

# 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 is requesting 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.

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.

[Section 1: Usability Snapshot](#)

[Section 2: Technology Details](#)

- [Design](#)
- [System Access](#)
- [Technical Support](#)
- [Compatibility](#)
- [Accessibility](#)
- [Additional Technology Specifications](#)

## Section 1: Usability Snapshot

This section includes questions on digital design and support that allows users quick access to essential information. Please do not exceed a 150 word limit per question. You may use or remove prompt text in providing additional details. Words in the detail prompt text will not count toward the word limit.

**\* Note:**

“**Yes with core product**” below should be used to indicate functionality in the materials purchased that are available without LMS integration.

“**Yes with dependencies**” below refers to functionality present or accessible only through working in a separate LMS, by utilizing other software as a plug-in, or linking externally to sites outside the materials.

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?	✓				<p>The Activate Learning version is designed so that all students are able to access and complete work online. Our digital platform can be accessed in a variety of ways, including natively within the application or through an LMS integration such as Google Classroom, Canvas, or Schoology. Rostering and SSO are also possible through systems like Clever and Classlink.</p> <p>A continuous internet connection is required, but the system will continue to function if reliability is imperfect.</p> <p>The Activate Learning version does not require a 1:1 device ratio.</p>

In what ways do the materials support learning in hybrid settings (both in-person and remote learning) concurrently?	✓				The Activate version of OpenSciEd is designed to be used successfully in hybrid settings. With our digital platform, students working remotely can participate with their peers in classroom settings, capturing their noticings and wonderings, inputting data, answering questions and drawing models.
Are tasks, activities, and lessons able to be printed either for in-class use or for use in at-home learning?	✓				Yes, printable PDF or Google Doc versions of all materials are included. Printed versions of OpenSciEd materials are also available from Activate Learning.
Is there instruction so students can work independently (or with an adult at home)?	✓				OpenSciEd has created Remote Learning Adaptations of the units that provide guidance for students to engage with the materials asynchronously, however, students may miss some of the sensemaking that comes from discussions with their classmates.
Does the technology facilitate a teacher's ability to differentiate lessons, tasks, or other content for students?	✓				The Activate Learning platform trusts teachers' ability to differentiate lessons and follow recommendations provided by the OpenSciEd authors. Rather than mechanically modifying the curriculum based on student responses, it allows teachers to modify and customize the curriculum to meet student needs as they see fit.
Are there tutorials, videos, or other integrated supports in the materials to help educators to understand and/or utilize the materials?	✓				Every unit has a playlist of teacher-facing videos that provide guidance on the investigations, how to facilitate the lesson, and how to utilize technology tools. Additionally, every unit has an hour-long archived webinar that summarizes the unit.

Are there tutorials, videos, or other integrated supports in the materials to help parents/guardians to understand and/or utilize the materials?	✓				Every unit has a Home Communication letter that is meant to be sent home before the start of the unit. These letters are available in English and Spanish and are shared as Google Docs so that educators can adjust the language and create additional translations.
Are all of the following audiences provided access to the product as part of the core purchase? <ul style="list-style-type: none"> <li>• parents/guardians</li> <li>• Educators (Teachers, Administrators, etc.)</li> <li>• Students</li> </ul>	✓				Educators have access to view student responses and provide comments and guidance back to the students to support learning. Parents/guardians can view student work, scores and teacher comments by logging in with their student's account. Usage data can be viewed by Administrators.
Are the materials designed to integrate with a Learning Management System (LMS)?	✓				Yes, all materials are accessible via leading LMSs, including Canvas, Schoology and Google Classroom.
Does all content conform to the <a href="#">National Instructional Materials Accessibility Standard</a> ?	✓				Yes, NIMAS versions are available.
Is technical support during day-to-day use primarily the responsibility for the client or the publisher?	✓				Activate Learning's dedicated Customer and Product Support Teams are available Monday through Friday 9 AM through 6:30 PM ET. All inquiries sent to our Support Department receive an automated email confirming receipt. All incoming inquiries are monitored to ensure a timely response and resolution.


## 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. You may use or remove prompt text in providing additional details.

# 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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**“Yes with dependencies”** below refers to functionality present or accessible only through working in a separate LMS, by utilizing other software as a plug-in, or linking externally to sites outside the materials.

