Itslearning – Product Information Document

Prepared by, Matthew Jordan
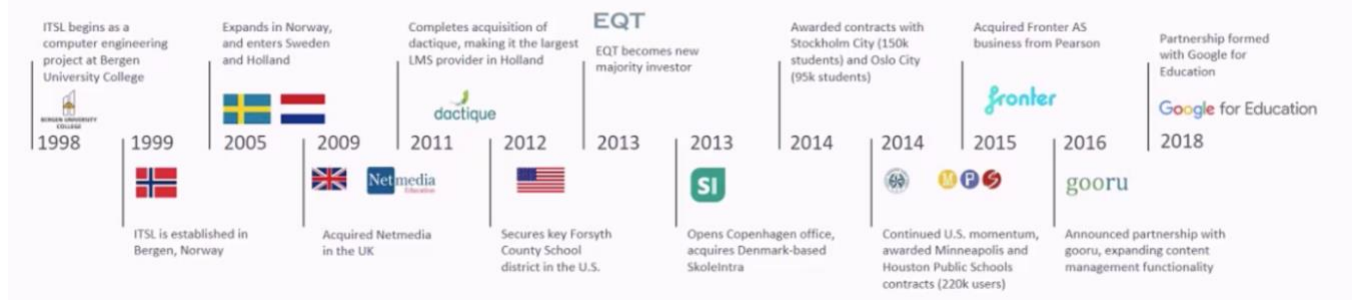
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INTRODUCTION

In 1998, a group of students at Bergen University College asked themselves a simple question: Why were digital tools rarely being used to teach at their school? Being ambitious computer engineers, they decided to change that. For their master's project, they built a learning management system. A single place where teachers could share educational resources and files, and students could complete and hand-in assignments. It was a hit. The next year, itslearning was born and Bergen University College became its first customer.

20 years later our mission is still to make the world's best teaching and learning solutions for schools in order to play our part in helping improve the world of education.

In total itslearning support more than 7 million users making us Europe's most popular learning platform. In the UK there are around 1 million users across schools, colleges, local authorities and the NHS.

Our history

1998	1999	2005	2009	2011	2012	2013	2013	2014	2014	2015	2016	2018

ITSL begins as a computer engineering project at Bergen University College

Expands in Norway, and enters Sweden and Holland

Completes acquisition of dactique, making it the largest LMS provider in Holland

EQT becomes new majority investor

Awarded contracts with Stockholm City (150k students) and Oslo City (95k students)

Acquired Fronter AS business from Pearson

Partnership formed with Google for Education

ITSL is established in Bergen, Norway

Acquired Netmedia in the UK

Secures key Forsyth County School district in the U.S.

Opens Copenhagen office, acquires Denmark-based SkoleIntra

Continued U.S. momentum, awarded Minneapolis and Houston Public Schools contracts (220k users)

Announced partnership with gooru, expanding content management functionality

We look forward to partnering with to help support your goals.

