

## DLC Meeting Minutes, June 12, 2008

Call to Order -

Review of Agenda

Approval of Minutes

Attending

### Action Items from last meeting

- AT Support for Elluminate
  - See attached
  
- External support site for continued discussion
  - ELS site or wiki?
  
- Increasing meeting length to 1.5 hours
  - Done
  
- Is there an opportunity to represent the DETF report to the new Provost? (DLC could examine executive summary and re-present?)
  - This needs Fedro's involvement
  
- Need a unified vision for what distance education at UF could be.
  - How can this committee be a driver leading to that vision?

### 2007-2008 Agenda Items

Topic	Rank
New technology adoption process	1
Strategic discussions	2
DETF updates	2
Local expert presentations on technology topics	3
Develop standards of best practice in DE	4
Operational discussions	5
Governance discussions	6
Administrative discussions	6
Individual reports	7
Future of WebCT	8
Vendor demonstrations	9



## AT Support for Elluminate

Elluminate is a service that provides online chat/conversation using text and voice (one-to-many, many-to-many). Video interaction can also be integrated. As such, it creates a synchronous, interactive "virtual classroom" for lectures, discussions, and collaboration. However, there are many tools in E-Learning unavailable in Elluminate (e.g. gradebook, learning modules, discussions); so these two systems are complimentary resources.

Currently, Colleges, Departments and University organizations (units) wanting to participate in the agreement are required to pay a fee for services based on a Full Time Equivalence (FTE) of students and staff using the software during the year. Software Licensing Services [<http://software.ufl.edu/illuminate>] supports the license. Local administration of Elluminate is provided by E-Learning Support Services, and training is provided by the CITT [<http://citt.ufl.edu>].

Local administration consists of

1. Serving as a contact point for Elluminate announcements (via a "UF Elluminati" listserv);
2. Serving as a central contact for relaying technical problem reports to Elluminate;
3. Serving as a central point for relaying feature requests and user enhancement suggestions to Elluminate;
4. Directing interested user inquiries to proper persons.

Once participating in the license, users of E-Learning can link to Elluminate from within their courses using web links. Likewise, users involved in an Elluminate session can open e-Learning in a separate browser, making both services available at the same time.

End users can contact the Elluminate Helpdesk directly for support:

- Online: <http://support.illuminate.com/ics/support/default.asp?deptID=2653>
  - Includes a self-service knowledge base, ticket submission, and live chat
- Phone: 866.388.8674

Users who call the UF Help Desk with anything other than basic computer configuration problems will generally be routed to the group contact person. The Help Desk has limited ability to support users of Elluminate.

The Elluminate company and e-Learning Support Services are currently working to configure a plug-in that will integrate Elluminate within the E-learning system; but we do not yet know when that capability will be available.