Questions	Check Only One				Details
	Yes with core product	Yes with dependencies	No	Under Development	
<p>Are the materials designed to be used with both digital and print components?</p> <p>Are there print options available for student-facing materials that could be utilized in a blended digital approach?</p> <p>Is the print content identical, similar, or comparable to the digital?</p>					<p>If yes,</p> <ul style="list-style-type: none"> <li>• What are the print options? (check all that apply)               <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Purchase hard-copy books/workbooks</li> <li><input type="checkbox"/> Photocopies available for purchase</li> <li><input checked="" type="checkbox"/> Users can print at home</li> </ul> </li> <li>• Add any additional details.               <ul style="list-style-type: none"> <li>○ Activate Learning provides printed materials for purchase, as well as downloadable PDFs for printing.</li> </ul> </li> </ul> <p>Print versions match the digital interactive edition and are ideal for a blended learning approach.</p>

Is the digital design of the materials intended to replicate a textbook experience?	✓				<ul style="list-style-type: none"> <li>The digital interactive edition provides identical content in a more usable notebook format by including text boxes for entering student answers, draw boxes for modeling and alternative options for audio recording of answers. Sentence starters are also provided to support students who struggle with writing.</li> </ul>
Are digital teacher guides available for the materials?	✓				<p>If yes,</p> <ul style="list-style-type: none"> <li>How do teachers access digital teacher guides? <ul style="list-style-type: none"> <li>The digital teacher guides are only available to teachers on the digital platform.</li> </ul> </li> <li>Are guides available to parents/guardians at home? <ul style="list-style-type: none"> <li>Parents don't have access to teacher guides through Activate Learning, but can freely access teacher guides directly from the OpenSciEd site.</li> </ul> </li> <li>Do teacher planning materials connect to student-facing lessons? <ul style="list-style-type: none"> <li>Yes.</li> </ul> </li> <li>Are there any additional costs for these resources? <ul style="list-style-type: none"> <li>No.</li> </ul> </li> </ul>
Do the materials contain videos/animations/simulations for student learning?	✓				<p>If yes,</p> <ul style="list-style-type: none"> <li>Specify frequency (every lesson, some lessons, only teacher support, both teacher and student). <ul style="list-style-type: none"> <li>The OpenSciEd materials have student-facing videos that introduce students to phenomena or help them gather information to make sense of them. The number of student-facing</li> </ul> </li> </ul>

					<p>videos varies greatly depending on the unit and the focal phenomenon. Most units have a few short videos for about half of the lessons. We also have teacher-facing videos that are designed to be just-in-time support for educators as they set up investigations and facilitate learning.</p> <ul style="list-style-type: none"> <li>○ The OpenSciEd materials utilize simulations as a way of sensemaking about phenomena. The amount of time interacting with simulations and data visualization tools varies from unit to unit but on average, every lesson has 2-3 simulations</li> <li>● Are these native to the materials or accessed by links that lead to other sources not maintained by the publisher? <ul style="list-style-type: none"> <li>○ All OpenSciEd video assets are hosted on the OpenSciEd YouTube channel. The OpenSciEd materials also provide alternative links for school systems that are not able to access YouTube.</li> <li>○ Most simulations can be accessed from Activate Learning and lead to content hosted by OpenSciEd. Some lead to presentations on external websites.</li> </ul> </li> </ul>
Is any or all online content dependent on links that are not maintained by the publisher?	✓				<ul style="list-style-type: none"> <li>● See above</li> </ul>
Do the materials include opportunities for online collaboration among students?	✓				<p>The OpenSciEd materials provide many opportunities for students to work with partners, groups and their classes. Our online platform supports students entering data, noticings/wonderings, etc. as appropriate.</p>

Do the materials include built in features for student-to-teacher interaction?	✓				Our digital platform supports robust interaction between students and teachers, including real-time sharing of student responses, as well as teacher comments to individual students to support their understanding.
Is a 1:1 device ratio required?			✓		1:1 is recommended but not required
Are the assessments contained within the materials able to be securely completed by students online?	✓				If yes, <ul style="list-style-type: none"> <li>Is this true of all assessments? <ul style="list-style-type: none"> <li>Yes.</li> </ul> </li> <li>Are assessments editable by teachers? <ul style="list-style-type: none"> <li>Yes.</li> </ul> </li> </ul>
Is data available about user sessions (e.g., timestamps, content being viewed, callbacks fired, etc...)?	✓				If yes, <ul style="list-style-type: none"> <li>How is this gathered and reported? <ul style="list-style-type: none"> <li>All student answers include timestamps accessible to students and teachers. Administrators have access to usage report data for teachers and students.</li> </ul> </li> <li>Who has access to this data? <ul style="list-style-type: none"> <li>See above.</li> </ul> </li> </ul>
Are there online professional learning supports to help teachers utilize the materials?	✓				If yes, <ul style="list-style-type: none"> <li>Our Support site includes free PL materials online. In addition to our free materials, deeper, in-depth materials are available for a fee.</li> <li>If districts have purchased Professional Learning, their teachers have access to a Professional Learning folder with additional support materials.</li> </ul>
Are there parent/guardian resources available for school systems to utilize: <ul style="list-style-type: none"> <li>For when there is in-person instruction?</li> </ul>				✓	The Activate version of OpenSciEd is designed to be used successfully in hybrid settings. With our digital platform, students working remotely can participate with their peers in classroom settings, capturing their



