

eCollege Release Notes

ClassLive (Pro)

eCollege™
4900 S. Monaco
Denver, CO 80237

**Prepared For:
External Use**

**Prepared By:
Product Management**

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Overview

Synchronous tools are becoming more commonly used in the eLearning environment. Historically, these tools have involved simple elements for real-time communication such as a whiteboard and chat, but they have continued to evolve. Today's synchronous tools include new features such as application sharing, online polling, breakout rooms, and voice over IP (VoIP).

eCollege is upgrading our synchronous platform with these enhanced features and functionality to better support our EPs' increased usage and enhancement requests. eCollege understands that a strong synchronous platform adds to the student's online experience, "Studies prove that a faculty's use of synchronous tools within an eLearning course greatly improves the student's sense of community with the class, which has proven to increase course completion rates."¹

The remainder of this document highlights the features and benefits of synchronous tools and provides details of how they will help to improve the student and faculty experience. If you have further questions about ClassLive, or ClassLive Pro, we recommend that you contact your Client Services Consultant who is available to answer your questions.

Benefits

- Improved student and faculty satisfaction in their eLearning experience leading to increased course completion and program retention
- Promotes real time interaction between students and faculty
- Provides a learning environment that caters to multiple learning styles
- Promotes the sense of community in an online environment

Definitions

Following are acronyms, abbreviations, and other terms used in this document.

Word/Acronym	Definition
AE	Account Executive
AS	Academic Services
CL	ClassLive
CL Pro	ClassLive Pro
CMS	Course Management System
CS	Client Services
CSC	Client Services Consultant
Duplex	Also known as Full-Duplex audio works like a telephone, all speakers can talk at the same time.
EP	Educational Partner
Half-Duplex	Audio that works like a walky-talky, only one person can talk at a time
IE	Internet Explorer
IP	Internet Protocol
UI	User Interface
VoIP	Voice over IP

¹ Maurice Heiblum (Elluminate), April 24, 2006 eCollege Press Release

ClassLive / ClassLive Pro

As part of the Synchronous Tools set, eCollege offers two versions of ClassLive, ClassLive and ClassLive Pro, which are powered by Elluminate. Elluminate is a leading provider of live Web conferencing and eLearning solutions. The Elluminate product specifically targets e-learning in its features.

In the past, ClassLive live has been made available in Teaching Solutions for all eCourse, Hybrid, and some eCompanion course types. This availability continues to remain the same for ClassLive. eCollege also offer institutions the opportunity to upgrade to ClassLive Pro. ClassLive Pro offers an additional set of add-on, synchronous features that are listed in the documentation below, including Voice Over IP (VOIP) technology, Video, Application Sharing, and Web Touring.

In this release, users will continue to have access to the same ClassLive tools they have grown comfortable with such as chat, whiteboard, graphing calculator, polling features, playback of whiteboard and other shared activity. In addition, users will find new features in even the basic version of ClassLive. The new features, include a more intuitive, updated and customizable user interface, improved whiteboard editing tools, participant sort, announcements, and indexed recordings, just to name a few. A list of all features provided in the basic and Pro versions of ClassLive is provided below (enhancements and features that are new in this release, v8.0 upgrade, will be highlighted in yellow).

In addition to the list below, Addendum B offers you a quick comparison of the features offered in both CL and CL Pro. Addendum C, is a quick reference guide that lists all the new features and enhancements that are found in CL and CL Pro (Elluminate version 8.0).

ClassLive Features

System

Multi-platform Compatibility	In addition to Windows, the tool runs on MacOS, Solaris, and Sun Java Desktop System (LINUX) clients.
Automatic Reconnect	If the Internet connection is temporarily lost, the tool automatically reconnects and the user does not lose any content and is quickly synchronized with the rest of the participants.
Language Translation	Display menus and dialogs in local language. Automatically inherit language settings of operating system.
Individual Bandwidth Management	Rather than depending on the browser for bandwidth management, the ClassLive tool set optimizes the data stream specifically for the connection speed of each individual, whether the student uses a 28.8K modem or fast speed LAN, ensuring that everyone sees and hears the same thing at the same time.

ADA Compliance

Closed Captioning	Moderator determines which participant(s) can view or provide closed captions. The tool can use multiple streams for multiple language broadcasts or to create Blogs of the session.
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Color Settings	Automatically uses desktop color settings, such as high contrast, in the interface.
Chat	Fonts can be resized and the tool stores defaults for easier readability.
Short-cut and Hot Keys	Short-cut or hot keys can be used to activate menus and dialogs. The user can also terminate application sharing with a hot key.
Screen Readers	Verbal cues can be provided as part of the User Interface via a Java Accessibility Bridge to screen readers such as JAWS and Narrator.

General

Shared Interactive Whiteboard	Proprietary, shared whiteboard features easy-to-use and flexible tools for writing, drawing, and erasing. The whiteboard enables you to: <ul style="list-style-type: none"> ▪ Have private and backup slides (sub-slides) ▪ Collaborate on multiple whiteboard screens ▪ Resize/insert/re-arrange whiteboard screens ▪ Edit/group/align/resize/layer objects ▪ Save (as PDF) and print any screen
Direct Messaging Renamed Chat	Students and instructors can communicate using a variety of messaging capabilities, including private messaging between instructor and student, one-to-one messaging between students, and one-to-many messaging between instructor and students.
Graphing Calculator	Students can plot one or two graphs and find their points of intersection and x- and y-intercepts. Use privately or share, with viewing controlled by instructor.
PowerPoint Import	Load PowerPoint files onto whiteboard automatically with single mouse click.
Additional Content Import	In addition to PowerPoint presentations, load OpenOffice, StarOffice presentations and PDF files onto the whiteboard. Users can also load images in various file formats including BMP, JPEG, PNG, GIF, and TIFF.
AppSnap™	Capture screen shot from any application or your desktop and show it on whiteboard.
Customizable Clip-Art Library including Math Symbol Library	Library of commonly used mathematical symbols is accessible by all participants. Customized symbols and images can also be added to library.
Record and Playback	Record live sessions for later play back for students who missed a session or want a review. Build a library of live sessions, or create personalized content to be used asynchronously.
Polling	Poll students with yes/no, true/false, or multiple-choice questions, and visually monitor responses, privately or publicly. Students can provide feedback to instructor on pace of session. The results are tabulated and can be kept private or graphically displayed to all students.

Emoticons	Students can express themselves to instructor and other students with emotion indicators.
Close a Session	Instructor can prevent additional students from joining the session.
“Stepped Out” Indicator	Students and instructors can let others know they had to step away from their computer temporarily.
New User Notification	Moderators can receive an auditory and visual notification when a new user enters the room.
Participant Sort	Sorts alphabetically or by raised hands. List will automatically re-sort as hands are raised or lowered.
Announcements	Allows moderators to broadcast messages to: <ul style="list-style-type: none"> ▪ Everyone ▪ Individual participant ▪ Selected participants ▪ Main Room ▪ Breakout Room ▪ Specific Breakout Room
Indexed Recordings	Index entries are automatically created for; <ul style="list-style-type: none"> ▪ Slide Change ▪ Topic Change ▪ Start of Web Tour ▪ Start of Application Sharing ▪ Start of playing Multimedia file ▪ Load file into File Transfer ▪ Start of a Quiz

ClassLive Pro Features

ClassLive Pro is a, for-fee upgrade to the synchronous tool set and will include all of the features already mentioned (System, ADA Compliant, and ClassLive) along with the addition of the following (enhancements and features that are new in this release, v8.0 upgrade, will be highlighted in yellow):

Two-way Voice Over the Internet	Students and instructors speak to each other through standard microphone connected to the computer. State-of-the-art technology delivers incredibly clear and crisp audio—on bandwidths as low as 28.8Kbps. Moderators can set the audio to allow for up to 6 simultaneous talkers (Duplex Audio).
Shared Interactive Whiteboard	Proprietary, shared whiteboard features easy-to-use and flexible tools for writing, drawing, and erasing. The whiteboard enables you to: <ul style="list-style-type: none"> ▪ Have private and backup slides (sub-slides) ▪ Collaborate on multiple whiteboard screens ▪ Resize/insert/re-arrange whiteboard screens ▪ Edit/group/align/resize/layer objects ▪ Access a customizable library of presentation symbols and clip art ▪ Save (as PDF) and print any screen
Application Sharing	Share applications, desktop, or region of desktop with others for hands-on training and demonstrations.

