



nscC
education that *works for you*

What NSCC achieved with Elluminate *Live!*

Superior user experience, with no participant left behind

Elluminate *Live!* delivers in-sync communications and crystal-clear Voice over IP—that remains pristine regardless of connection speed.

Increased interaction for courses and meetings

With Elluminate *Live!*, NSCC can add live discussion and information sharing that's accessible to all students and faculty—whether they are next door, across the province, or outside the country.

Responsive partner with proven, state-of-the-art technology

Elluminate is committed to the concept of distance learning and enhancing the learning experience—providing leading edge technology that works.

Nova Scotia Community College Enables Real-time eLearning with Elluminate *Live!*

One of the province's largest and most diverse organizations, Nova Scotia Community College (NSCC) serves more than 8,400 full-time, 12,000 part-time, and 5,000 customized training students who pursue learning opportunities at one of 13 campuses or via the Internet. The NSCC approach integrates education with community building and economic development to engage Nova Scotians in new ways to apply knowledge.

The Challenge: Enable Dynamic Interaction for International Business Program

According to NSCC Manager of Educational Technology Mike Kidney, the college first went online with The Learning Manager, an asynchronous learning management system, eventually developing 275 courses for a wide variety of apprenticeship trades as well as practical nursing, library IT, human services, funeral services, and business administration. Although some synchronous technology was available, it was not easily accessible because students had to go on-campus to use the equipment.

A recent grant awarded to the college from the Atlantic Canada Opportunities Agency (ACOA), a regional development fund for local businesses, drove the search for a live eLearning solution. "The ACOA funding enables us to develop certification training in international business and trade to help people who need retraining in areas with a changing economy," Kidney explained. "We were looking for a synchronous tool to allow student dialogue with teachers and others working in international industry."

"Our requirements for a product were quite simple," continued Kidney. "We wanted a product that worked. It also had to be easy for students to use on their own, with no bandwidth issues. We looked at a half-dozen of the major products on the market and tried several methods of Voice over IP, but the quality just wasn't there in other solutions. We also wanted the ability to have multiple people in a session, not just connect point-to-point." For NSCC, the answer was Elluminate *Live!* Academic Edition™, the live eLearning and Web conferencing solution.

The Solution: Innovative Live eLearning Solution That Works

"Elluminate *Live!* does what they say and does it well," said NSCC Programmer Analyst Jim Simpson. "Although you'd like to think everyone has high-speed connectivity, many people still use 56K and even 28.8K modems. During our testing, we found that with Elluminate *Live!* the audio was pristine, regardless of connection speed. Once I completed the installation, we immediately began scheduling sessions. We've used Elluminate *Live!* locally and even outside of the country. During a session, you wouldn't know if you were next door or 3,000 miles away."



What makes Elluminate the clear choice for live eLearning?

- Crystal-clear audio with voice over IP
- 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 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

"Elluminate *Live!* works beautifully, even in areas where connectivity isn't the best," agreed Kidney. "While developing the international business program has priority because of the funding," he added, "we've done several presentations with Elluminate *Live!* and see a significant amount interest in using it for different purposes. If Elluminate *Live!* is as successful as we think it will be, our international program instructors will start to use it in other classes as well."

The Result: Dynamic Curriculum Development, Increased Accessibility for Students

"We've done a fair bit with Elluminate *Live!* already, using it for administrative meetings and as a communication tool, said Kidney. "We're in the process of conducting internal training with instructional designers and faculty, and have even practiced with several mock classes. Currently, we deliver student orientations face-to-face, with a video, or even using the phone. With Elluminate *Live!*, we can record sessions for training students how to use our learning management system and other required software, using application sharing to show them exactly what has to be done."

"Our international business instructors will be recording their introductory courses with Elluminate *Live!*," Kidney continued. "The record and playback feature will give students a better chance to participate. In addition, the international program's faculty and managers will use Elluminate *Live!* for their meetings once or twice a week, and faculty working groups will use the tool to develop and revamp curriculum for common programs. The application sharing feature will enable one person to share course content in a Word document and make changes interactively."

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