



 ellucian.

# Frequently Asked Questions

## What is EllumiNation?

EllumiNation is a community of Ellucian clients actively sharing experiences with, and advocating for, our software and services. Contributions come in the form of references, case studies, participation in user testing and advisory groups, and other activities to improve the success of other Ellucian clients as well as higher education technology.

## How do you benefit from being part of EllumiNation?

### Members enjoy the following benefits:

- The satisfaction of helping peers succeed
- Being part of an exclusive team of collaborators working at the forefront of higher education technology
- Improving your own success by trading best practices and lessons learned with other Ellucian clients
- Receive merits for various activities, which can be redeemed for appreciation items.

## How do you earn merits?

Institutions earn merits by sharing success stories (references, case studies, and testimonials), being a development or Beta partner, serving on an advisory committee, being an active member of the community service initiative, leading a regional user group, and being a top eCommunities contributor.

## What are the appreciation items?

### Institutions can redeem merits for a variety of appreciation items. Examples include:

- EllumiNation swag bag (t-shirt, water bottle, and other branded items)
- Professional development training
- Product training
- Complimentary Ellucian Live registration
- Discounts on Ellucian software
- Ellucian On-Demand subscription

## How do institutions redeem merits?

Your institution will receive an email at the beginning of the calendar year that includes the total number of merits your institution earned the previous year and instructions on how to redeem those merits.

## How long do institutions have to redeem merits?

Institutions must use their earned merits in the subsequent calendar year. For example, all merits earned in 2017 must be redeemed by November 15, 2018.

## Can merits be rolled over from one calendar year to the next?

No. All institutions start with zero merits on January 1 each year.

## Interested in joining EllumiNation?

The EllumiNation appreciation program is a way of expressing our gratitude to institutions that use Ellucian solutions to power the higher education community. There is no need to complete an application. The easiest way to get started is by agreeing to be a reference for any Ellucian solutions and/or services. Contact us for more information.

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## Contact

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