Live Webcam Video	Show live video in six different modes based on quality or frame ration. Give video privilege to one or more selected students or all students. Users have three options for video screen size. User may preview their video before transmitting to the room.
Remote Control	Give control of applications or desktop to others, enabling true hands-on training and support. Allows users to take control automatically or by entering a password.
Breakout Rooms	Create breakout rooms that contain private audio and content (whiteboards, app sharing, etc.). Instructors can freely and easily move themselves and students between rooms.
Virtual Labs	Create a virtual lab environment where students can independently work on applications in a lab environment.
Quiz Manager	Instructors can deliver quizzes or surveys from within ClassLive Pro creating questions in advance or on the fly and delivering them via ClassLive Pro! Students respond and submit their answers. Results can be displayed to all (in graphical format) or kept private.
Multimedia Content Delivery	Play multimedia files and load in library. Monitor download to students and initiate playback.
Synchronized Web Browsing (Web Tour)	Push students to multiple URLs via embedded windows. Allow students to interact independently with content in fully functional windows. Redirect students to any link—all at the same time.
User Profiles	The User Profile feature allows users to publish information about them and to view information provided by others. The moderator has control over whether a user's profile will be displayed in the Participants window.
Timer	Moderator can set a visible and/or audible alarm to notify attendees of the length of activities.
Presentation Mode	Allows the user to push the participants view of the Whiteboard or Application Sharing into a full-screen mode.
Notes	Moderators and Participants can take notes during a session. Notes are automatically saved locally and are synchronized with recordings.

For in-depth information on the new features, we recommend that users read through the ClassLive Tutorial (located on the ClassLive page), course help pages, help pages found inside the ClassLive tool, or view the version 8.0 training material located on the Elluminate website,

<http://www.illuminate.com/support/training/>.

General User Experience

Access to ClassLive will remain the same as it is today. The user experience will begin with a ClassLive entrance page (see Figure 1). The header above the session link will reflect the version (“ClassLive” or “ClassLive Pro”) that the institution is using in the course.

The instructor has the option to “Lead Session” or “Join Session”. The instructor will be the only user that will see the “Lead Session” link as students do not have the ability to lead a ClassLive session, though students can enter a room at any time with or without an instructor.

The screenshot shows the ClassLive Pro interface. At the top, there is a navigation bar with links for Course Admin, Gradebook, Email, Chat, Doc Sharing, Dropbox, and Webliography. The eCollege eCourse.com logo is in the top right. Below the navigation bar, there is a 'ClassLive' header with a 'Help' button. Two main buttons are visible: 'Chat' and 'ClassLive'. A yellow notification box states: 'Before you use the updated ClassLive feature, visit our [configuration room](#) to download the required software.' Below this, the text 'ClassLive Pro' is circled in red. A red dashed line points from this text to the text 'Reflects "ClassLive" or "ClassLive Pro"' which is also in red. Below this, there are links for 'Lead Session' and 'Join Session'. The 'Lead Session' link is highlighted with a blue background. Below the 'Join Session' link, it says 'Join a ClassLive session by clicking on the link above.' At the bottom, there is a 'Session Archives' section with a table.

Session Date	Start Time (MST)	Duration	Session Leader
Wednesday, September 19, 2007	1:18 PM	In Progress	Gilson, Art

Figure 1

Multiple Language Support

The ClassLive software can also support multiple languages in both ClassLive and ClassLive Pro versions. In addition to English, the software labels can be displayed in:

- Spanish
- French

ClassLive does not pull the language setting from the browser, but instead pulls the language setting from the user's computer operating system. The language setting for the OS can typically be set in the Regional and Language Options area (see Figure 2). This can be found in the Control Panel. Even though the language trigger differs between ClassLive and Chat, a user's preferred language is likely to be preset (and the same) in both the OS and browser. It is uncommon for a normal user to have different language settings at these two levels.

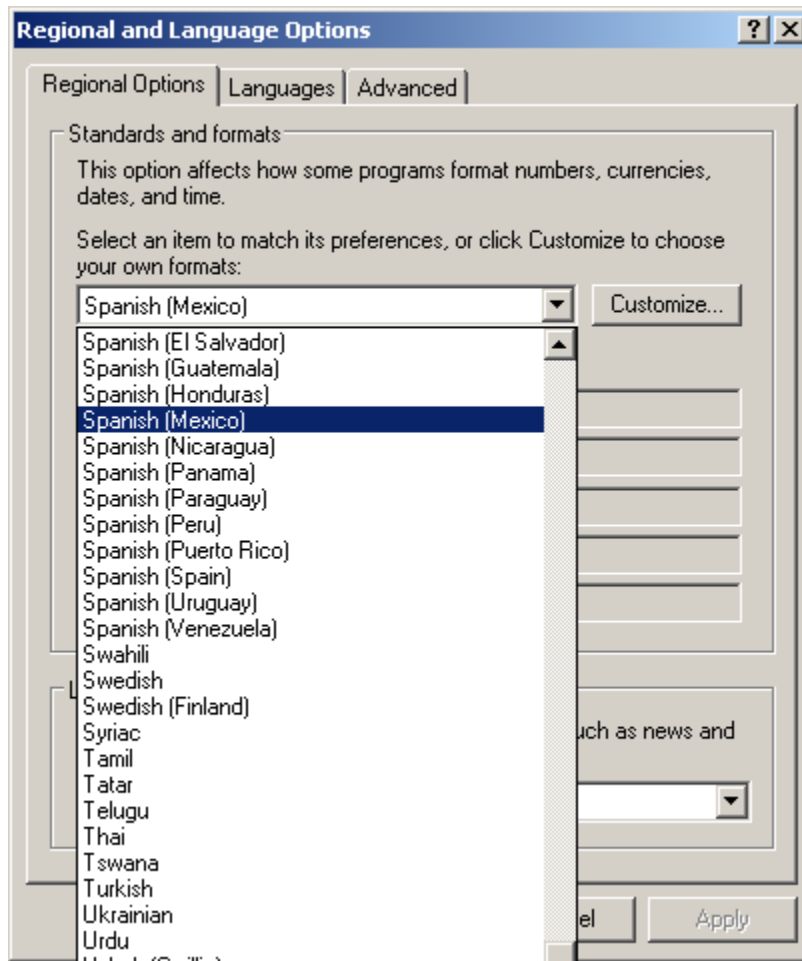


Figure 2

Once the user has configured the language preferences in their OS, they should see the ClassLive window display for country and language combination (locale) set at the OS level, as long as it matches a supported ClassLive language. In Figure 3, the OS locale has been set to Spanish (Mexico), resulting in display of Spanish labels and other static text in the ClassLive window.

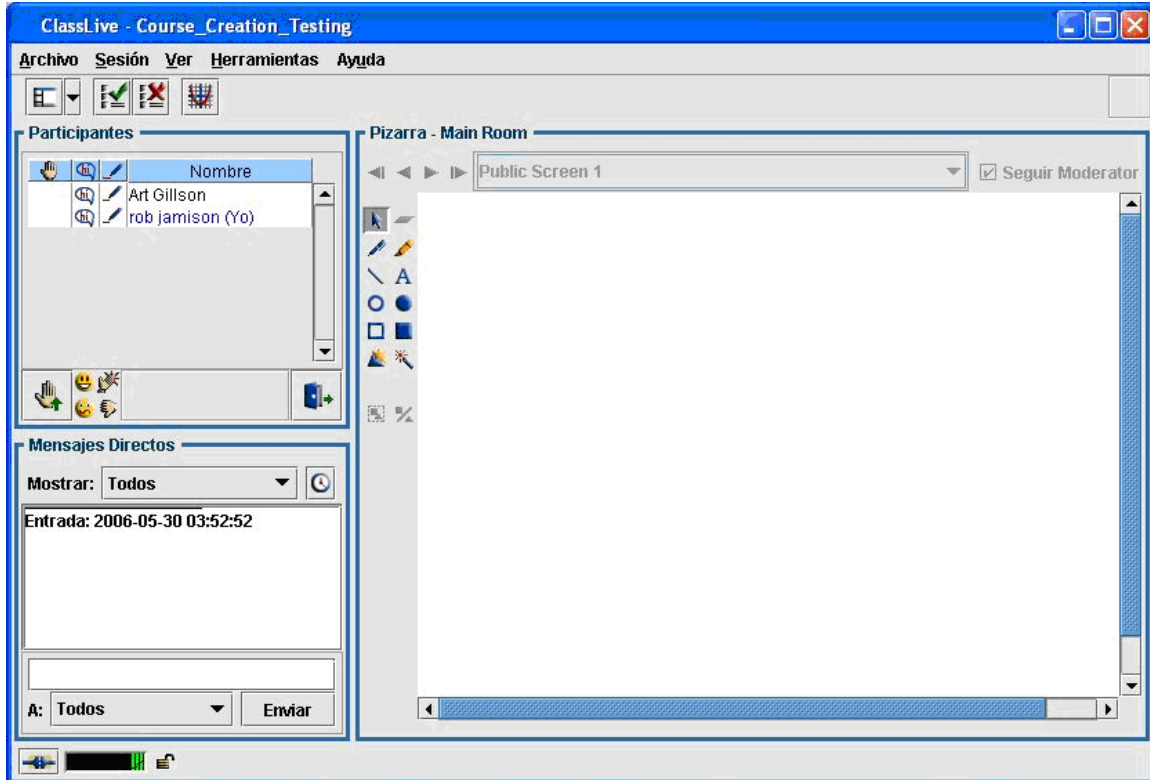


Figure 3

ClassLive Basic Functionality

In this section we'll review functionality that is available to users of both the basic ClassLive and ClassLive Pro versions.

