



What UCCP Online achieved with Elluminate *Live!* Academic Edition

Enhanced learning opportunities for students, regardless of location

Elluminate *Live!* enables UCCP to enhance the communication between instructors and students in UCCP's as AP Physics and College Prep Physics throughout the state of California—from inner cities to remote areas.

Features and functionality that are designed with communication in mind

With Elluminate *Live!* UCCP cybermentors can provide tutoring, mentoring, and advocacy for all students—which results in better performance and higher grades.

Responsive partner with leading edge technology that's proven and stable

Elluminate is committed to the concept of virtual schools and enhancing the learning experience—providing state-of-the-art technology that works.

Elluminate

Enables Real-time Communication for UCCP Online's CyberMentor Program

University of California College Prep (UCCP) Online provides Internet-based college preparatory courses to high school students who otherwise would not be eligible for admission to the University of California and other top universities. Since the availability and quality of college prep courses varies widely between school districts, there is an arbitrary barrier to higher education for many students in California. The bottom line is that students in certain areas cannot compete for university admission on an equal footing with students in districts providing well-established and highly funded college prep programs.

It is UCCP's mission to fill this gap, enabling rural, low-income, and other students with limited opportunities, to enroll in courses that allow them to compete effectively for admission to leading universities. The organization provides online Advanced Placement (AP), Honors, college prep courses, tutoring, and test preparation to eligible high schools throughout the state at no cost. In addition, UCCP is committed to providing teachers in California and throughout the country with college prep curriculum, tools and professional development opportunities, including online teaching and learning.

The Challenge: Provide Real-time Communication and Support for Students

Rafael Granados is the Associate Director of Curriculum & Development at UCCP. According to Granados, one of the challenges with online learning is making sure the students obtain the appropriate help and support they need to complete the courses successfully. "Initially, our teachers and students could only communicate asynchronously via email," he explained. "We needed to supplement this option with virtual office hours and online tutoring, so we created our CyberMentor Program."

UCCP's CyberMentor Program teams up high school students with advanced-level University of California (UC) undergraduates for tutoring and mentoring activities with a goal of academic excellence. The cybermentors also act as advocates for the students, helping them communicate concerns and solve problems. "We considered several online tools for the cybermentors, but there were few that met our needs," said Granados. "After extensive analysis, we determined that Elluminate *Live!* Academic Edition was the best option possible with its whiteboards, chat, and voice over IP. We also liked the tool's intuitive interface."

The Solution: Easy-to-Use Virtual Classroom From Responsive Vendor

According to Granados, UCCP started its proof-of-concept for Elluminate *Live!* with three cybermentors and support for a limited number of AP courses. "Based on our initial evaluation, we found that the cybermentors helped the students



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

perform better overall and achieve higher grades, so we were ready to expand the program," said Granados. "However, because technology changes so rapidly, we wanted to re-evaluate our solution to determine if there was a more cost-effective, easier-to-use product that better met our needs."

Once again, UCCP concluded that Elluminate *Live!* was the best option available. "The Elluminate *Live!* technology, interface, and functionality supports teaching, tutoring, and communicating between students and cybermentors. It's all there," explained Granados. "During this academic year, we added another ten cybermentors to the program, along with support for almost all the AP courses. We are close to realizing our goal of meeting the needs of our entire population of 2000 students."

Granados was also impressed with Elluminate's ability to quickly respond to UCCP's needs. "Elluminate is a small company that is in touch with its customers, and we have a very good relationship," he said. "In fact, I believe that we were the ones to suggest that they add record and playback functionality to the product. The archival feature is something that's very important to our instructors and students."

The Result: Immediate Feedback, Interactive Learning

Today, Elluminate *Live!* Academic Edition helps UCCP's cybermentors communicate in real time with students, individually and in groups, throughout California. They use the virtual classroom for drop-in tutoring, scheduled meetings, college information sessions, and UC application workshops. In addition, UCCP instructors use the tool for virtual office hours and to supplement online course content. They also offer special sessions to provide additional information for one or more students who have questions or problems understanding course material. Jennifer Bosco, UCCP's Student Service Coordinator and Assistant Coordinator of the Cybermentor Program, states "UCCP schools, students, instructors and others that use Elluminate *Live!* are always impressed with the software. Elluminate *Live!* allows instructors and Cybermentors to interact on a personal level with the students without being face to face; it helps maintain UCCP as trailblazers in online education."

In the future, UCCP will continue to use Elluminate *Live!* as an integral part of its CyberMentor Program, as a supplement to its multimedia course content, and for its outreach efforts for UC. "Elluminate *Live!* is designed with pedagogy in mind," concluded Granados. "Its interface and functionality allows UCCP to provide instruction in various ways, including one-on-one tutoring, group lectures, information sessions, or just conversing with students. The tool has been very useful to us."

Elluminate, Inc. 1000 West McNab Road, Pompano Beach, FL 33069
954-781-7958 866-388-8674

TM are trademarks of Elluminate, Inc., Calgary, Alberta, Canada, PowerPoint and Windows are registered trademarks of Microsoft Corporation. Mac and Macintosh are registered trademarks of Apple Computer, Inc. SPARC and Solaris are registered trademarks of Sun Microsystems. Other brands are trademarks of their respective holder(s).