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Instructional Materials Technology Information

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Content Area: ELA

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Grades: 6-8

Copyright: 2020

Instructional Materials Technology Information

Since EdReports released its first reviews five years ago, the materials landscape has changed dramatically, especially in the area of technology. District questions have evolved from ensuring materials could be accessed on older browsers and versions of operating systems to detailed questions about interoperability, compatibility, security, support, and digital design. These questions have become even more important during the pandemic as districts assess what instructional materials may work best in their communities not just in-person, but also remotely and in hybrid settings. Access to high quality instructional materials by all students is more important than ever, and technology plays an essential role in that access. To help provide technology information for materials that meet alignment criteria in Gateways 1 and 2, EdReports has requested publishers answer the following questions to help consumers better understand the digital design and capabilities of their instructional materials.

- Section 1 provides broader questions most frequently asked of EdReports about the design of materials. These questions are meant to provide higher level, summary information.

- Section 2 provides more fine-grained details on aspects of design and functionality.

Considerations When Reading This Document

- EdReports is seeking the most accurate, descriptive information about curricular products. We are not evaluating quality or desirability, but documenting features in materials to empower local schools and districts with information to select materials that will work best for them given their technological capabilities and instructional vision.

- The information in this document comes directly from publishers. EdReports reviewed the information for clarity and consistency, but did not verify its accuracy. Questions you have regarding any of the reported information should be directed to the publisher of the product.

- Look at the information in the "Details" column carefully. Functionality and digital design can vary greatly depending on how a publisher responded. Most publishers provide granular information for each question to illuminate their responses.

- This document is most effective when paired with questions that relate to your local context and reviewed with both content and IT staff. Consider your district's technological access and capacity amongst students, teachers, and schools.

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Section 1: Usability Snapshot

This section includes questions on digital design and support that allows users quick access to essential information.

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"Yes with core product" below should be used to indicate functionality in the core materials as reviewed by EdReports that are available without LMS integration.
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Questions	Check Only One				Details
	Yes with core product	**Yes** with dependencies	**No**	Under Development	
Are the materials designed so that students are able to access and complete work online?	X				Teachers can assign *HMH Into Literature* resources and assessments to students via HMH Ed's native user interface. Students are able to access literature selections and supporting resources for reading online—and are able to take and complete online assignments, as well. Digital assignments must be completed online, but with the HMH Player App, students are able to access reading selections in an offline manner. Students will need a 1:1 device access for any independent, tracked work (such as online book annotations, assignment scores, etc).
Do the materials support learning in hybrid settings (both in-person and remote learning) concurrently?	X				Many resources in the *HMH Into Literature* program can be used in multiple contexts, including in-person or online. Some resources, such as assignments, have distinct printable and online versions, while many other resources, such as

					Media Projects, are instructions for group projects that can be done in-person or remotely.

We have added a new Resources category for back-to-school 2020 called *Bridge and Grow Pathways*. This area contains targeted strategies, tips, and tools for supporting educators in getting back to school, such as using technology to meet learning objectives, building connections from afar, and using the assessments and resources in *HMH Into Literature* to diagnose and remediate skill gaps. *Bridge and Grow* includes a Priority Standards Pathways resource that identifies key standards educators should focus on—and recommends *Into Literature* instruction and practice related to those standards. The suite also includes a diagnostic test crosswalk (helping teachers understand how to take results from third-party tests—such as NWEA, iReady, or Renaissance STAR—and use them to inform instruction within our product), as well as curated social and emotional learning support for both students and teachers. |
| Are tasks, activities, and lessons able to be printed either for in-class use or for use in at-home learning? | X | | | | | Many instructional resources and some core and supporting texts in *HMH Into Literature* are printable or have a printable equivalent (assignments, for example, have an online and printable versions). Independent Reading selections and texts within the Leveled Text library are also printable. While the program offers interactive grammar practice, those same concepts are also covered in editable |