Archives

Every ClassLive session will automatically be recorded. The recording starts at the entrance of the first participant and continues until the last participant leaves the session. Recordings of each session will be saved and listed under the **Session Archives** table located in the ClassLive interface (see Figure 4). The data listed for each archive will include the date, start time, duration, and last name of the moderator. The session is recorded in a proprietary, Elluminate format. The archive format requires Elluminate to run the archive.

While a session is active, the archive of the session will show "In Progress" under the Duration header. If a user tries to access the archive of an active session they will receive a message notifying them that the session archive cannot be viewed (See figure 4). When a session ends, there will be a small delay (10 minutes) before the archive can be accessed. The delay is built into the software. Should a session end unceremoniously, the delay allows the archive to continue recording if users immediately reconnect to their session.

ClassLive Pro
 "In Session" archives cannot be viewed.
[Lead Session](#)
 Only one instructor can lead a ClassLive session.
[Join Session](#)
 Join a ClassLive session by clicking on the link above.

Archives of active sessions cannot be accessed

Notifies users of sessions still in progress

Session Date	Start Time (MST)	Duration	Session Leader
Wednesday, September 19, 2007	9:00 AM	In Progress	Gilson, Art

Figure 4

Users will still have access to older archives produced in ClassLive prior to the Synchronous Tools release (August 2006) as long as they have access to the course where the archive is stored. These older archives will consist of a text chat record as well as gif files that display work completed on the whiteboard during that session. Users will be able to view these archives without the use of the old version of ClassLive (see Figure 5).

ClassLive Tips Help

You are Viewing: s19.1 (1 of 6)

< Previous | Next >

- [s19.1.gif \(116 KB\)](#)
- [s19.2.gif \(55086 KB\)](#)
- [s19.3.gif \(65198 KB\)](#)
- [s19.4.gif \(45545 KB\)](#)
- [s19.5.gif \(49043 KB\)](#)
- [s19.6.gif \(60448 KB\)](#)

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01/26/2006 09:06 AM - [Tara Jones] I am here, but I'm working while I'm waiting for you. Please beep me when you come in.
01/26/2006 09:30 AM - [Tara Jones] It's almost 5:30, so I'm going to post my notes as I would have if there had been anyone here. You can
01/26/2006 09:30 AM - [Tara Jones] I'm so glad that you've stuck it out and persisted in your studies. Tonight, I'd like to help you get the b
01/26/2006 09:30 AM - [Tara Jones] REMINDER: Final projects are due Sunday, January 29 by 11:59 pm.
01/26/2006 09:31 AM - [Tara Jones] OK, now you know how I've talked to you about reading your paper backwards, one sentence at a time
01/26/2006 09:31 AM - [Tara Jones] Changing slides
01/26/2006 09:31 AM - [Tara Jones] Above, you can see that instead of rewriting each sentence, I've highlighted each sentence in alternati
01/26/2006 09:31 AM - [Tara Jones] Changing slides
01/26/2006 09:31 AM - [Tara Jones] I've taken out the red sentences here to help you see more clearly what I mean. You could even read t
01/26/2006 09:32 AM - [Tara Jones] Now, I'd like you to look at each sentence above and try to edit each one.
01/26/2006 09:32 AM - [Tara Jones] Changing slides
01/26/2006 09:32 AM - [Tara Jones] Here are my versions. How do yours compare?
01/26/2006 09:32 AM - [Tara Jones] Changing slides
01/26/2006 09:32 AM - [Tara Jones] Here is what the paragraph would look like once I finished. Below is the original so that you can compar
01/26/2006 09:33 AM - [Tara Jones] When thinking about flying for fifteen hours, a main concern of passengers is comfort. In coach, comfor
01/26/2006 09:33 AM - [Tara Jones] Now I'd like for you to post your first sentences that you brought for tonight's discussion.
01/26/2006 09:33 AM - [Tara Jones] Well, that was the plan for the evening. If you have questions on any of this, you can post them to the
01/26/2006 09:53 AM - [Tara Jones] Hi, Jeffrey.
01/26/2006 09:53 AM - [Jeffrey Light] Hello
01/26/2006 09:54 AM - [Tara Jones] OK, I think I got my times mixed up.
  
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Figure 5

Whiteboard

The shared whiteboard features in the platform are easy-to-use with flexible tools for writing, drawing, and erasing - enabling users with whiteboard privileges to:

- Have private and backup slides (sub-slides)
- Collaborate on multiple whiteboard screens
- Resize/insert/re-arrange whiteboard screens
- Edit/group/align/resize/layer objects
- Access a customizable library of presentation symbols and clip art
- Save (as PDF file) and print any screen

The instructor controls access to the whiteboard and uses a privilege setting to define which students will be able to draw and write on the whiteboard.

Whiteboard Drawing Tools

The whiteboard provides a wide range of drawing tools including pen, highlighter, shapes, and text (see Figure 6). Each object drawn on the whiteboard is an independent object that can be moved, resized, grouped/ungrouped, layered, and aligned. The whiteboard also provides access to a library of mathematical and other presentation symbols that aren't easily generated through keyboard input. A toolbar allows users to quickly access these tools to annotate the whiteboard.

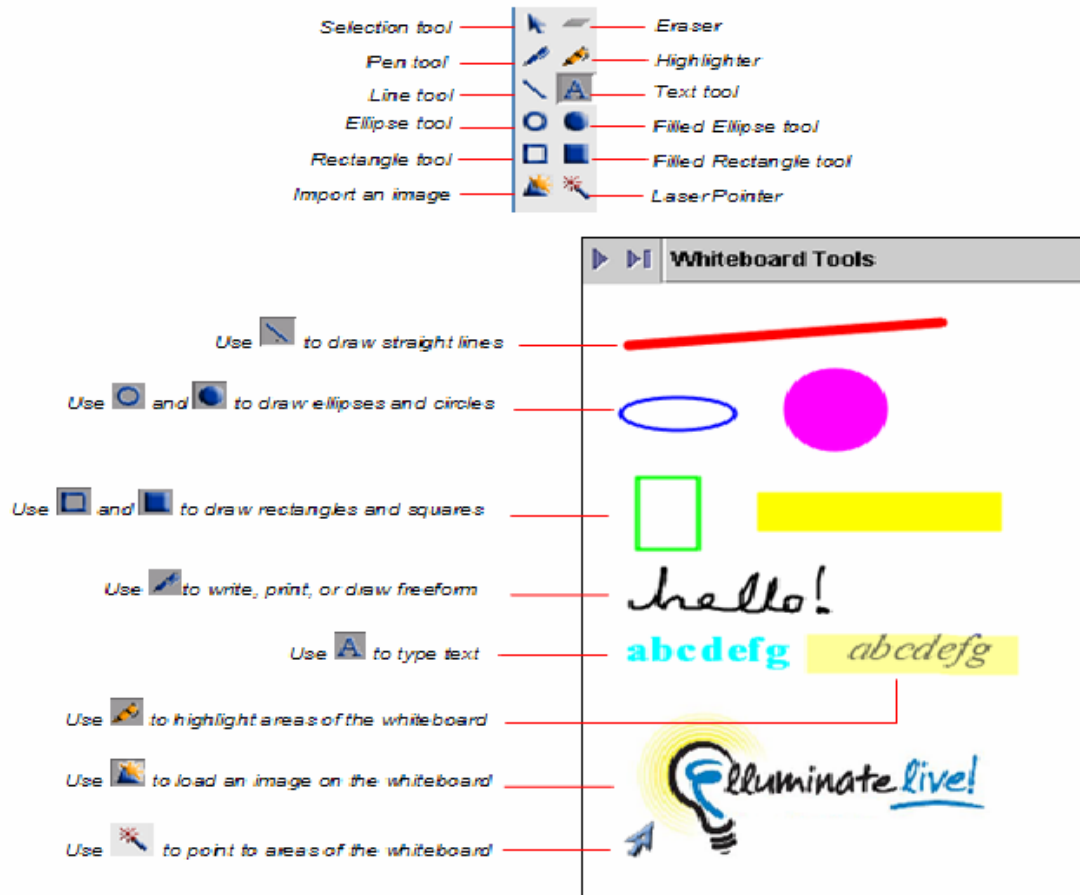


Figure 6

Object-oriented Whiteboard

All drawing objects and images placed on the whiteboard are dynamic and can be selected independently, allowing the object to be edited, re-sized, repositioned, layered, aligned, grouped, and distributed. Moreover, the objects are clearly identified so that the instructor can track who has placed the object on the whiteboard.

Images

Users have several options for the import of content into their session. With images, a load tool allows users to load images in various file formats onto the whiteboard, including BMP, JPEG, PNG, GIF, and TIFF. AppSnap™ allows users to capture a screen shot of anything on the desktop and load it onto the whiteboard. All content on the whiteboard can then be annotated. ClassLive also has numerous built-in symbols users can drop onto the whiteboard, as well as a customizable clip art library from which users can load and place images onto the whiteboard as desired.