Sincerely,

Matthew Jordan
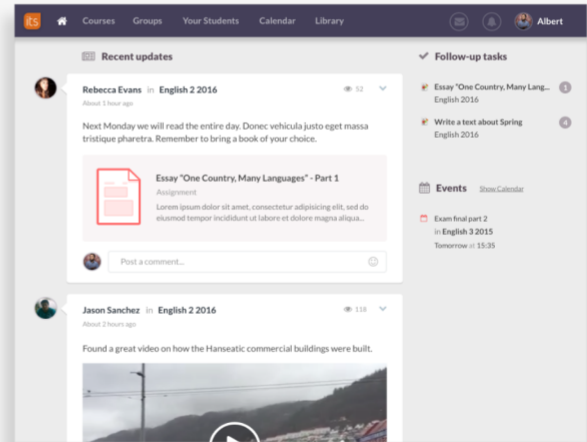Head of Sales & Marketing

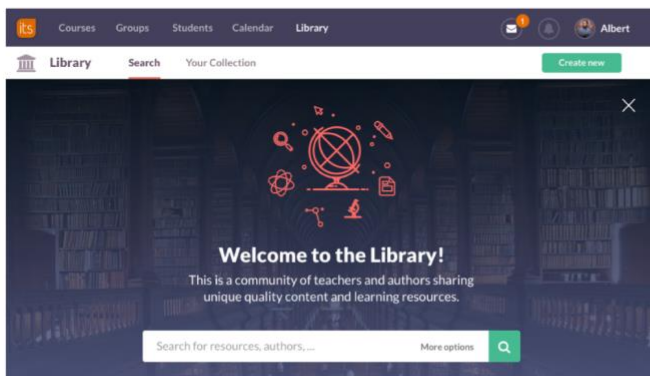## PROPOSITION

Improve Cost Efficiency

Introducing eLearning hours

Using a learning platform reduces costs and saves time. Typically, students would study within a classroom environment; by using itslearning, colleges can introduce online learning hours where students learn either from home or independently within the college. This frees up classrooms, learning resources and tutors.

Read how Hopwood Hall College saved £1.4 million in three years.

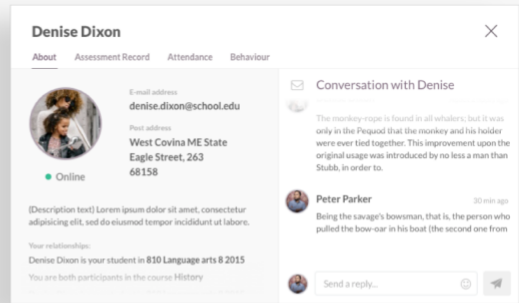# Extend the Catchment Area & Open up New Markets

Be flexible

Attract more students by offering flexibility. In today's world, learning is no longer 9am to 5pm. By offering online learning, it eliminates the traditional "catchment area", it allows students to take control of their own learning and enables them to study when it suits them.

Raise Student Outcomes
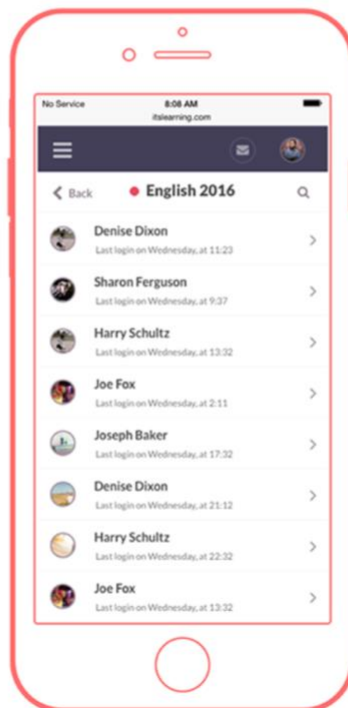
Let students take ownership

Enable students to learn new content at their own pace and 'replay' lessons, coursework, and assessments as needed. itslearning turns the physical classroom into a collaborative learning space where students create content, share ownership of learning, and reinforce knowledge through activity, discussion and application.

itslearning's collaboration with Hopwood Hall College has helped to drive up learner success rates by 10 percentage points, propelling it into the top quartile of the UK FE sector.
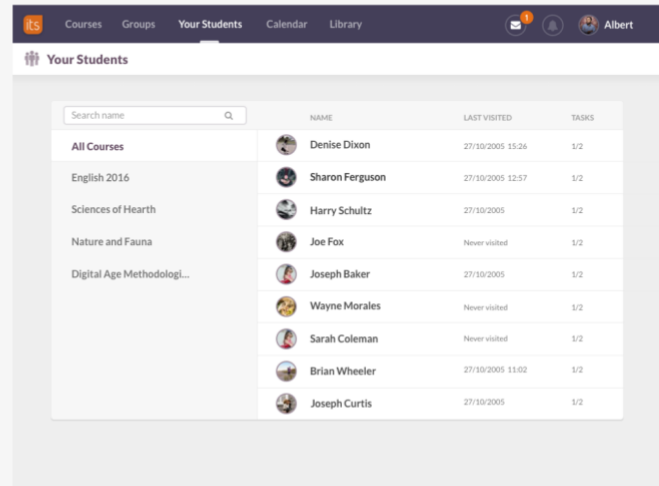
Meet Student Expectations of Technology

Today's learners see their educational futures built around technology. Devices such as smartphones and tablets have become ever-present in day to day life, with learners eager to incorporate these tools into their learning with the expectation of being able to access their learning materials whenever and wherever. With itslearning there are no barriers to learning, tutors and learners can access materials 24/7 on any device.

