

LMS REPORT CARD  
(Criteria Survey Results)

EVALUATION CRITERIA:	Chandler-Gilbert	Estrella Mountain	Glendale	Rio Salado	Scottsdale	South Mountain	GRADE
<b>Instructional Competence</b> The system should be built on a strong pedagogical foundation. The system should promote successful interactions between learners and content, and among learners, instructors, and content. The LMS should provide extensive support for content management.	<b>WORKING:</b> Course delivery capabilities work fairly well <b>NOT WORKING:</b> Assessment	<b>WORKING:</b> Course delivery capabilities work fairly well <b>NOT WORKING:</b> Assessment, Integrated student webmail		<b>WORKING:</b> Course delivery capabilities work fairly well <b>NOT WORKING:</b> Communication package doesn't meet the needs	<b>WORKING:</b> Course delivery capabilities work fairly well <b>NOT WORKING:</b> Most SCC courses in Bb use little of offered functionality; <b>Assessment/Gradebook substandard</b>	<b>WORKING:</b> Course delivery capabilities work fairly well <b>NOT WORKING:</b> Gradebook; Would like all instructors to be able to post all of their courses at once	<b>B<sup>^</sup></b>
<b>Ease of Use</b> The system must be highly intuitive. Access, delivery, and presentation of learning materials must be transparent. The learning experience must be automated and personalized to the needs of the individual learner.	<b>WORKING:</b> General ease of use; <b>WORKING:</b> Version issues with particular features (e.g., gradebook); Labor-intensive for all users (instructors, students, . . .)	<b>NOT WORKING:</b> General ease of use; <b>WORKING:</b> Labor-intensive for all users (instructors, students, . . .)			<b>WORKING:</b> Stand-alone tools work well <b>NOT WORKING:</b> No seamless integration among tools; Bb's "easy to get up and running" approach actually impedes productivity (student and faculty) over the long run	<b>WORKING:</b> Ease of use for residential and adjunct faculty.	<b>B</b>
<b>Scalability</b> The infrastructure must scale easily and incrementally to meet growth in both increased instruction capacity/bandwidth and user volume.	<b>NOT WORKING:</b> Performance degrades with increased numbers of users			<b>NOT WORKING!</b>	<b>NOT WORKING:</b> Bb performance is degrading with increased user volume; Basic version of Bb not scalable.		<b>D</b>
<i>Currently lack good interface with SIS -- but we believe a solution is coming</i>							<b>C<sup>^</sup></b>
<i>Unknown -- therefore some risk is involved</i>							<b>C</b>
<b>Compatibility and Interoperability</b> The system must integrate well with third-party content providers and multiple vendors' hardware/software solutions. The LMS should comply with open industry standards for Web deployments (XML, SOAP, or AIO) and support the major learning standards (AICC, SCORM, IMS, and IEEE).	<b>WORKING:</b> HTML integration; Universality (transfer to ASU) <b>NOT WORKING:</b> Product dependency (not open-sourced); standardization (3rd party) Problems with FrontPage Students not able to see courses across MCCC	<b>WORKING:</b> HTML integration; Universality (transfer to ASU) <b>NOT WORKING:</b> Standardization (3rd party)		<b>WORKING:</b> SIS 2-way integration working very well; Consistency <b>NOT WORKING:</b> 2 systems going; Older technology	<b>WORKING:</b> HTML integration; SCC custom integration between SIS and Bb works, but is resource intensive; Universality (transfer to ASU) <b>NOT WORKING:</b> Technical risk -- not open-source tool; No seamless integration among tools; Lack of automated interface with SIS.	<b>WORKING:</b> ASU's commitment to Bb -- good for students who transfer <b>NOT WORKING:</b> Lack of good interface with SIS	<b>C<sup>+</sup></b>
<b>Pricing</b> Level of investment required to purchase a system that meets organizational training needs.	<b>NOT WORKING:</b> "Being held hostage" by Bb (exclusivity)		<b>NOT WORKING:</b> Bb too expensive; will be giving it up June 2003		<b>NOT WORKING:</b> Financial risk -- dependency on one CMS product	<b>NOT WORKING:</b> Increasing cost	<b>D</b>
<b>High Availability and Product Stability</b> The LMS is based on an infrastructure that can reliably manage a large institutional implementation running 24/7. The LMS is robust enough to simultaneously serve the diverse needs of instructors, learners, and administrators.	<b>WORKING:</b> Reliability; Single CMS choice across college gives consistency and is easier to support	<b>WORKING:</b> Reliability; Single CMS choice across college gives consistency and is easier to support		<b>WORKING:</b> Consistency	<b>WORKING:</b> Reliable; Standardized CMS across campus reduces effort, gives same "look & feel" and is easier for students.		<b>B<sup>+</sup></b>
<b>Security</b> The LMS selectively controls access to system assets like content, services, course offerings, learning objects, student records, and so on.	<b>Working:</b> Authentication (ability to control access)	<b>Working:</b> Authentication (ability to control access)	<b>NOT WORKING:</b> Student "Progress Letters" not secure with Midas		<b>WORKING:</b> Authentication (able to control access) <b>NOT WORKING:</b> Current Bb version does not employ https security		<b>C<sup>^</sup></b>

**GRADING SCALE:**

<b>A = "WOW!"</b> Very minor problems may exist
<b>B = "GOOD JOB!"</b> Works well; some problems
<b>C = "ADEQUATE"</b> Does the job/serves the basic needs; sizeable problems exist that need to be addressed
<b>D-F = "WHAT'S GOING ON HERE?"</b>

"|" with no change, things will get worse  
"A" there are indicators that improvements are coming