Whiteboard Screens

The ClassLive functionality allows for multiple whiteboards, allowing multiple users to work simultaneously. Additionally, private whiteboards (as a private work area) and backup slides are available.

At any time during the session, the instructor can create multiple screens for student interaction and can give students the ability to navigate through the screens as needed. In addition, the instructor is able to resize as well as cut/copy/paste/delete screens.

Doc Importing

The instructor can import/create material at any time. There are several options for importing content into a session, including PowerPoint™ presentations, PDF files, Open Office, Star Office, import images, enter text, and AppSnap™ screens as well as using the whiteboard drawing tools. Images in various file formats can also be loaded, including BMP, JPEG, PNG, GIF and TIFF. Instructors can then navigate through the whiteboard slides just as they would PowerPoint slides, while a setting ensures that all students are viewing the same screen.

Saving Whiteboard Content

The instructor can save session content by recording an entire session or saving whiteboard content in one of a number of formats, including whiteboard file, PDF file, and separate images, or send content directly to a printer. A whiteboard file is Elluminate's proprietary format and therefore can be re-used in future sessions. The instructor can also lock the whiteboard so the content is protected from download. A private whiteboard accessible only to the instructor enables content to be developed or stored for recall on a moment's notice.

Sending Content to Participants

ClassLive has built-in intelligence that downloads the most relevant content first. If a student joins the session late and the instructor is on slide 10, that slide will be downloaded and displayed first, and then the other slides will follow in the background. Similarly, if the student joins late and the instructor is application sharing, the student will see the application while the course slides are downloaded in the background. This ensures that all students are in synch, regardless of when they have joined the session.

While content is loading, indicator lights let the instructor know whether or not each student can see whiteboard content, helping the instructor set the pace of the session to ensure the best possible experience for the students (see Figure 7).

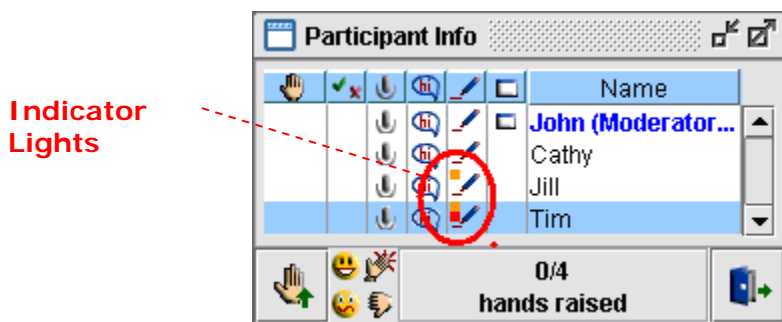


Figure 7

Text Chat

Users can communicate using a variety of messaging capabilities, including private messaging between participant and moderator, one-to-one messaging between participants, and one-to-many messaging to all or selected participants. While ClassLive allows private participant-to-participant text chat, the session can be configured to allow the instructor to see all private text chat messages. All messages shown in the text messaging window include the sender's name.

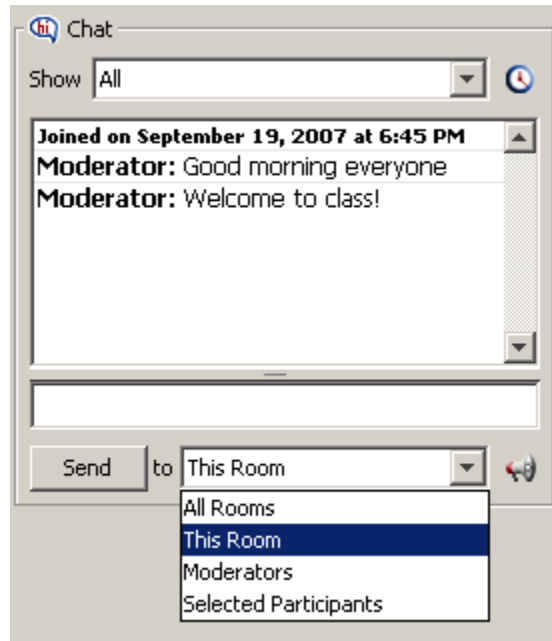


Figure 8

During a session, text messages can be filtered by type (public or private), by attendee, or by each individual user as needed (see Figure 8, above). This allows the user to focus on a specific set of messages or an individual's conversation during the session. Messages can also be date/time stamped to track the frequency of messages. Users can save all text messages as a .txt file at any time during the session, providing a copy of the discussion for later review and follow up.

Polling / Quizzing

The polling feature enables instructors to quickly and dynamically poll students with Yes/No or multiple-choice questions. Questions can be asked verbally (in ClassLive Pro) or incorporated into a presentation on the whiteboard. The results are displayed in the Participant Info window and can be either public or private (see Figure 9). Also a summary of results is dynamically tabulated for the instructor and can be displayed to students.

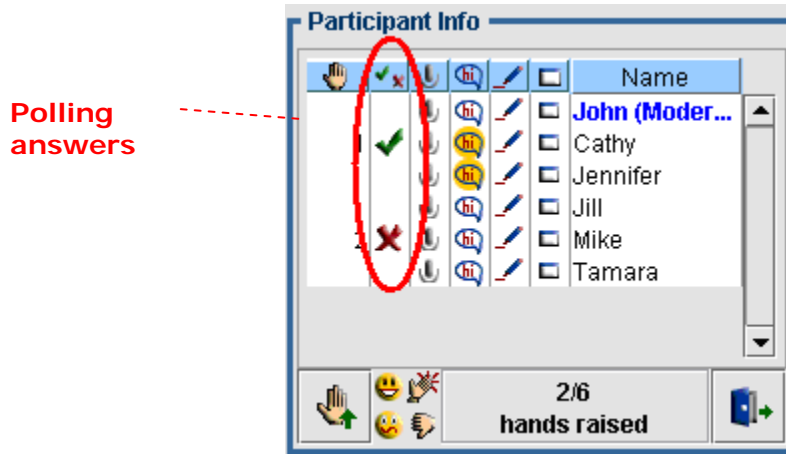


Figure 9

The quiz results are stored as a new file in the Library indicating the date and time the quiz was written, and the file can be saved for easy retrieval and future review in a session.

ClassLive Pro Functionality

In this section we'll review functionality that is available only to users of ClassLive Pro.

Quiz Manager

The Quiz Manager feature allows instructors to create and administer quizzes and surveys from within their session. Students taking a quiz respond and submit their answers, which are graded automatically. The results of a quiz or survey can be displayed to students (in textual and graphical format) or kept private (see Figure 10).

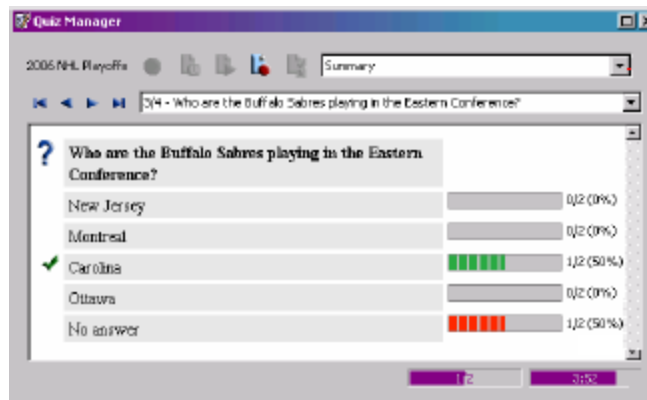


Figure 10

The instructor can choose to administer a quiz or survey at any point during the session. Quizzes can be loaded into the Library, which displays a list of all available quizzes, and from which the instructor selects the quiz to administer. The instructor can put a time limit on a quiz, causing it to be handed-in automatically once a specified time elapses. Once the quiz is administered, it appears in a separate window for students, allowing them to easily navigate through the questions and enter their responses. As students hand-in quizzes from the Quiz tab, the instructor can view individual and group results. The instructor is able to stop the quiz at any time, automatically collecting responses, or wait until all students have finished. Once all of the quizzes are handed in, the instructor can review the responses

and publish the quiz results to all students. Each can see his or her own score and an anonymous summary of all of the scores. Students can review each question, the correct responses, and their own responses. They can also view a graphical summary of all of the responses received.

Video and Multimedia Support

Instructors have the capability to transmit live video and display multimedia files (see Figure 11). Students can also be given privileges to share their web cams as well.

One user at a time can share a webcam, and all users can view the video displayed. The video window can be resized and repositioned anywhere in the interface. The system also allows users on bandwidths as low as 28.8 kbps to run live video. To manage this, the instructor and any student granted permission to share video are provided with status indicators that show which users are delayed in receiving video content. The video host is also able to set the video resolution to affect the data rates required to transmit video data. Six resolutions are available that each use different amounts of bandwidth. Individual participants may also affect their data and frame rates by selecting any resolution that is lower or equal to that of the video host.