<ul style="list-style-type: none"> <li>For when there is hybrid instruction?</li> <li>For creating continued learning plans for distance learning schedules?</li> </ul>						noticings and wonderings, inputting data, answering questions and drawing models.
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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.		✓		✓			✓	

LMS integrations are all tested with the most current versions of our materials and the LMS. Integrated features include rostering, assignments and grade passback. There is a fee for integrations.

## 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?	✓				ALDP supports SSO through various LMS, as well as a variety of Single Sign-on methods such as Google SSO, Clever, Classlink and RapidIdentity.
Can the platform manage staff assigned to multiple schools with a single sign-on?	✓				Yes
Can co-teachers be assigned to multiple classes?	✓				Yes, co-teachers can be assigned to multiple classes, managed as part of the rostering process, which is generally configured by school or district administrators.
Can students who move between teachers or schools using the same materials be re-assigned without losing their work/progress?	✓				Yes
Can the platform provide user accounts for staff members (principals and other admin) who are not assigned students?	✓				Yes. Permissions are controlled by assigning the role of District Administrator. Access is controlled via secure authentication. Additional purchase is not required.
Can passwords be reset without assistance from trained IT staff?	✓				If a customer authenticates via Single Sign-on methods, the credentials are managed by the LEA. If a customer authenticates manually via natively managed credentials, the password can be reset without assistance.
When working offline, does the product automatically sync when a connection is re-established?				✓	Although bandwidth requirements are low, a continuous internet connection is required.

### 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?	✓				<p>Yes. Support is provided for educators and administrators. In addition to technical assistance, we also have a team of pedagogical experts who assist educators and administrators with questions related to assessment administration, results analysis, and K-8 literacy instruction. Our team, composed of former school leaders and teachers with extensive knowledge of the Activate Learning curriculum, is available to support leaders and teachers in understanding the pedagogical aspects of our solutions. By combining comprehensive technical support with access to pedagogical expertise, Activate Learning aims to ensure that all users receive prompt, relevant answers that enhance program impact. Customer Care Analysts are available Monday through Friday, 8a.m. to 5p.m. ET:</p> <ul style="list-style-type: none"> <li>● Phone: 1-800-698-8463</li> <li>● Email: support@activatelearning.com</li> <li>● Chat: Customer support through chat is available directly from our applications by clicking on the Activate Learning Chat icon."</li> </ul>

Is technical support provided during the duration of the contract?	✓				Support is provided during the duration of the contract. Please see above.
If utilizing a free or trial version, is technical support provided?	✓				Support is provided during the trial version. Please see above.
Are there self-service supports for troubleshooting?	✓				Yes, self-service support, documentation and training videos are provided on our <a href="#">Support site</a> .
Does technical support include planning for emergency access and district support?	✓				Yes, Activate Learning supports both individual schools and large district implementations.

### 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	LMS Dependent	No	Under Development	
Does the product have a native mobile application?			✓		The digital version is accessible via a mobile browser, either Chrome or Safari.
Is the product browser-based?	✓				

Does the product use responsive design for rendering on smartphones?	✓				
Does the product use responsive design for rendering on tablet devices?	✓				
Does the product use responsive design for rendering on laptop devices?	✓				
Does the product use responsive design for rendering on desktop devices?	✓				
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)?	✓				

Device Type	Mark box if device is compatible	Oldest operating system/version supported	Newest operating system/version supported	Details
Windows	✓	Windows 10	Windows 11	Indicate if the materials are designed for a specific device type or if they are generally compatible.
Linux	✓			
Windows Tablet	✓	Windows 10	Windows 11	
Apple Laptop/Desktop	✓	OS 10.12	Latest OS	
iPhone	✓	iOS13	Latest iOS	There are no differences.
iPad	✓	iPadOS 13	Latest iOS	
Android Phone	✓		Latest OS	There are no differences.
Android Tablet	✓		Latest OS	
Chromebook/Chrome OS	✓	Latest OS	Latest OS	