	X				and printable Word documents for at-home practice.
Is there instruction so students can work independently (or with an adult at home)?	X				Many resources in *HMH Into Literature* allow students to work independently. Each lesson begins with a *Get Ready* section that introduces the text, builds background, and provides instruction in key skills and standards that students will practice as they read. Directions are clear and focused—and explicitly state what students should look for or note as they read. Guidance for annotating and then analyzing the text is provided at point of use, both digitally and in the printed book, so that students can work independently. For additional support, students can review point-of-use videos showing modeled discussions about literature to help them know what close reading looks and sounds like. The *Respond* activities after reading provide explicit directions and send students back into the text to answer questions, write in response to their reading, and review vocabulary and language conventions skills. The program also includes many supporting practice resources, such as interactive lessons and tutorials in reading, writing, speaking and listening, vocabulary, and grammar. These tutorials provide instruction and guided practice with immediate feedback to support independent learning.
Does the technology facilitate a teacher's ability to differentiate lessons, tasks, or other content for students?	X				HMH Ed includes an adaptive Growth Measure, which teachers can assign three times a year to understand each student's reading level and proficiency in reading comprehension and

					language domains. Teachers can use these insights, along with insights gleaned from assigning the formative and summative assessments in the program to better understand student proficiency and growth across the year. Teachers can also create custom assessments, drawing questions directly from HMH-provided tests (they can use them as-is or edit them) or create their own custom test items from scratch. Whether teachers use default program assessments or adapt what's there, they can view reports that break down class and individual performance against standards and link directly to resources aligned to those standards. The platform also allows teachers to set up learning groups and assign content to those groups as desired. The system can even auto-generate performance groups based off the results of a given assessment.
Are there tutorials, videos, or other integrated supports in the materials to help educators to understand and/or utilize the materials?	X					Yes. In addition to the online Help documentation, which includes many screenshots and videos of system functionality, we have our new *Bridge and Grow Pathways* resources specifically targeting the challenges of back-to-school 2020, as well as a brand-new *Teacher's Corner* section of the platform that provides access to on-demand professional learning and teaching support anytime, anywhere (including authentic classroom videos to tips from others teachers and our team of experienced coaches at no additional costs).

Question					Response
Are there tutorials, videos, or other integrated supports in the materials to help parents/guardians to understand and/or utilize the materials?			X		At this time, parents/guardians are only able to see their student's account and would have access to the same learning videos their student would see, such as *Peer Coach Videos* and *Close Read Screencast Videos*. We do not have additional tutorial videos specifically aimed at parents/guardians at this time. Though they would have to access the materials from their student's account, parents may find some of the language support in *Into Literature* helpful. For instance, the program offers printable selection summaries and unit resources in Spanish. It also includes a Multilingual Glossary, with key literary/informational and academic vocabulary terms defined in 10 different languages, including Spanish, Haitian-Creole, Portuguese, Urdu, Vietnamese, Chinese, Arabic, French, Russian, and Tagalog.
Are all of the following audiences provided access to the product as part of the core purchase? ● parents/guardians ● Educators (Teachers, Administrators, etc.) ● Students			X		*HMH Into Literature* on Ed is aimed at administrators, teachers, and students. There is no parent-specific role in the platform at this time.
Are the materials designed to integrate with a Learning Management System (LMS)?	X				In addition to digital program access via our web-based Ed platform, *HMH Into Literature* is available in the IMS Global Common Cartridge Standard. This combines the high-quality curriculum with the IMS interoperability standards to deliver digital content that can be accessed in an IMS-conformant LMS. HMH Common Cartridges are

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					currently compliant to the following IMS interoperability technical specifications: CC v1.2 (Thin Profile), CC v1.3 (Thin Profile), and QTI v2.1.
Does all content conform to the National Instructional Materials Accessibility Standard?	X					In compliance with the requirements of the Individuals with Disabilities Education Act (IDEA) of 2004 and its latest revision issued in 2006, HMH provides electronic files to the National Instructional Materials Access Center (NIMAC) system for all printed textbooks and other required core content. Those materials can be converted into alternative assistive technology products for braille, large print, and screen reader programs via a National Instructional Materials Accessibility Standard (NIMAS) file on the NIMAC system. To see the range of HMH products available from NIMAC, please visit https://nimac.overdrive.com/ContentInventory.
Is there technical support during day-to-day use?	X					Technical support is available for teachers, administrators, school-level and district-level technology leaders, and students/families throughout the duration of the contract. Support is offered by phone, email, webform, and web-based self-service. Please see our response in the *Technical Support* section of this questionnaire for additional details.

