



**LEARNING MANAGEMENT
SYSTEM (LMS) VENDOR GUIDE
APRIL 2020**



LOUISIANA’S THEORY OF ACTION

Students make meaningful growth when:

- They use a high-quality curriculum every day;
- Teachers have initial and ongoing professional development that helps them use that curriculum effectively; and
- Teachers use data from a limited number of standards-aligned, non-summative assessments which measure how well students are meeting the outcomes of the high-quality curriculum.



PURPOSE

Louisiana’s educational technology vision is that all students graduate with the skills, knowledge, and experiences to compete in a highly-connected digital world. Louisiana believes technology has the power to transform learning for both teachers and learners and that it provides Louisiana’s students the opportunity to compete with their peers nationwide.

Since continuous education is now a part of how school systems operate, a Learning Management System is essential.

Successful implementation of an LMS requires the following:

1. an LMS platform,
2. a comprehensive school system professional development plan for all users, and
3. ongoing technical support for all users.

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HOW SHOULD THE GUIDE BE USED?

School systems can use this guide for reviewing the features of the learning management systems available to them. The guide condenses the most pertinent information received from LMS vendors. Because pricing information is confidential, it is not posted with the guide. However, school systems wishing to examine the pricing information can send a request to edtech@la.gov.

The LMS Vendor Guide is a summary of the major features of the LMS products offered by each vendor. School systems should use this guide to identify LMS products that meet their general needs and then use the links provided to review details of each LMS before finalizing their decisions.

When making a purchasing decision, smaller school systems might consider forming a consortium with other systems in order to obtain more attractive pricing. Each of the vendors represented in this guide expressed a willingness to provide consortium pricing. While pricing details are sensitive information, the pricing vendors offered in their proposals can be obtained by school systems by sending a request to edtech@la.gov.

NOTE: SIS INTEGRATION

When selecting a Learning Management System (LMS), the Student Information System (SIS) being used by the school system must be a consideration. There are two main methods by which LMSs and SISs exchange data, File Transfer, and API. The method used is mostly dependent on the SIS. Each of the LMS vendors that responded to our questions support both data transfer methods, and each expressed a desire to work with SIS vendors to ensure data transfers were automated and secure.

FEATURE SURVEY DATA

In order to quickly collect as much specific data as possible, vendors were offered the opportunity to respond to an extensive feature survey. All vendors listed in this guide, except Kiddom, chose to respond to the survey. The vendor's survey responses are available in the links provided below. Any questions about the survey responses should be directed to the vendor.

Vendor: [Desire2Learn](#)

LMS Name: [Brightspace](#)

[Feature Survey Responses](#)

Contact: Stephan Ferrar, Stephen.ferrar@d2l.com

Vendor Description:

Over the last 22 years, we have consistently demonstrated our ability to deliver next generation learning tools that directly address key challenges related to successful student engagement and outcomes in a way that is manageable and efficient for teachers. We stay in touch with the practical challenges educators and students face through a variety of thought leadership activities. We maintain memberships in international organizations, boards, and consortiums to increase our exposure to market needs and increase our level of account ability to those needs.

Mobile App:

Desire2Learn offers a mobile app for students called Portfolio through which students can submit images and written assignments. Likewise, teachers can use the Pulse mobile app to send notifications and perform other tasks.

Feature Summary:

The Brightspace LMS is a full-featured product that, when properly configured, will serve a school system well. Desire2Learn's responses to the feature survey indicate that Brightspace has proven, real-time integration with the major SIS providers used in Louisiana including the automatic exchange of roster, user accounts, user activity, and enrollment data. However, exporting gradebook data from Brightspace into these SISs is a customization that is available for an additional cost.

Brightspace also supports learning content transfer using standard protocols such as Learning Tools Interoperability (LTI), Common Cartridge (CC), Learning Information Services (LIS), and Sharable Content Object Reference Model (SCORM).

Brightspace is completely cloud-based, HTML5 compliant, and it supports all major browsers. An integrated video conferencing package called Engagement Plus is available for an additional fee, as is their analytics and reporting package, Performance Plus.