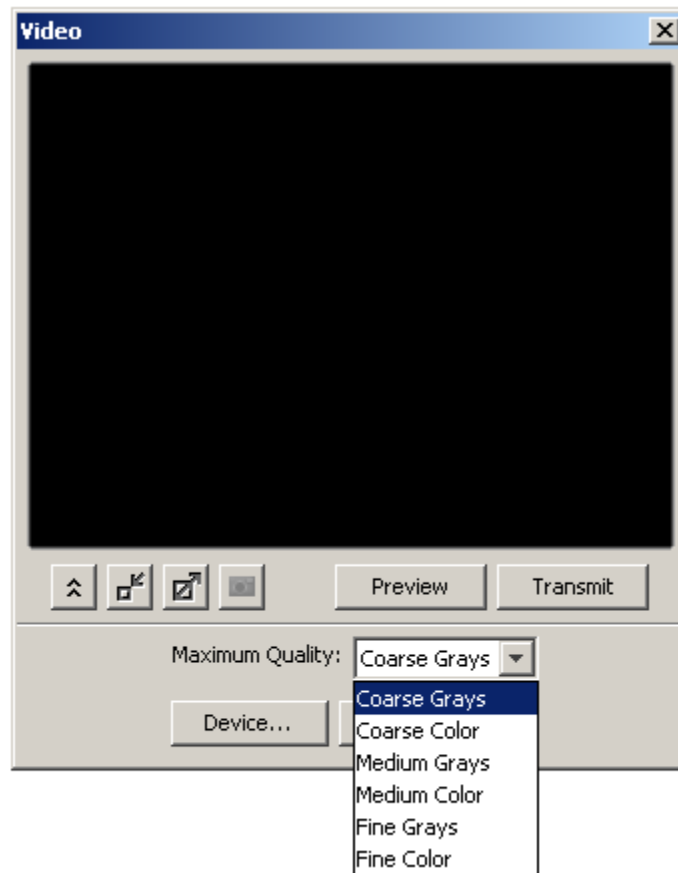


Figure 11

Multimedia files can also be loaded and played in a session (see Figure 12). Media files in MPEG, QuickTime, and Flash formats can be loaded into the session. The Instructor tracks the progress of the download with status indicators that show when the students receive the content.

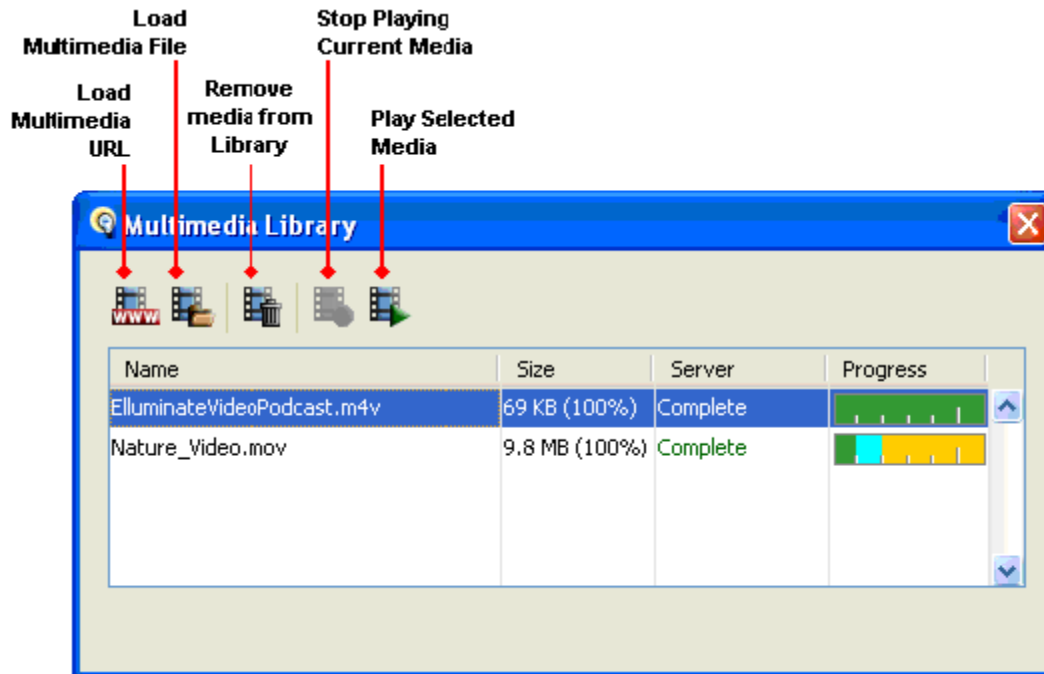


Figure 12

Application Sharing and Viewing

The instructor or any student granted permission to do so can share his or her entire desktop, region of the desktop, or single application running on the desktop with everyone else in the session. Users can share ANY application including their browser (to share websites and perform guided Internet browsing), high-resolution images, videos, and animations, such as Flash or PowerPoint.

All students can view the application even if it is not installed on their computer and can see all changes made to the application. In addition, the person sharing may turn remote control of the application or region over to another person in the session, or a student can request control of another's desktop.

When control is granted, the other user operates the application as if it were running on his or her own machine. This is useful for hands-on teaching or over-the-shoulder coaching. The person granting remote control can quickly take it back with the press of a button. Such sharing can occur regardless of platform, so users on Windows computers, for example, may share and turn remote control of any application over to users on Mac OS X computers. Any application, regardless of platform, may be shared with other participants.

While application sharing, the instructor knows exactly when students are seeing the shared application using the indicators in the Participant Info field. When managing a classroom of students with varying Internet connection speeds, the instructor uses this indicator to ensure every one is synchronized. When sharing a highly graphical website, a student on a 28.8 kbps modem will take longer for the screen to "paint" compared to a student on a high-speed connection.

In the screen shot below (see Figure 13), the red box next to Tim's name tells the instructor that Tim is still receiving the content of the shared application(s). Once that box turns yellow or disappears, the instructor knows it is OK to proceed.

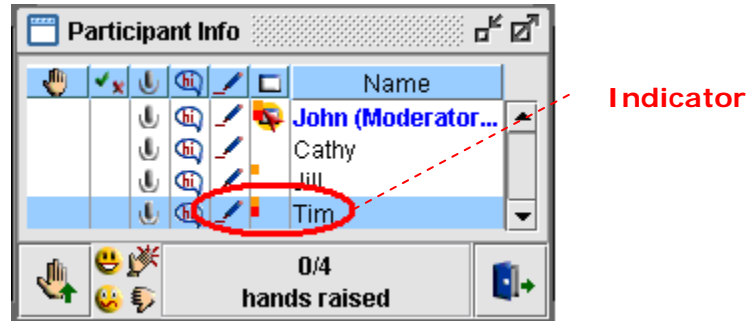


Figure 13

Synchronized Web Tours

The synchronized Web Tour feature allows the instructor to take students on a guided Web Tour, bringing them to each Web page the instructor visits in real time. Students are also able to navigate on the browser on their own as well. For ease of use, the instructor can copy and paste a URL into the browser or automatically push the link to the Chat window.

Breakout Rooms

Separate simultaneous sessions can be facilitated using breakout rooms (see Figure 14). While breakout rooms have the same functionality as the main room (audio, text messaging, multiple shared whiteboards, application sharing, etc.), all the activity is local to the users in that room.

Breakout Rooms are best used when conducting small group activities or private conversations. The instructor can create an unlimited number of breakout rooms at any time and move students into a breakout room to interact/collaborate in each separate room simultaneously. All the content in a breakout room can be saved and copied into the main room or in to another room to share with other students.

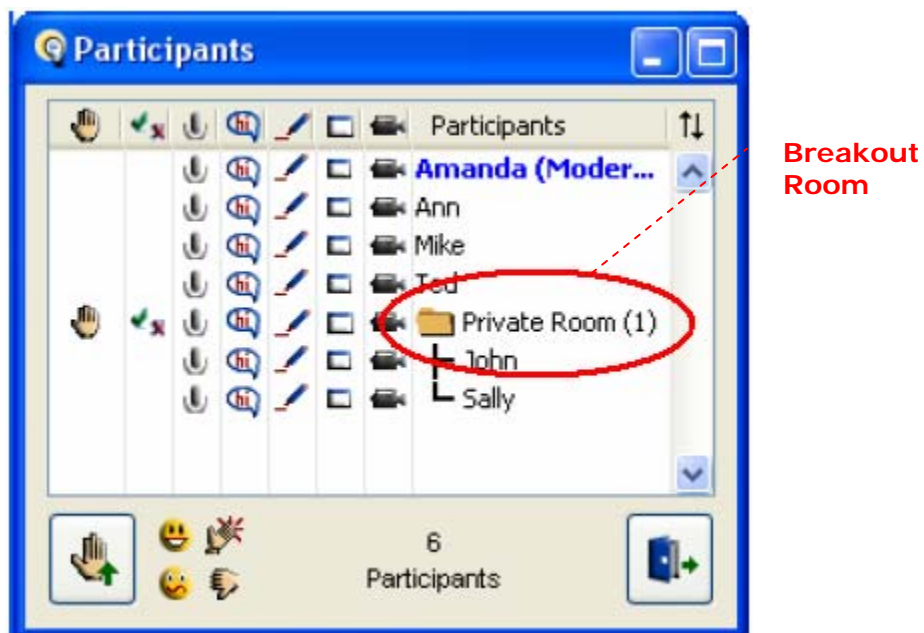


Figure 14

Audio / Voice Over the Internet

All audio communication uses crystal-clear, integrated voice over the Internet. Instructors and students speak to each other through standard microphones connected to their computers. ClassLive Pro delivers incredibly clear and crisp audio on bandwidths as low as 28.8 Kbps, without the need for a phone bridge or any third-party plug-ins.