Amazon Fire OS				
Other E-Reader				If supported, specify which e-readers are compatible.
Interactive Whiteboard				

Browser		Operating System						
		Apple		Windows		Linux	Chrome OS	N/A
	Check if browser is compatible	Oldest version supported	Newest version supported	Oldest version supported	Newest version supported			
Chrome	✓	Last two versions	Current version	Last two versions	Current version	Latest 2 versions	Latest 2 versions	
Firefox	✓		Current version		Current version			
Safari	✓	11+	Current version		Current version			
Edge (formerly Internet Explorer)	✓		Current version		Current version			
Internet Explorer								
Other:____								
Additional Notes:								

### 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	✓				
Screen Magnification Software	✓				
Text Readers	✓				
Adjustable Print Size	✓				
Speech Input Software	✓				
Header Point Devices	✓				
Motion/Eye Tracking Devices	✓				
Single Switch Entry Devices	✓				
Braille Readers/ Display Devices	✓				
Closed Captioning	✓				
Alternative Input Devices	✓				
High Color Contrast Display Options	✓				
Translation of Text to Other Languages	✓				All student-facing text is available in over 130 languages.
Bilingual Dictionaries available for students			✓		
Are there required accessories (headsets, speakers)?			✓		

Multiple Playback of audio/video	✓				
Can students adjust the speed of audio/video playback?	✓				
Are these accessibility supports able to be turned on/off?	✓				The user can turn accessibility features on/off.
Does all browser-based technology satisfy the Web Content Accessibility Guidelines or <a href="#">VPAT</a> ?	✓				Our digital version has been certified by a third-party as meeting WCAG 2.1 A and AA guidelines. See our <a href="#">accessibility statement</a> for details.

### 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	
<b>Data Security:</b> Are data elements encrypted at rest, i.e. in a database or file system?	✓			<p>Activate Learning takes user privacy and data security seriously. We use industry-standard measures to safeguard personal information in its possession against loss, theft, unauthorized use, or disclosure. Steps taken to secure student data include the following:</p> <ul style="list-style-type: none"> <li>Any sensitive online information is transmitted over secure, encrypted channels via HTTPS. Sensitive information is not transmitted over email.</li> <li>Any data at rest is encrypted using the industry-standard AES256 encryption algorithm.</li> </ul>



			<ul style="list-style-type: none"> <li>All student data are stored on secure servers utilizing firewall technology and are only accessible via HTTPS and with proper authentication.</li> </ul>
<b>Data Security:</b> Do the materials refer students to video, content, and other online sources that are not native to the materials?	✓		Student materials can include third-party links to external websites. These websites provide educational information to students such as, graphical and/or tabular data, simulations or videos.
<b>Data Security:</b> Does the end-user licensing agreement allow customers to scrape data from the product?	✓		Activate Learning works with districts to facilitate export or access to data.
<b>Privacy:</b> Is personally-identifying student data provided to, generated by, or stored in any systems used by the product?	✓		<p>Required elements:</p> <ul style="list-style-type: none"> <li>First name</li> <li>Last name</li> <li>Email</li> <li>Password</li> <li>District identifier</li> <li>Student school enrollment</li> <li>Student class enrollment</li> </ul> <p>Created Elements</p> <ul style="list-style-type: none"> <li>Student-generated content</li> </ul> <p>Stored elements:</p> <ul style="list-style-type: none"> <li>All of the above</li> </ul>
<b>Privacy:</b> Does the product/vendor make their student privacy policy publicly available?	✓		<a href="https://activatelearning.com/privacy-policy/">https://activatelearning.com/privacy-policy/</a>
<b>Privacy:</b> 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.)?	✓		Activate Learning adheres to applicable federal and state laws. Specifically, all our products are constructed to support Local Education Agency (LEA) compliance with relevant data privacy and security laws, including FERPA. FERPA and other regulations pertaining to the use of student Personally Identifiable Information (PII) impose constraints on how LEAs may share such information.

				The collection, use, and sharing of student PII through our products are governed by <a href="#">Activate Learning's Privacy Policy</a> .
<b>Privacy:</b> Has a third-party evaluated the product for FERPA compliance?		✓		Although Activate Learning has not undergone a third-party evaluation explicitly focused on FERPA compliance, we routinely engage in third-party assessments. This includes the successful yearly completion of a SOC 2 Type 2 examination of controls relevant to security and operation effectiveness.
<b>Privacy:</b> Does the product allow registration or data collection from children under the age of 13?			✓	ALDP is designed to work in school settings and is not offered to the general public, including children under the age of 13. ALDP does not allow for direct registration. However, student material for children under the age of 13 is offered through the ALDP platform. As such, we collect PII for children under the Age of 13.