Professional Development:

Brightspace implementations include dedicated professional development as part of the initial setup. Every faculty and staff member has access to subscription training, an on-demand training model that provides users with guided exercises that culminate in a project-based outcome. D2L provides additional 12 hours of instructor-led training services that can be customized in 2-hour chunks (e.g., 4-Hours for Administrator Training, 8-Hours for Teacher training). Customized PD solutions are also available.

Technical Support:

Basic Support	Select Support	Plus Support
<p>Monday to Friday 8 a.m.to 8 p.m. (local time) chat</p> <p>24x7x365 email and web-based support for 2 Approved Support Contacts (ASCs)</p> <p>60 cases per year</p>	<p>24/7/365 chat, email, and web-based support for 3 Approved Support Contacts (ASCs)</p> <p>Unlimited case support</p> <p>Monthly case reports</p>	<p>24/7/365 email, chat, telephone, and web-based support for 3 Approved Support Contacts (ASCs)</p> <p>Unlimited cases per month</p> <p>Cases can be submitted via email or web portal 24/7/365</p> <p>Priority follow the sun support for P1 issues</p> <p>Semi-annual reviews of support service experience</p> <p>Monthly case reporting</p> <p>Post Case Summary for P1 cases reporting upon request</p>

Vendor: [Instructure](#)

LMS Name: [Canvas](#)

[Feature Survey Responses](#)

Contact: Adam Price, aprice@instructure.com

Vendor Description:

At Instructure, our interest isn't just Learning Management Systems: we're on a mission to elevate student success, amplify the power of teaching, and inspire everyone to learn together. From its humble beginnings, Canvas was built with the student/learner in mind. As a product that first sold to a higher education institution, Canvas has been a part of the K12 story from the beginning. K12 continues to be a driver in the development of product and services to support the K12 educational community.

Mobile App:

Parent, Teacher, and Student apps are available which provide several services including video conferencing.

Feature Summary:

Canvas is a very popular LMS that has already been purchased by several school systems in Louisiana. Their built-in conferencing tool, Canvas Conferences, allows teachers to lead synchronous activities including audio, video, chat, polls, and live captioning from any Internet-connected device, including mobile devices. Teachers can also create lessons in the integrated Rich Content Editor tool. These lessons can then be shared with a variety of groups both inside and outside of the school system.

Instructure has created Canvas with an open API and LTI compliance. This allows Canvas to be integrated into a variety of different environments with minimal effort. The open API is especially important to SIS providers. In their responses to the feature survey, Instructure indicated that Canvas has proven, real-time integration with the major SIS providers used in Louisiana including the automatic exchange of roster, user accounts, user activity, and enrollment data.

Canvas is completely cloud-hosted and uses the Amazon Web Services (AWS) solution to ensure their service will scale to meet the needs of school systems of any size. The AWS platform also provides data protection and service availability that meets the needs of school systems in

Louisiana. If a system selects Canvas as their LMS, they should expect at least 11 weeks for onboarding and implementation.

Professional Development:

Instructure offers virtual PD for a fixed fee per 90 minute session. Onsite training is also available for a fee. These PD resources are customizable to meet the needs of any school system.

Technical Support:

- Basic Support: no additional cost, included in base Canvas price
- 24/7 Support: 20% of the overall Canvas per user cost
- 24/7 + Faculty Tier 1 Support: 30% of the overall Canvas per user cost (plus a one time setup fee)

Basic Support	24x7 Support	24/7 + Faculty Tier 1 Support
<p>Institution provides Tier 1 helpdesk for all users</p> <p>Admins can call Canvas Support from 6 a.m. - 6 p.m. Local Time, Local Business Days.</p> <p>Admins can escalate tickets to Canvas Support in the Canvas Support ticketing system.</p>	<p>Institution provides Tier 1 helpdesk for all users</p> <p>Admins can call Canvas Support 24/7/365.</p> <p>Admins can escalate tickets to Canvas Support in the Canvas Support ticketing system.</p> <p>Admins can contact Canvas Support directly by phone, live chat, or email/webform.</p>	<p>Institution provides Tier 1 helpdesk for all users; Canvas provides Tier 1 for faculty and staff.</p> <p>Admins can call Canvas Support 24/7/365.</p> <p>Admins can escalate tickets to Canvas Support in the Canvas Support ticketing system.</p> <p>Faculty / staff users can contact Canvas Support directly by phone, live chat, or email / webform.</p>