The audio is half-duplex, unless the instructor has configured the room for simultaneous talkers (duplex). If configured for duplex audio, a session can have up to six simultaneous talkers. In both cases the audio is broadcast to everyone in the room, and a utility allows each user to configure microphone and speaker volumes. The software features a “Push to Talk” button, and users receive visual confirmation that they are transmitting through the microphone indicator (see Figure 15). **Note; It is highly recommended that all talkers use either a headset or an echo-cancelling microphone to prevent an echo for everyone else who will be listening.*

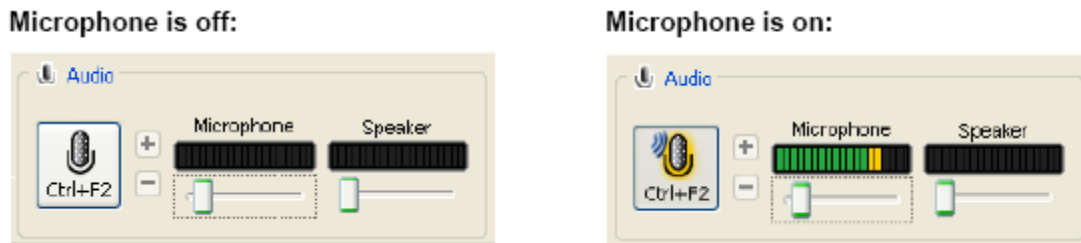


Figure 15

Other students are notified who is speaking through indicators in the Audio and Participant Info windows. In addition, the instructor controls access to voice communications and can activate and deactivate permission to speak at any time.

Should a student or instructor experience a brief slowdown or interruption in Internet service, the system buffers all audio communication and when Internet service returns to normal, plays it back to that participant at an accelerated rate until he or she is once again live with the rest of the participants. As a result, all participants are kept in-sync, all the time.

Instructor Experience

Just as if they are in a classroom, the updated version of ClassLive will offer instructors the ability to have full control of the communication and they will be notified if any student is having technical difficulties.

Moderator Control	All students can see who is speaking, typing a message, or using the whiteboard. Yet all communication within session is controlled and monitored by instructor.
Real-Time Session Awareness (Moderator ESP)	Instructor knows whether students are seeing what they should. When application sharing or displaying whiteboard content, the instructor knows if students are experiencing Internet delays and can adjust their presentation accordingly, with minimal disruption.

The instructor is able to grant permissions to students, including permission to use the audio, send text messages, write on the whiteboard, share an application, and share video. These permissions can be granted and removed at any time during the session and allow students to interact and collaborate during a session.

Availability

The instructor will continue to have the ability to enable/disable ClassLive in their course if they choose to do so. If ClassLive is turned ON at the EP level but has been turned OFF in their course, an instructor will receive the following message (see Figure 16) when entering chat from the course tool bar.

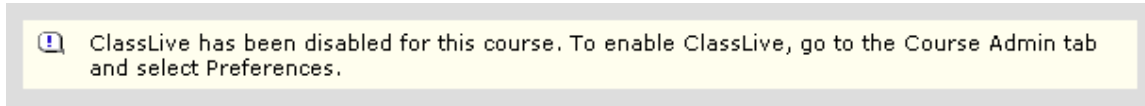


Figure 16

Moderator Privileges

When a user, with login credentials of an Instructor or higher, opens a ClassLive session they will automatically be logged in as the moderator. This is based on their eCollege roll type. As a moderator, the user has many privileges that a standard participant does not have.

- A moderator can promote a participant to the level of moderator once the participant has joined the session.
- During a session, a moderator can control participant privileges for audio, video, whiteboard, chat, polling, Application Sharing, etc... for a single participant or the entire group. This allows the moderator full control of their session.
- Within a session, a moderator may ask participants questions using the polling features. The moderator has the ability to decide whether they would like to hide or show the participants the group's answers.
- The moderator has the ability to create an online quiz using the Quiz Manager (ClassLive Pro).
- The moderator can allow participants to work in smaller groups by creating breakout rooms within a session.
- When a moderator is in a session, they have the ability to create multiple whiteboard screens. During the session, they have the ability to view and select a screen in any order.
- Any participant in a session has the ability to view Closed Captioning. The moderator has the ability to grant privileges to participants to enter text into the Closed Captioning window.
- Each participant has the ability to use a private graphics calculator located in the tool bar. The moderator has the ability to share their graphics calculator with the participants allowing for interactive exchanges.
- When using the voice over IP (VoIP). Moderators have the ability to adjust a participant's microphone volume.

Student Experience

The process for students to access a ClassLive session will remain the same in this release. The student will see a more updated interface with many new and enhanced features. Please refer to the General User Experience section of this document for a better understanding of the new features.

Students will continue to have the ability to start a ClassLive room within a course for their own use but their login credentials do not allow them to have moderator privileges.

Tips & Tricks

- All sessions will be recorded. Each recording will be saved in the course as an archive.
- Using the ClassLive tool, an instructor can prerecord a lecture and post the archive link so students can view the lecture at a later date.
- Uploading content to a ClassLive session may take several minutes depending on the size of the content and the users' bandwidth. It is recommend that all instructors enter their ClassLive session at least 15 minutes before the actual start time.

Frequently Asked Questions

Q: What type of file is created when a session is recorded?

A: A ClassLive recording is a proprietary Elluminate playback file that synchronizes the activity in the session.

Q: When more than one person is working (drawing or typing) on the whiteboard, how do you know who is adding content?

A: A "glow" appears over the whiteboard icon next to their name.

Feedback Process

Any system issues identified should be reported through the normal eCollege issue tracking process.

Any enhancement requests identified after using these new features should be submitted with a description of the enhancement to productmanagement@ecollege.com.

Addendum A

Known Issues

ClassLive

All documented Issues found during the testing phase that are not corrected before the release will be added to this addendum.

ClassLive Pro

All documented Issues found during the testing phase that are not corrected before the release will be added to this addendum.