Section 2: Technology Checklist

The following checklists are designed to give more detailed information about digital design and technical capabilities in key areas of instructional materials to support state and local decision making. This list reflects details commonly requested by those making purchasing decisions at the state or local level.

Design

Design questions address whether the materials are designed to be used digitally in an in-person environment, remote learning environment, or both. Digital design can vary, often ranging from the ability to access files that are identical to print materials online to doing tasks and assessments as part of the program. The ability to take advantage of design functionality may depend on answers to questions in other sections of the checklist such as internet capabilities, number and type of devices, etc.

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Questions	Check Only One				Details
	Yes with core product	**Yes** with dependencies	**No**	Under Development	
Are the materials designed to be used with both digital and print components? Are there print options available for student-facing materials that could be utilized in a blended digital approach? Is the print content identical, similar, or comparable to the digital?	X				Many resources in *HMH Into Literature* are printable or have a printable equivalent (assignments, for example, have an online and printable version). Independent Reading selections and Leveled Texts are also printable. Printed textbooks are designed to be consumable and can be sent home with students, who can take notes and answer questions on the physical pages.

					The instructional content in digital and print is the same, though the digital content is optimized for that medium. For example, a multiple-choice practice activity in the printed book may be include guided feedback based on the student's answers in digital. Pagination is not the same in digital, though paragraph numbers in literature texts help students and teachers move between either format. Because the learning objectives and content are the same in both formats, the digital experience is comparable and equitable to the printed book.
Is the digital design of the materials intended to replicate a textbook experience?	X					The core Digital Student Edition reflects a book experience, with some small exceptions in terms of how the content is chunked or displayed in a responsive, interactive environment. However, *Into Literature* comes with a library of resources designed for digital use, such as audio-driven skills tutorials, interactive grammar and vocabulary lessons, and additional videos and texts that support and extend the learning. Many online resources, including the Digital Student Edition, are delivered in EPUB format, though the program also includes PDFs, HTML5, Word documents, and other common formats.
Are digital teacher guides available for the materials?	X					The online Teacher's Edition includes planning guides that support educators in prioritizing instruction, differentiation, and assessment for each unit and lesson. These guides, along with embedded point-of-use instructional notes, are available within the Teacher's Edition. Teachers can use the notetaking and annotation functionality to make

					their own notes about how to adapt or use the instruction and activities. Ed also allows teachers to create their own lessons and curate resources from across the program—even across grade levels or programs if their school has access—into custom plans. These plans can be saved and reused year after year. They can even be shared with other teachers in the same school.
Do the materials contain videos/animations/simulations for student learning?	X					*HMH Into Literature* includes a library of videos for different instructional purposes. At the beginning of each unit is a *Stream to Start* video to help kick off exploration of the Essential Question and build background about the unit topic. Key texts in each unit also feature embedded *Close Read Screencast* and *Text in Focus* videos that support students in grappling with complex texts. *Close Read Screencasts* include modeled conversations about targeted passages. *Text in Focus* videos dig deeper into complex texts by offering visual explanations for potential stumbling blocks. *Into Literature* also includes *Peer Coach* videos that feature student-aged peers breaking down literary and informational skills in easily accessible ways. All of these videos can also be accessed and assigned independently of the text, allowing teachers to use their favorite videos with the texts they wish to teach.
Is any or all online content dependent on links that are not maintained by the publisher?	X					Videos are hosted by a partner called Brightcove, but maintain all video links by contract (i.e., they are hosted HMH videos, not links to videos owned by others on the web). Our writing component is hosted

