

Working Group One

LMS Evaluation Rubric

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for

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Précis

BCCampus is a huge Information Technology organization whose current mandate is to provide a collaborative service delivery framework for all of British Columbia's post-secondary institutions. It acts as the central hub linking programs, resources, and expertise, and like many publicly funded organizations is undergoing significant downsizing to its IT department, the recoil of which will impact the future of its LMSs.

BCCampus is currently under contract to a vendor based LMS for the next calendar year, along with an open source LMS. With a focus towards a single LMS, our committee has developed an evaluation rubric for both current and potential systems. Cost, reliability, short and long-term implications were addresses, as well as implementation and operations support. Every attempt to accommodate the diverse needs of all user groups, both at the system and delivery end has been considered.

With limited access information on current system affordances, budget constraints, size of user groups, or other issues, our committee has forged the evaluation rubric below. We are well aware that current users, especially in the remaining IT department may have specific concerns and requirements that are beyond the scope of our committee.

Evaluation Rubric

CRITERIA→ ↓ SECTIONS	Not Sufficient (0)	Sufficient (1)	Good (2)	Excellent (3)
Cost	Licensing fee not within budget	Licensing fee within budget	Licensing fee at low cost	No licensing fee
	Server cost not within budget	Server cost within budget	Server at low cost	No server cost
	Cost of content integration not within budget	Cost of content integration within budget	Cost of content integration at low cost	No content integration cost
	Training costs (IT, Profs, admin, students) not within budget	Training costs within budget	Training at low cost	No training costs
	Maintenance costs not within budget	Maintenance costs within budget	Maintenance at low cost	No maintenance costs

Tech Support	No tech support available or available but hard to access.	Online tech support available through self guided written support.	24/7 online tech support available through self guided written and video tutorials	24/7 online tech support available through live chat with IT support
	LMS support requirements exceed reduced Tech Support capacities	LMS support requirements match reduced Tech Support capacities	LMS offers limited additional tech support in addition to BCCampus	LMS offers additional tech support to both BCCampus and Universities.
Ease of Use & Reliability	Reliability data is not acceptable	Reliability data is poor	Reliability data is good	Reliability data is excellent
	Site difficult to navigate and find information	Users are able to navigate and find information with minimal difficulty	Users are able to navigate and find information.	Users are able to navigate and find information with ease.
	Number of complaints/user is not acceptable	Number of complaints /user is poor	Number of complaints/user is good	Number of complaints/user is excellent
Faculty Issues	Poor ability to personalize interface, upload content and create and track activities and tests.	Fair ability to personalize interface, upload content and create and track activities and tests	Good ability to personalize interface, upload content and create and track activities and tests	Excellent ability to personalize interface, upload content and create and track activities and tests
Interactivity	Provides limited access to organized materials and few opportunities for interaction, constructivist or engaging methods.	Provides basic access to organized materials and few opportunities for interaction, constructivist or engaging methods.	Provides access to organized content, as well as several tools for engaging students in interactive learning.	Provides access to organized content that integrates well with interactive tools, and new pedagogical tools can routinely be added to the system.
	Additional tools cannot be added.	Limited additional tools can be added.	Additional tools can be added through BCCampus	Any additional tools can be added through BCCampus or through each University platform
	No search engine available	Search engine available with shows limited results.	Search engine with sufficient results	Intuitive search engine that provides comprehensive results

System Parameters	Does not comply with e-learning standards.	Minimally complies with e-learning standards.	Complies with e-learning standards	Fully complies with e-learning standards
	Inability to host an increasing or decreasing number of organizations, resources, users	Minimally able to host an increasing number of organizations, resources, users	Host an increasing number of organization, resources, users	Without glitches, hosts an increasing number of organization, resources, users
Content Integration BCCampus	Less than 70% of current content is integrated into new system	More than 70% of current content is integrated into new system	More than 80% of current content is integrated into new system	More than 90% of current content is integrated into new system
Content Integration Universities	Less than 70% of current content is integrated into new system	More than 70% of current content is integrated into new system	More than 80% of current content is integrated into new system	More than 90% of current content is integrated into new system
Security	Security features limited to user name and password	Security based solely at individual Universities	Security based solely at BCCampus	Dual security hierarchy: BCCampus and individual user groups

There are numerous layers in the decision making process with respect to evaluating the most appropriate technology platform. The cost is significant as it captures many factors such as licensing, copyright, intellectual property, maintenance and budgetary limitations. Most learning theories support that learning is effective when the learners are active in their own learning, (Bates & Poole, 2003) therefore evaluating the interactivity functionality, user and reliability are all important criteria to consider. In addition, investigation related to system parameters, integration and compatibility limitations, and security measures all need to be considered in the decision making process

References

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