Vendor: [Kiddom](#)

LMS Name: [Kiddom Academy](#)

Contact: Aichell Joseph, aichell@kiddom.co

Vendor Information:

Kiddom offers curriculum development, assessment resources, and intelligence reports in a cohesive learning platform. We are a team of passionate educators, designers, and developers building transformative tools to enhance educator collaboration and make learning personal. Our solution for schools and School Systems, Kiddom Academy takes communities into the future of digital teaching and learning, and helps educators meet the needs of every learner. With Kiddom, curriculum teams deliver the highest quality digital curriculum into the hands of learners, teachers integrate curriculum into their instructional workflows. Administrators gain access to curriculum and instruction data in real-time to make data-informed decisions. Performance data is instantly accessible in rich reports, and teachers gain the insights they need to provide targeted support by planning and delivering rigorous, standards-aligned instruction.

Mobile App:

Kiddom offers their Guardian app for parents and guardians

Feature Summary:

Kiddom did not complete the feature survey, but their response to the RFA indicates they offer a video conferencing system that allows both teachers and students to record audio and video inside the Kiddom environment. While their RFA response discusses importing and exporting courses, there is no mention of industry-standard content formats such as Common Cartridge. The RFA response from Kiddom indicates a fee for SIS integration, but offers no detail about how that integration works.

Professional Development:

Kiddom offers both computer-based and instructor-led professional development options. However, no cost information was provided for professional development.

Technical Support:

Premium Support for SIS/Clever/Classlink is available for an annual fee.

Vendor: [PowerSchool](#)

LMS Name: [Schoolology](#)

[Feature Survey Responses](#)

Contact: Dave Shoots, david.shoots@powerschool.com

Vendor Information:

At PowerSchool, our mission is to power the education ecosystem with unified technology that helps educators and students realize their potential, in their way. What this means for our Districts-Schools is a strong partnership with a passionate, growing company of 2,600 plus employees -- including more than 600+ developers -- dedicated to your goals, objectives, and success.

Mobile App:

PowerSchool offers the Schoolology mobile app on iOS, Android, and Amazon. It allows users to interact with the LMS based on their role within the system.

Feature Summary:

Schoolology has been a leading LMS in the K12 market for many years. Since being acquired by PowerSchool, their footprint has continued to grow. Schoolology is already being used by school systems in Louisiana with good results. Of course Schoolology is well integrated with the PowerSchool SIS, but its OneRoster-compliant offers a straightforward path to be integrated with other SIS products as well. In their responses to the feature survey, PowerSchool indicated that Schoolology has proven, real-time integration with the major SIS providers used in Louisiana including the automatic exchange of roster, user accounts, user activity, and enrollment data.

Teachers are able to create lessons using third-party tools that have been integrated into Schoolology, or they can select resources that have been shared in the user community that has emerged around Schoolology. Finally, learning resources can be imported into Schoolology using the Common Cartridge format or other industry-standard formats for learning data.

Schoolology is completely cloud-hosted and uses the Microsoft Azure service to ensure scalability and data protection. PowerSchool's response to the RFA describes a four-phase implementation process, but does not provide a timeline.

PowerSchool offers several other products such as their Performance Matters analytics product, and an assessment package. These options, combined with their extensive PD bundles, provide a comprehensive solution for school systems.

Professional Development:

PowerSchool offers professional development bundles. Many other PD options are available.

Technical Support:

Premium Support is available for 20% of the subscription cost with a minimum cost.

Premium Plus Support is available for 30% of the subscription cost with a minimum cost.