					by our partner *Writable*. Districts may need to add both of these URLs to any district access lists. *Into Literature* includes Current Events links to the following websites, but they are not part of the core content and are common sites accessed in educational settings: *NewsELA, CNN, TED, Time, Smithsonian, The Guardian, National Public Radio, U.S. News and World Report,* and *Common Lit*.
Do the materials include opportunities for online collaboration among students?		X			The writing portion of our program includes online peer-review opportunities during which students can view one another's writing and leave constructive comments for improvement. While there is not a dedicated collaborative space within the HMH Ed platform, we do have many resources and projects that are meant to be done collaboratively and can happen in a number of online environments, such as video calls or collaborative forums (like Slack or MS Teams). One such example is our Media Projects, which are ideal for online use. The projects have students working alone or together to create movie trailers, photo collections, infographics, and more. Small-group options are also present throughout the Teacher's Edition, and many of these translate very easily to distance-learning situations. Finally, the platform includes a new *Virtual Classroom* feature that allows teachers to schedule video check-ins via Microsoft Teams and Google Meets, from directly on our platform.
Do the materials include built in features for student-to-teacher interaction?	X				There are some opportunities for student-teacher interactions directly in the *HMH Into Literature* program. Teachers can provide feedback on

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					completed assignments, for example. In the writing portion of the program, teachers can provide feedback against a rubric, read student self-evaluations, and leave comments for revisions that the student can read and act on. Teachers are also able to use a *Teacher Review* feature to look at each student's version of the Digital Student Edition and see notes, annotations, and in-page answers that the student has entered. Teachers can ask students to answer questions on a specific page or leave comments at specific key points in the text and then informally monitor their work and progress using this feature.
Is a 1:1 device ratio required?	X					In order to properly track independent work, such as on-page notes and annotations, assessment results, and writing samples, students will need their own accounts, and so, a 1-to-1 experience is recommended. (Students in the same location sharing a device would need to do so serially, so that each has a chance to log in with a unique account.)
Are the assessments contained within the materials able to be securely completed by students online?	X					Yes, every reading selection and unit in *HMH Into Literature* has a corresponding assessment (available in both an online and printed format). We also have adaptive Growth Measure tests, Level-Up tutorials for remediation, and diagnostic tests focusing on grammar and common literary skills. All of these can be administered online as well. Teachers can even create and save their own custom assignments online, which can include 100% teacher-created items alongside HMH-provided

					ones. HMH-provided test items can be edited to fit each teacher's specific classroom needs, if desired. These custom assessments can then be saved and reused in future settings.
Is data available about user sessions (e.g., timestamps, content being viewed, callbacks fired, etc...)?			X		There is some user data that a teacher can see for assignments, including how long students spent on a test and how they answered assessment items, but metrics on how often students log in, how long they spend online, and which specific resources they view is not a level of detail that is currently present in HMH Ed.
Are there online professional learning supports to help teachers utilize the materials?	X				Getting help or refining your practices isn't limited to scheduled trainings or coaching. With *Teacher's Corner,* teachers have access to on-demand professional learning and teaching support via Ed, anytime, anywhere. Watch classroom videos, read tips from fellow teachers, and connect with our coaches and other teachers via live events. We want you to feel confident teaching with *HMH Into Literature*—and that comes with on-going support. Teacher's Corner gives you the support you want with an ever-growing library of professional learning resources from authentic classroom videos to tips from others teacher and our team of experienced coaches at no additional costs. So, whether you want to quickly prep for a lesson or invest time in your professional growth, we have trusted resources to enhance your instruction and classroom tomorrow.

Are there parent/guardian resources available for school systems to utilize: • For when there is in-person instruction? • For when there is hybrid instruction? • For creating continued learning plans for distance learning schedules?			**X**		At this time, parents/guardians are only able to see their students' accounts and have access to the learning videos their students see, such as *Peer Coach Videos* and *Close Read Screencast Videos*. The program does not have additional tutorial videos specifically aimed at parents/guardians at this time.

Learning Management Systems	Blackboard	Canvas	Eduphoria	Google Classroom	ItsLearning	Moodle	Schoology	Other: Please list below
Are the materials configured to work with one or more learning management systems? Check all that apply.	x	x	(x)	x	x	Moodle does not support this	x	See comment below

HMH Into program families (National plus some state versions) are available in Common Cartridge + QTI format. These can be provided upon request at no additional charge for an equal number of licensed subscriptions to our platforms. HMH does not import the files into third party platforms on behalf of customers, and as such does not charge for that service.

HMH Common Cartridges program packages are certified at the following IMS Global technical specifications: CC v1.2, CC v1.3 (Thin Profile), and QTI v2.1. These are designed to be used with LMS platforms that support the same technical specifications. To see which platforms are certified, please visit www.imsglobal.org. Note that CC & QTI experiences are subject to the proprietary functionality of LMS platforms.