Addendum B

Features: ClassLive vs. ClassLive Pro

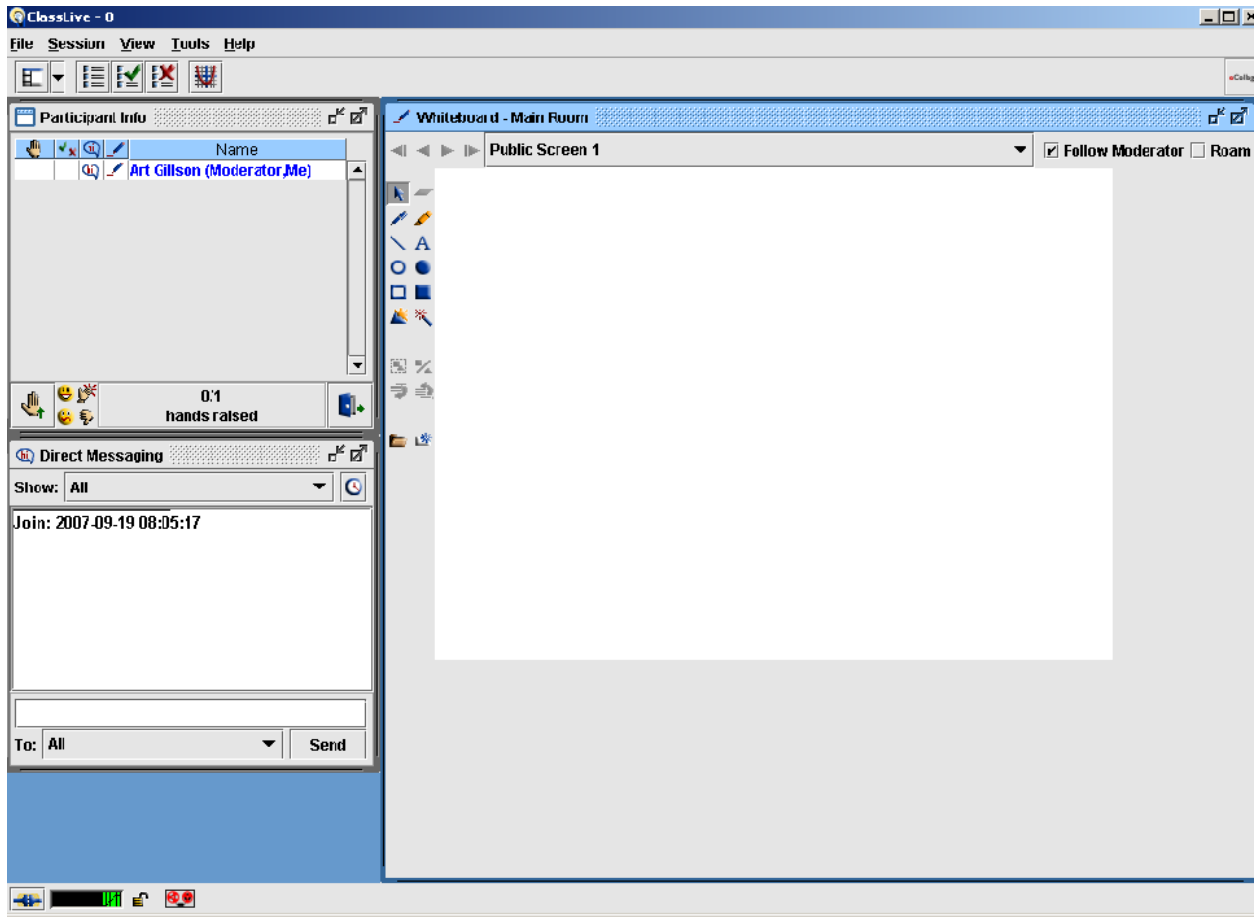
Features	ClassLive Powered by Elluminate v8.0	ClassLive Pro Powered by Elluminate v8.0
Communications Features		
Chat	X	X
Closed Captioning	X	X
Announcements	X	X
Video		X
Voice over IP		X
Content Delivery Features		
Whiteboard	X	X
Graphing Calculator	X	X
Personal Note-Taking	X	X
Application Sharing		X
Multimedia (Play Movies)		X
Web Tours		X
Synchronized Notes		X
Presentation Mode		X
Classroom Management		
Polling	X	X
Participant indicators (Hand Raising, Stepped out, etc...)	X	X
Participant Sort	X	X
Recordings	X	X
Moderator ESP	X	X
Cross Platform / Low Bandwidth support	X	X
Breakout Rooms		X
Quiz Manager		X
Timer		X

Addendum C

Version 6.5 vs. Version 8.0 Quick Reference Guide

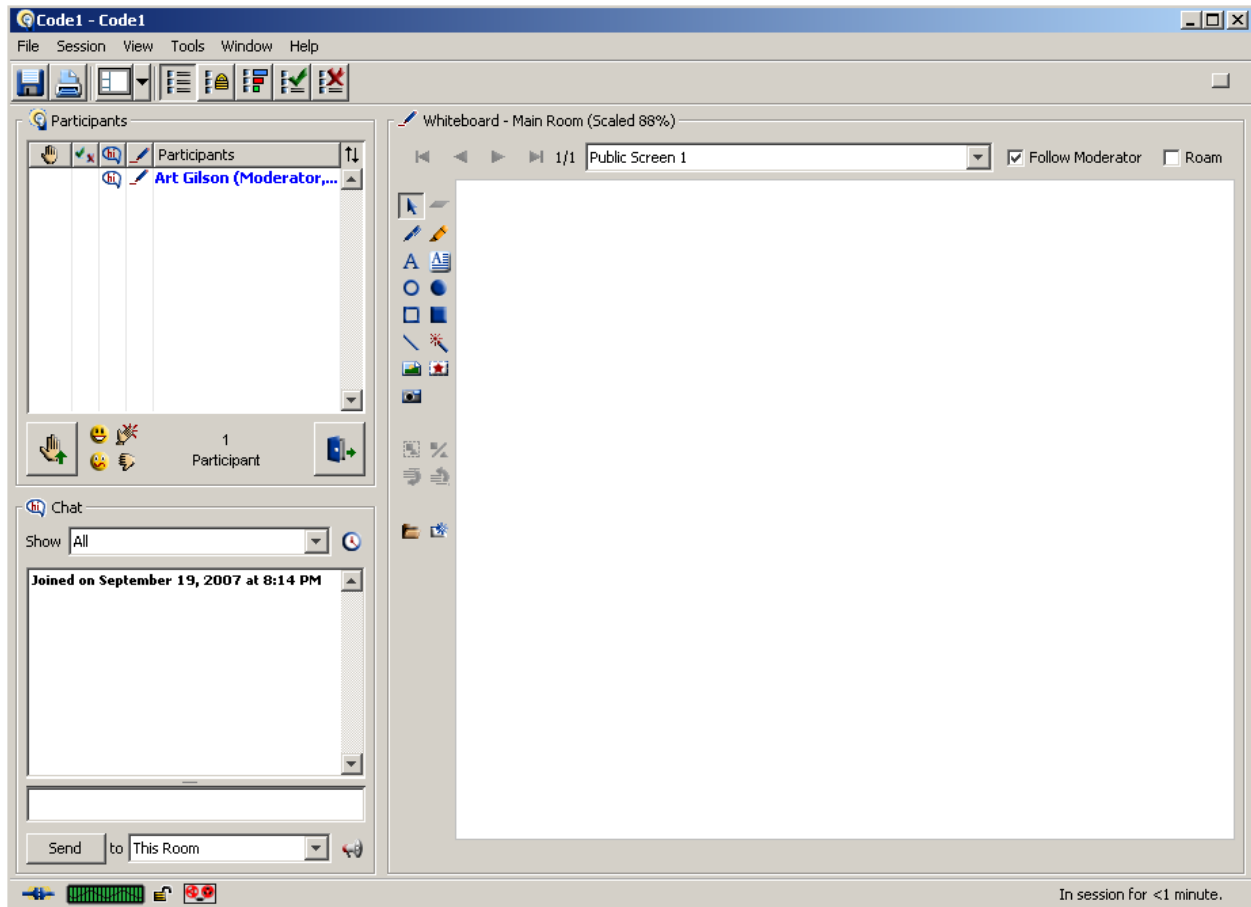
ClassLive – Version 6.5

Main Session Interface











ClassLive – Version 8.0

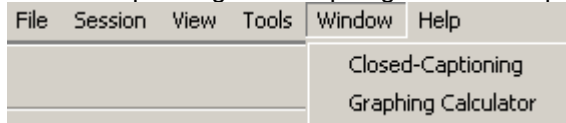
Main Session Interface



Changes in main session interface look and feel from ClassLive 6.5 to 8.0

- ✓ Direct Messaging has now been labeled Chat
 - Clickable URL's can be added to Chat text
 -  Ability to send an Announcement in the session
- ✓ New Buttons on Whiteboard
 -  New Text Editor Tool
 -  Load an Image
 -  Clip Art
 -  Screen Capture
- ✓ New Buttons added to the Tool Bar
 -  Save
 -  Print
 -  Polling response lock

- ✓ Closed-Captioning and Graphing Calculator options now located in new Window menu



New Enhancements in ClassLive (version 8.0)

