

ETEC524: Learning Management System Evaluation Rubric (Higher Education Institute)		Sean Gallagher, Erica Hill, Alison Myers, Noelle Peach, Lyon Tsang, John Wu			
Category	Criteria	Criteria Description	Meets Criteria	Meets Some Criteria	Does Not Meet Criteria
Sustainability	Regular LMS maintenance	LMS is self-sustaining with courses needing maintenance only at the end of term. This maintenance should not interfere with course delivery.		x	
	Regular LMS updates	LMS is regularly updated with improvements	x		
	Easily adjusts to new technologies	LMS easily handles new technologies	x		
Usability	Ease of use. Features are intuitive, integrated, and customizable	The LMS is intuitive for any new user who has some experience using an LMS for course development. Functionality is obvious and the learning curve is manageable.		x	
	Scalability from class to faculty. Consistency of Experience	LMS can be scaled to accommodate any size class with the flexibility to create smaller sub-groups (Anstey & Watson, 2018)	x		
	Ability to reuse materials	Instructor can re-use materials (between courses, across semesters etc)	x		
	Hypermediality	LMS allows for many multi-modal tools for communication (audio, video, text, images, live-conferencing) and broad choice in how and when materials are engaged with	x		
	Pedagogical approaches and learning capacity	LMS allows for a variety of modern pedagogical approaches and teaching and learning strategies		x	

Cost	Sustainability of cost for the university	The LMS is a complete package at a sustainable cost		x	
	Cost of add-ons	The LMS does not require additional paid add-ons for features not included in the base package			x
	Cost increases	The LMS cost will be maintained throughout the duration of the contracted period of use	x		
Privacy & Security	User information security	Users can decide what information is shared and what information is kept private	x		
	Copyright and IP	Users maintain their ownership over their own intellectual property and data		x	
	Data Security (Storage location & Monitoring of security vulnerabilities)	LMS data storage meets FIPPA and other UBC policy	x		
	FIPPA Compliant	Ongoing monitoring of LMS conducted by vendor	x		
		Data stored within Canada	x		
	Releasing of information (to who and how)	User sign-up required to access LMS pending institutional approval. Once registered users can save, import, and export LMS content permitted by the institution		x	
logy & Support	Technological support for the LMS from vendor	Vendor-provided instruction, support, and manuals for all users (IT, instructor, student)	x		
	Migration support & Deployment Method (cloud based, local server, custom built etc.)	There are course export/import functionality that would allow instructors to move to a new LMS. Multiple options for deployment to serve all users.		x	
	Preparedness for support and improvements	Vendor willingly entertains client feedback in a timely manner		x	

Technol	Community support	Active community engagement for support / improvements / suggestions etc	x		
	Alignment with UBC strategic plan	Vendor shows evidence of aligning with UBC strategic plan: including respecting principles like Academic Freedom	x		
Data & Reporting	Data Analytics	Available data and reporting are included with the LMS and not add-on or an “additional” feature (cost)		x	
	Access to Data	Reporting and data are available at all user levels: institution, program, course, instructor, student.		x	
	Report Generation	Multiple reports can be generated from course sites as well as specific tools	x		
Accessibility & Reliability		The LMS can support a high volume of synchronous users (60k+ users at a time). Amount of ‘downtime’ recorded in LMS history is low.	x		
		Available offline.	x		
		The LMS is accessible from multiple devices and supported by all modern web browsers.	x		
	User Access				
	Student/Faculty/Staff access: SSO, open access. Ability for “Open” source or Closed.	LMS is accessible in areas of the world with Government imposed sanctions on website use. LMS is accessible using SSO.		x	
	Ability to customize access for specific users	LMS can be adjusted to allow access to users without SSO or one-off access	x		
	Meets minimum accessibility requirements	LMS meets accessibility requirements and standards	x		