(x) HMH offers a 90 day Digital Evaluation Agreement to allow educational institutions to test functional capabilities of CC & QTI in their selected systems.

System Access

System access questions address how users access the digital materials and what kind of logins/passwords are accepted/supported/required.

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Questions	Check Only One				Details
	Yes with core product	**Yes** with dependencies	**No**	Under Development	
Is single sign-on supported?	X				• Google SSO • SAML, OpenID Connect • ClassLink
Can the platform manage staff assigned to multiple schools with a single sign-on?	X				
Can co-teachers be assigned to multiple classes?	X				This can be completed via Admin imports or through the UI.
Can students who move between teachers or schools using the same materials be re-assigned without losing their work/progress?	X				Yes, Ed's rostering tools accommodate student mobility workflows and the appropriate core programs will be available to the student in the context of the new class the student is now in via its settings. Specific assignments are in the context of the individual classes, however. This means that if the student has taken a specific assignment with a previous teacher and a new teacher assigns them the same piece of work, then the student would need to complete the work again in the context of

					the new class. There is not visibility to the new teacher to the fact the student was already assigned and completed that lesson/activity.
Can the platform provide user accounts for staff members (principals and other admin) who are not assigned students?	**X**					They can be added as a school admin, giving them rights to all users in the selected school.
Can passwords be reset without assistance from trained IT staff?	**X**					● Teachers can use a "Reset Password" link, which will send them an email; they will then follow on screen instructions. ● Teachers can also set passwords for students in their class. ● If using SSO, you can turn these features off and force all traffic through the SSO Portal.
When working offline, does the product automatically sync when a connection is re-established?						The HMH Player app (to be replaced later this fall with the HMH Anywhere app) is an exciting app from HMH that connects teachers and students directly to program content. With the app, teachers and students can access Into Literature content while connected to the internet from an iPad, Chromebook, laptop, or desktop computer. Users can also download content to their devices for offline access at any time. Students and teachers will be able to view their notes, highlights, and annotations that they have made while offline when they sign into their accounts on other devices.

Technical Support

Technical Support questions are designed to help users understand what assistance to expect. These details are important to consider alongside local capacity for devices, networks, and use. Considering what level of independence users will have alongside these criteria can help schools and districts reflect on their needs for support.

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Technical Support	Check Only One				Details
	Yes with core product	Yes with dependencies	No	Under Development	
Is technical support provided to districts during initial set-up and deployment?	X				HMH Technical Support will be available via phone and email during the initial setup period.
Is technical support provided during the duration of the contract?	X				Technical support is available for teachers, administrators, school-level and district-level technology leaders, and students/families throughout the duration of the contract. Support is offered by phone, email, webform, and web-based self-service. ● Phone: 1.800.323.9239 (toll-free help desk with live specialists, Mon.–Fri., 7:00 a.m.–9:00 p.m. ET, excluding holidays) ● Email: techsupport@hmhco.com ● Webform support request tool: http://hmhco.force.com/customercase ● Technical support library: https://customercare.hmhco.com/ (click on Technical Support tab at the top) ● Help button: While on the platform, teachers and students can click the Help button. Help

						buttons on teacher accounts take the user to the Ed (Your Friend in Learning) Teacher Help site at http://downloads.hmlt.hmco.com/Help/Ed/Teacher/. The Help button on student accounts leads to the Ed (Your Friend in Learning) Student Help site, http://downloads.hmlt.hmco.com/Help/Ed/Student/. The Help site for school-level and district-level administrators is http://downloads.hmlt.hmco.com/Help/Ed/Administrator/. The majority of requests that arrive by phone are solved within the first contact, and requests received by email/webform receive a response within 24 hours. When a service request involves a more complex issue, our team of technical experts immediately begins working toward a solution and continues to maintain their focus until the issue is resolved.
If utilizing a free or trial version, is technical support provided?	X					Tech support free for all programs, pilot/trial or full purchase.
Are there self-service supports for troubleshooting?	X					Please see our above technical support response for details on available self-service methods.
Does technical support include planning for emergency access and district support?	X					HMH provides support for alternative access to our curriculum in times of crisis/need. More details can be found on our Learning Support page: https://www.hmhco.com/learningsupport

Compatibility

Compatibility questions address technical compatibility specifications. It is designed to help users understand how the materials will look and operate on various devices. These details are important to consider alongside local capacity for devices, networks, and use. Understanding what devices function best can help determine users' needs for district device or technical support.