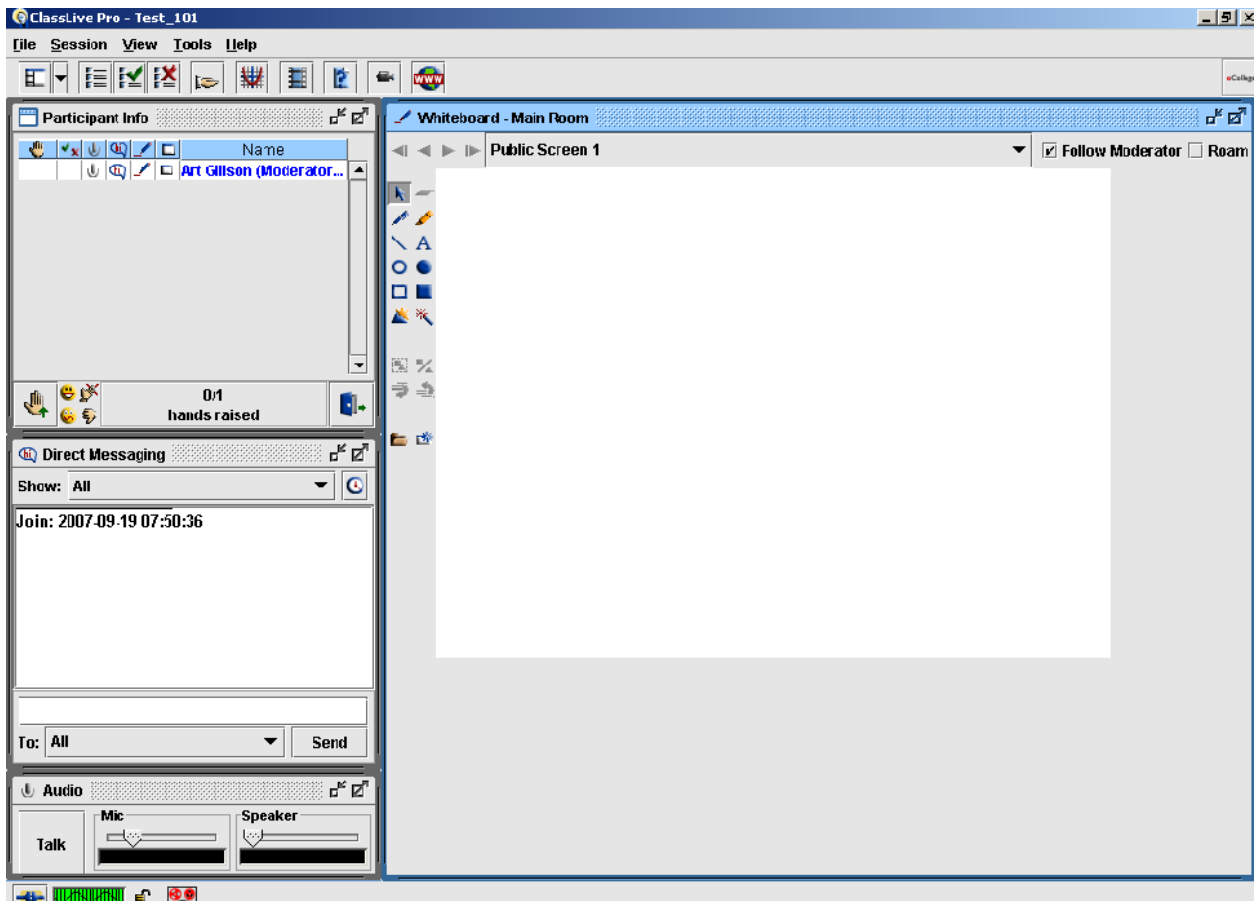
- ✓ Whiteboard
 - Larger resolution presentation slides
 - Animated images
 - Track whiteboard screens being viewed by participants when “Follow Moderator” is off
 - Clickable URL’s
 - New Text Editor
 - Cut and Paste
 - Automatic Wrapping
 - Resizing
 - Drag & Drop images from file folder
 - Displayed slide number
 -
- ✓ Polling
 - Publish results to whiteboard screen for all participants to view
 - Lock poll responses
 - Conduct individual polls in each breakout room
- ✓ Chat
 - Send graphical emoticons
 - Can resize send message area
 - Clickable URL’s

New Features in ClassLive (version 8.0)

- ✓ Participant sort
 - Sort by raised hands
- ✓ User Preferences
 - Organizes many session settings into one areas for quick access
- ✓ Announcements
- ✓ Indexed Recordings
 - Revised playback controls

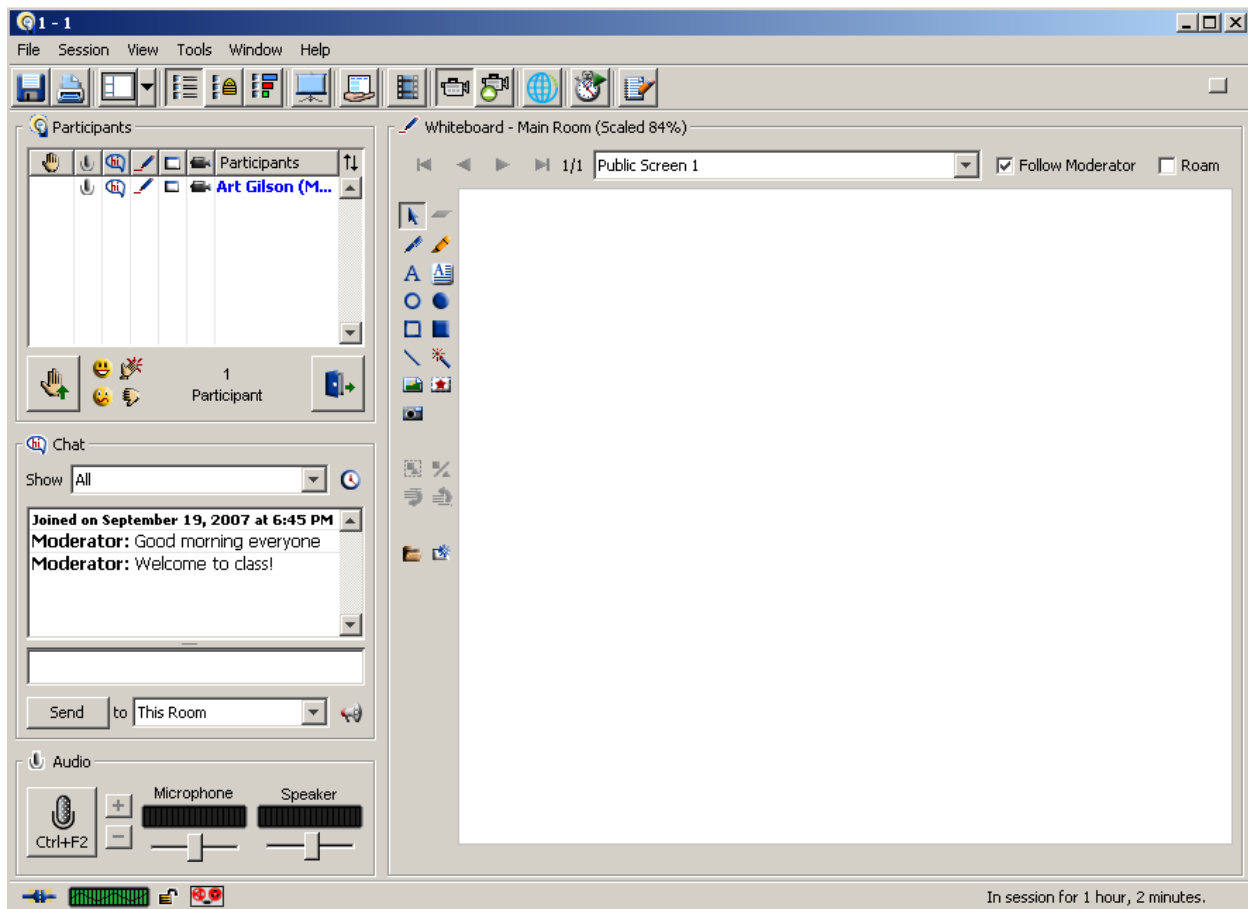
ClassLive Pro - Version 6.5

Main Session Interface

















ClassLive Pro - Version 8.0

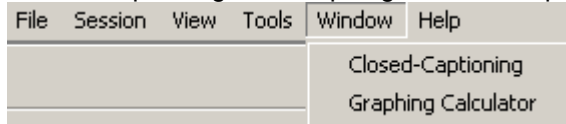
Main Session Interface



Changes in main session interface look and feel from ClassLive Pro 6.5 to 8.0

- ✓ Direct Messaging has now been labeled Chat
 - Clickable URL's can be added to Chat text
 -  Ability to send an Announcement in the session
- ✓ New Buttons on Whiteboard
 -  New Text Editor Tool
 -  Load an Image
 -  Clip Art
 -  Screen Capture
- ✓ New Buttons (or new button image) added to the Tool Bar
 -  Save
 -  Print
 -  Polling response lock
 -  Presentation feature
 -  Application Sharing

-  Video
-  Web Tour
-  Timer
-  Notes Window
- ✓ Closed-Captioning and Graphing Calculator options now located in new Window menu



New Enhancements in ClassLive Pro (version 8.0)

- ✓ Whiteboard
 - Larger resolution presentation slides
 - Animated images
 - Track whiteboard screens being viewed by participants when “Follow Moderator” is off
 - Clickable URL's
 - New Text Editor
 - Cut and Paste
 - Automatic Wrapping
 - Resizing
 - Drag & Drop images from file folder
 - Displayed slide number
 -
- ✓ Polling
 - Publish results to whiteboard screen for all participants to view
 - Lock poll responses
 - Conduct individual polls in each breakout room
- ✓ Chat
 - Send graphical emoticons
 - Can resize send message area
 - Clickable URL's
- ✓ Application Sharing
 - Preview
 - Markup
 - Mini-Controller
- ✓ Breakout Rooms
 - Allow automatic random or assigned distribution
 - Rename breakout rooms
- ✓ Web Tour
 - Publish URL directly to chat window
- ✓ Audio
 - Moderator can mute or un-mute talker's speaker
 - Allow for 1 – 6 simultaneous talkers (Duplex Audio)
 - Automatic volume level control
- ✓ Video
 - Three video window sizes
 - Grab snapshot of video and place on whiteboard
 - Preview

New Features in ClassLive Pro (version 8.0)

- ✓ Participant sort
 - Sort by raised hands
- ✓ User Preferences
 - Organizes many session settings into one areas for quick access
- ✓ Announcements
- ✓ Indexed Recordings
 - Revised playback controls
- ✓ User Profiles
- ✓ Timer
- ✓ Presentation Mode
- ✓ Personal Note Taking
 - Notes are saved locally
 - Synchronized playback with archived sessions