

What Stockton CLC achieved with *Illuminate Live!* Academic Edition

The same content and interaction as a live classroom

Illuminate Live! enables Stockton CLC to mirror the activity of an instructor-led course, with the same interactive collaboration—and an international reach.

State-of-the-art, affordable technology

With *Illuminate Live!*, Stockton CLC can realize its mission of providing innovative information communications technology—while reducing travel and decreasing costs.

Flexibility and scalability built in for the future

Illuminate Live! helps Stockton CLC to continue to add opportunities for its students and teachers, easily expanding from 25 to 500 seats—and beyond.

The Challenge: Engage and Empower Students, Promote Dynamic Online Collaboration

According to Stockton CLC Director Steven Kirby, the organization was looking to expand innovatively to engage and empower students, providing opportunities they might not otherwise have. One way to do that was to add real-time interaction to online learning activities. “We want to change how technology is used for education,” he explained. “Rather than a regimented, formal situation, we want to promote the use of collaborative groups where kids help each other and teachers are facilitators, not power brokers. Virtual classroom technology will enable us to go further, especially with those students who have special needs.”

The organization began by looking at products like instant messengers and one-to-one meeting solutions. Its search soon led to *Illuminate Live! Academic Edition*™. “With *Illuminate Live!*, I could see the possibilities straight away,” said Stockton CLC Deputy Director Val Brooks. “I wanted something that many could share, and this is the best solution I’ve seen. There’s no phone for voice required like some others, and the voice over the Internet is brilliant! *Illuminate Live!* meets our needs for everything we want to do.”

The Solution: Real-time Interaction, Responsive Support, Significant Potential

During an initial three-month pilot, Stockton CLC used its 25-seat license for after-hours drop-in sessions for math and science students. In addition, the organization demonstrated the live eLearning solution to head teachers from Stockton’s primary and secondary schools, along with local education officials, consultants, advisors, and others to encourage its expanded use in a wide variety of applications. The response has been enthusiastic to say the least.

According to Val, *Illuminate* has been “absolutely fantastic” to work with. “The quality of the support really helped propel me forward with the implementation. It was that as much as anything that motivated us to go forward,” Val said. “It’s important to be able to say to our teachers that the support is there. The potential is great to go further with the technology.”



What makes Elluminate the clear choice for live eLearning?

- Crystal-clear audio with voice over 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, Solaris, and Java Desktop System (Linux) environments
- ESP (Extra 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

The Result: Enhanced eLearning Opportunities for Students, Teachers

Today, Stockton CLC has increased its original 25 Elluminate *Live!* seats to 500 and is in the process of rolling out the live eLearning solution to all the schools in the area. "We use Elluminate *Live!* for synchronous collaboration and personalized eLearning," explained Val. "So far we provide evening homework drop-in sessions for students and have just opened our online Virtual Learning Environment (VLE) for anywhere, anytime learning with live and recorded lessons used as standalone sessions or as part of a course."

"In the U.K., our Advanced Skills Teachers (ASTs) are highly respected and are held to rigorous assessment standards," Val added. "With Elluminate *Live!*, the ASTs can conduct master classes and work with schools who aren't quite up to speed without traveling from their own schools, for a significant savings in time and travel expenses. In addition, our Modern Foreign Language classes use Elluminate *Live!* to interact with students in target countries, such as Germany, Spain, and France. It's a great way for our students to learn about other cultures."

The Stockton CLC is also in the process of implementing a number of other applications for Elluminate *Live!*. "We're moving into having our expert teachers in the secondary schools provide a variety of language courses for students in the primary schools, again without leaving their own schools," continued Val. "We're also scheduled to hold our first Elluminate *Live!* session to help ease the transition of students from primary to secondary school and from secondary school to college. The older students will act as peer mentors, helping the younger children be better prepared for a new school, and the students can all get to know each other first without physical visits."

"We also have a big push on to provide Continual Professional Development (CPD) for our teachers," Val explained. "With Elluminate *Live!*, consultants and experts can conduct training from where ever they are located. I'm also interested in using Elluminate *Live!* for inclusion applications for students who would traditionally be excluded, such as those who are sick or hospitalized, pregnant girls, and children with learning or behavioral difficulties."

"I recently participated in our annual Excellence in Cities Week, where we celebrated our successes in providing facilities and opportunities for inner city schools," concluded Val. "To demonstrate the potential of Elluminate *Live!*, I conducted an hour-long lesson about math exam preparation. At one point, 210 participants from 15 other CLCs around the country were logged in. Although it was impossible for everyone to interact, many did, and all took great delight in sending me messages via text chat. Having now shown what is possible, we have been able to put Elluminate and Stockton CLC well and truly on the UK map!"

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