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Questions	Check Only One				Details
	Yes with core product	**Yes** with dependencies	**No**	Under Development	
Does the product have a native mobile application?	X				There is an offline app available for content, though it does not offer the full system functionality that is available in the online version.
Is the product browser-based?	X				***Into Literature*** is accessible via the web-based Ed platform, using modern browsers that utilize HTML5 technology. Please see the following link for a listing of supported browsers: https://customercare.hmhco.com/csrportalnew/pts/platforms/.
Does the product use responsive design for rendering on smartphones?			X		Smartphones are not supported due to the limited screen size. Devices with screens 7" and smaller will not render all program content.
Does the product use responsive design for rendering on tablet devices?	X				Please see our responses in the following table for supported devices and operating systems.

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Does the product use responsive design for rendering on laptop devices?	**X**				Please see our responses in the following table for supported devices and operating systems.
Does the product use responsive design for rendering on desktop devices?	**X**				Please see our responses in the following table for supported devices and operating systems.
Are all users (students/teachers/staff/admin/parents) permitted to use the product on more than one device (e.g. computer at school and a laptop at home or a smartphone and a laptop)?	**X**				Licenses for HMH digital content allows for users to access program resources on multiple supported devices. Each licensed user is provided with his/her own login credentials.

Device Type	Mark box if device is compatible	Oldest operating system/version supported	Newest operating system/version supported	Details Indicate if the materials are designed for a specific device type or if they are generally compatible.
Windows	☒	8.1	10	HMH maintains an updated Product Technology Snapshot, at https://customercare.hmhco.com/csrportalnew/pts/home/, that provides details on all supported operating systems and browsers, as well as recommended configurations.
Linux	☐			
Windows Tablet	☒	8.1	10	
Apple Laptop/Desktop	☒	Mac 10.4	Mac 10.5	
iPhone	☐			
iPad	☒	iOS 12 (7"+ screen)	iOS 13 (7"+ screen)	
Android Phone	☐			
Android Tablet	☒	Android 7.1 & above (7"+ screen)	Android 7.1 & above (7"+ screen)	

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	Check	Col1	Col2
Chromebook/Chrome OS	☒	latest	latest
Amazon Fire OS	☐		
Other E-Reader	☐		
Interactive Whiteboard	☐		

Browser		Operating System						
		Apple		Windows				
	Check if browser is compatible	Oldest version supported	Newest version supported	Oldest version supported	Newest version supported	Linux	Chrome OS	N/A
Chrome	☒	latest	latest	latest	latest		latest	
Firefox	☒	latest	latest	latest	latest			
Safari	☒	latest	latest					
Edge (formerly Internet Explorer)	☒			latest	latest			
Internet Explorer	☐							
Other:___	☐							
Additional Notes:								

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Accessibility

Curricula with digital capabilities integrate accessible supports in a variety of ways. Accessibility questions pertain specifically to diverse learners who may need specific supports to be able to successfully interact with materials.

Questions	Check Only One				Details
	Yes with core product	Yes with dependencies	No	Under Development	
Screen Readers	X				Alternative text-based versions (with screen reader capability) or core videos are provided in the Student Editions.
Screen Magnification Software		X			Built-In OS magnifier
Text Readers		X			Text-to-Speech functionality is built in to the OS and Browsers in some cases
Adjustable Print Size				X	
Speech Input Software		X			Third Party input software and hardware can be used at the user's discretion but not something we test on
Header Point Devices		X			Third Party input software and hardware can be used at the user's discretion but not something we test on
Motion/Eye Tracking Devices		X			Third Party input software and hardware can be used at the user's discretion but not something we test on
Single Switch Entry Devices		X			Third Party input software and hardware can be used at the user's discretion but not something we test on
Braille Readers/ Display Devices		X			
Closed Captioning				X	