## Installation

Feature/Requirement/Specification	Check Only One			Details
	Yes	No	Under Development	
Is the product downloaded to individual devices: one-time internet connection required?		✓		The Activate Learning platform is a Software as a Service application delivered via web browser.
Is the product installed on individual computers (from CD-ROM/DVD, flash drive, etc.): no internet connection required?		✓		The Activate Learning platform is a Software as a Service application delivered via web browser.
Is the product installed on LAN/WAN (school or district server): no internet connection required for teachers/students after installation?		✓		The Activate Learning platform is a Software as a Service application delivered via web browser.

Required server configuration. Do network admins need to ensure a specific set of domains are white listed to allow the internet traffic to those endpoints?		✓	Domains to be whitelisted can be found at the following link: <a href="https://support.activatelearning.com/categories/aldp-id/articles/what-are-the-system-requirements-for-the-activate-learning-digital-platform">https://support.activatelearning.com/categories/aldp-id/articles/what-are-the-system-requirements-for-the-activate-learning-digital-platform</a>
Does the product support deployment through Mobile Device Management (MDM) systems?		✓	The Activate Learning platform is a Software as a Service application delivered via web browser.
Does the product provide a detailed schedule of updates that minimizes access interruption?			The Activate Learning platform is periodically updated to enhance user experience. Features and updates are released on an ongoing basis with minimal disruption or downtime. If any downtime is anticipated, the update is scheduled during common school vacation times.  Should a service interruption occur, an update is provided on the system status page. <a href="https://support.activatelearning.com/system-status">https://support.activatelearning.com/system-status</a>
Does the login authentication use district protocols to establish unique and memorable usernames and passwords?	✓		Activate Learning recommends the use of Single Sign On, in which usernames and passwords are managed by the school or district.  If a customer selects to use ALDP-managed credentials, unique usernames and passwords are established for user authentication, which allows users to modify their passwords.
Is there an option for concurrent user licensing?		✓	

Standards Compliance/Certification	Check all that apply	Details
SIF		If checked, include where customers can verify this information.
CEDS		If checked, include where customers can verify this information.

EDUPUB		If checked, include where customers can verify this information.
Ed-Fi (SIS/ODS)		If checked, include where customers can verify this information.
Ed-Fi (Assessments)		If checked, include where customers can verify this information.
MS Global (Competencies and Academic Standards Exchange)		If checked, include where customers can verify this information.
IMS Global (Comprehensive Learner Record)		If checked, include where customers can verify this information.
IMS Global (Open Badges)		If checked, include where customers can verify this information.
IMS Global (One Roster)	✓	Activate Learning supports rostering with One Roster via API through our integration partners, including Edlink, ClassLink, and Clever.
IMS Global (Caliper Analytics)		If checked, include where customers can verify this information.
IMS Global (Question and Test Interoperability (QTI))		If checked, include where customers can verify this information.
IMS Global (Learning Tools Interoperability (LTI))		If checked, include where customers can verify this information.
IMS Global (LTI Advantage)		If checked, include where customers can verify this information.
IMS Global (Common Cartridge)		If checked, include where customers can verify this information.
IMS Global (Lite Common Cartridge)		If checked, include where customers can verify this information.
IMS Global (Open Video)		If checked, include where customers can verify this information.
Other:		If checked, list and include where customers can verify this information.

Implementation and Scalability	Yes/No or Value
What is the average page load time?	Our digital platform is a single-page application. As such, resources are cached during initial load to decrease load times. The average load time of pages is under 3 seconds.

What is the required bandwidth per user?	Please the following link for requirements: <a href="https://support.activatelearning.com/categories/aldp-ide/articles/what-are-the-system-requirements-for-the-activate-learning-digital-platform">https://support.activatelearning.com/categories/aldp-ide/articles/what-are-the-system-requirements-for-the-activate-learning-digital-platform</a>
Are results of stress tests provided to customers?	No
Is a disaster recovery plan for data provided to customers?	Yes, upon request
Are customers provided with a standardized implementation plan to ensure a successful rollout?	Yes
Does the service level agreement include uptime guarantees of at least 95% excluding planned maintenance/down-times?	Yes
Does the product require a VPN for off site access?	No

Once this document is complete and ready to submit to EdReports, please fill-out a [Technology Information Document Submission Certification](#) to certify that the information is final and accurate.