Alternative Input Devices		X			Third Party input software and hardware can be used at the user's discretion but not something we test on
High Color Contrast Display Options				X	
Translation of Text to Other Languages			X		
Bilingual Dictionaries available for students			X		
Are there required accessories (headsets, speakers)?			X		
Multiple Playback of audio/video			X		We do not support third party audio/video players other than our built-in Ed players.
Can students adjust the speed of audio/video playback?			X		
Are these accessibility supports able to be turned on/off?		X			User can disable read-along audio or video audio in favor of the screen reader read text alternatives
Does all browser-based technology satisfy the Web Content Accessibility Guidelines or VPAT?				X	The **Into Literature** program's digital content targets accessibility compliance, and we are currently remediating any gaps in order to provide students, teachers, and administrators with a WCAG 2.0 AA user experience. All **Into Literature** content and electronic instructional materials will be WCAG 2.0 AA compliant by December 2020.

Additional Technology Specifications

Data Security and Privacy

Data Security and Privacy questions address how student data storage, disposal, and adherence to privacy laws are addressed. If applicable, privacy reports and/or certificates can be found next to the respective indicator.

Questions	Check Only One			Details
	Yes	**No**	**Under Development**	
Data Security: Are data elements encrypted at rest, i.e. in a database or file system?	X			Houghton Mifflin Harcourt takes protection of our customers' user data very seriously. HMH has implemented and maintains technical, administrative, and physical security controls that are designed to protect the security, confidentiality, and integrity of personal information collected through our learning platforms from unauthorized access, disclosure, use, or modification. Our secure data management procedures include the following: • All user data are encrypted using standard Internet protocols; • All user data on our interface are transferred over HTTPS; • All user data in transit are protected by TLS 1.2; • All user data are housed on a scalable hosting architecture with AWS; • All user data are stored behind AES-256 encryption algorithms.
Data Security: Do the materials refer students to video, content, and other online sources that are not native to the materials?		X		
Data Security: Does the end-user licensing agreement allow customers to scrape data from the product?		X		When the site is manually accessed by the users, data can only be extracted using the reporting features provided in the Product and the end-user license provides the details of the 'Terms of Service/Use'. Automated or Bot based content/data scrapping access to the products are controlled and regulated

Feature/Requirement/Specification	Yes	No	Under Development	Details
				by the Web Application Firewall managed by the InfoSec Team. Any unknown bot access to the products are detected and blocked regularly. Exceptions to this control will be considered with a business justification requested and singed-off by the HMH business stakeholder.
Privacy: Is personally-identifying student data provided to, generated by, or stored in any systems used by the product?	X			Please see our K-12 Learning Platforms Privacy Policy, at https://www.hmhco.com/privacy-policy-k12-learning-platforms, for a listing of the types of data elements required to participate in our learning platforms. This includes information from administrators, teachers, students, schoolwork, user-generated content, and usage.
Privacy: Does the product/vendor make their student privacy policy publicly available?	X			https://www.hmhco.com/privacy-policy-k12-learning-platforms
Privacy: Does the product conform with FERPA regulations (e.g., allows districts to maintain direct control of the student record, implements permissions to prevent unnecessary disclosures, etc.)?	X			Our compliance with FERPA is delineated at https://www.hmhco.com/privacy-policy-k12-learning-platforms.
Privacy: Has a third-party evaluated the product for FERPA compliance?		X		
Privacy: Does the product allow registration or data collection from children under the age of 13?	X			HMH Privacy Policy: https://www.hmhco.com/privacy-policy-k12-learning-platforms

Installation

Feature/Requirement/Specification	Check Only One			Details
	Yes	No	Under Development	

Is the product downloaded to individual devices: one-time internet connection required?	**X**			There is an offline app available for content, though it does not offer the full system functionality that is available in the online version. Content must be downloaded to the app prior to Internet disconnection and/or disruption.
Is the product installed on individual computers (from CD-ROM/DVD, flash drive, etc.): no internet connection required?		**X**		
Is the product installed on LAN/WAN (school or district server): no internet connection required for teachers/students after installation?		**X**		
Required server configuration. Do network admins need to ensure a specific set of domains are whitelisted to allow the internet traffic to those endpoints?	**X**			Please see https://customercare.hmhco.com/product/techsupport/CCTechSupportSearchResults.html?isid=52829 for details on URLs that should be whitelisted and allowed to pass through firewalls, proxies, and content filters.
Does the product support deployment through Mobile Device Management (MDM) systems?		**X**		
Does the product provide a detailed schedule of updates that minimizes access interruption?	**X**			Any updates required to support the Ed platform and/or *Into Literature* will take place during low-traffic times—weekends, extended holiday breaks, and after 10:00 pm ET—in order to prevent disruption to users.
Does the login authentication use district protocols to establish unique and memorable usernames and passwords?	**X**			The program allows authorized users to establish unique student and staff IDs. Please refer to the following link for information on protocols: http://downloads.hmlt.hmco.com/Help/Ed/Administrator.
Is there an option for concurrent user licensing?	**X**			Concurrent use is available based on the number of licenses purchased. That is, licenses for HMH digital content is per user. Licenses are managed by the Technology Contact appointed by the school district, and can be deleted and re-issued each year.

Standards Compliance/Certification	Check all that apply	Details
SIF		
CEDS		
EDUPUB		
Ed-Fi (SIS/ODS)		
Ed-Fi (Assessments)		
IMS Global (Competencies and Academic Standards Exchange)	X	CC/QTI content releases beginning BTS 2020 include CASE guid references. This can verify be testing in LMS systems which support CASE.
IMS Global (Comprehensive Learner Record)		
IMS Global (Open Badges)		
IMS Global (One Roster)	X	Please refer to https://site.imsglobal.org/membership/members/houghton-mifflin-harcourt/37301?from_cert=true for a listing of all active HMH certifications.
IMS Global (Caliper Analytics)		
IMS Global (Question and Test Interoperability (QTI))	X	Please refer to https://site.imsglobal.org/membership/members/houghton-mifflin-harcourt/37301?from_cert=true for a listing of all active HMH certifications.
IMS Global (Learning Tools Interoperability (LTI))	X	Please refer to https://site.imsglobal.org/membership/members/houghton-mifflin-harcourt/37301?from_cert=true for a listing of all active HMH certifications.
IMS Global (LTI Advantage)	X	Full Certification. Please refer to https://site.imsglobal.org/membership/members/houghton-mifflin-harcourt/37301?from_cert=true for a listing of all active HMH certifications.

IMS Global (Common Cartridge)	**X**	Please refer to https://site.imsglobal.org/membership/members/houghton-mifflin-harcourt/37301?from_cert=true for a listing of all active HMH certifications.
IMS Global (Lite Common Cartridge)		
IMS Global (Open Video)		
Other:		

Implementation and Scalability	Yes/No or Value
What is the average page load time?	It is the goal of HMH to have all pages load in a reasonable time (within a few seconds), though it is often impossible to predict specific behavior on a user's end due to the differences in each location and machine's connection speeds, network bandwidth, browser settings, and other connectivity variables.
What is the required bandwidth per user?	All HMH platforms are global in scale and are currently supporting over a million users on a daily basis. We do recommend an average of 250 kbps of bandwidth per concurrent workstation or mobile device.
Are results of stress tests provided to customers?	No.
Is a disaster recovery plan for data provided to customers?	Yes. The Ed platform is a cloud infrastructure hosted by AWS. AWS uses a scalable hosting architecture, providing our customers with a cloud-based solution with failover capacity. All AWS services have operational redundancy, which would be included in an overall disaster resilience and recovery plan.
Are customers provided with a standardized implementation plan to ensure a successful rollout?	Yes. HMH has a standardized self-service path for implementation support for all programs, or an ability to work with our preferred integration partner (ClassLink) with special benefits.
Does the service level agreement include uptime guarantees of at least 95% excluding planned maintenance/down-times?	Houghton Mifflin Harcourt is dedicated to providing our customers with the highest quality Technical Support, and we believe in addressing all customer issues in a timely manner. We strive to provide 99.9% uptime outside of our regularly-scheduled maintenance and update windows (weekends, extended holiday breaks, and after 10:00 pm ET). In the event of an unplanned service outage, HMH will work diligently to resolve any technical issues the District may encounter as soon as possible.

Does the product require a VPN for off-site access?	No.