Increase Retention Rates

Meeting the needs of the individual

The ability to easily monitor the progress of students leads to increased retention rates. Track which students are completing their work on time. Those that aren't can be easily identified and appropriate action can be taken in a timely manner.

"itslearning allows us to track learner progress easily through the use of online assignments and tests. Staff can easily input and upload resources to help deliver sessions within the mindset of Blended Learning. The interface is very user friendly allowing for those who may be apprehensive to engage with technology to develop their skill sets and try new things".

Gary Vear, Learning Technology Manager at Accrington & Rossendale College

FEATURES

This is just the beginning.

Above and beyond the areas discussed, itslearning has a host of features and functionality which is available to the council. In addition, we also have strong partnerships with the following organisations to bring their technology into the platform:

itslearning is constantly improving the features we offer. Outlined below are the main technical features of itslearning:

Parent Engagement

Parent Dashboard

- Parents can view details of all their children in one place
- Monitor and support their child with homework and other tasks
- View ePortfolios, Individual Learning Plans and course Plans View grades, teacher feedback on work and achievement of learning objectives

Parent App

- Free Android or iOS app where parents can access all their children's information, even if they attend different schools
- Keep up to date with homework, events, messages from their phone

Reporting

Course Level Reports

- A range of reports enabling teachers to monitor students' progress including accessing of course resources and activities, achievement against learning objectives and student performance trends

Administrator Reports

- Standard reporting tools to monitor site logins, course visits and storage use

Advanced Reporting

- A suite of cross-site reports to enable managers to monitor learning objectives alignment, course content and use, user uptake and engagement

Custom Reports

- Optional customised report templates
- Optional access to itslearning data warehouse via API

Organisation

Calendar

- Aggregated view of all relevant course calendars
- Personal calendar
- Enables resource booking
- Displays all relevant course Plans

The Planner

- Allows teachers to collaborate in the creation of detailed plans for a specific area of teaching and learning.
- Connect learning objectives and link directly to relevant resources from the plans
- Learner's Plan Viewer guides the student through the plan and creates a learning path through resources

Registration

- allocate and book appointments with different resources
- manage mentor sessions, group work, excursions, parent consultations etc

Mobile Learning

Responsive Web-design Framework

- Web-based SaaS service works on Mac and Windows computer, tablets, and smartphone operating systems
- Supported on all modern browsers, including Chrome, Firefox, Safari, Edge and Internet Explorer
- Completely device agnostic. Web-first responsive design model ensures that you can connect to your tools and resources regardless of the chosen device or screen size.

Mobile App

- Designed to work with all major mobile platforms, including iOS, Android, and more.
- Supports push notifications and pin code authentications after the initial authentication process.

Communication

Bulletins

- News and announcements can be quickly broadcast to groups of users

Internal messaging

- Instant messaging system allows teachers and students to communicate with each other in real-time

Notifications

- Automated notifications alert the user to key events, eg a piece of work has been assessed

O365 email

- Optional integrated Microsoft O365 provides email accounts for all students and staff

Reflection / Development

Blog

- Each student and teacher has their own blog for reflection, keeping a learning journal and sharing

E-Portfolio

- Course-based and personal portfolios can be created by students and teachers to share work, including publicly on the internet if desired

Individual Learning Plans

- Mentors work with students or teachers to set and monitor personal, learning or professional development goals in the Individual Learning Plan

Resources & Activities

File Upload

- A wide variety of resources can be added to a course to support learning, from files and folders (including from your Google Drive, Dropbox or OneDrive)

Multimedia

- Video and audio files can be uploaded and played within itslearning
- Content from external sites such as Youtube, Vimeo and SoundCloud can be embedded in the page
- Video and audio can be recorded directly into the page to provide feedback, instructions and support

Office Online Integration

- Uploaded Word, PowerPoint, Excel and .pdf files are automatically embedded in the page for instant access and editing from any device, without the need for Microsoft Office software.
- Teachers can create new Office Online documents from scratch within itslearning.

Interactive Resources

- Teachers can add a wide range of activities including discussion forums, surveys, assignments, self-marking tests and quizzes to their courses
- 3rd party embedded content eg Quizlet, SlideShare, Prezi
- SCORM compliant content and apps integrated via LTI

Assessment

Assignment

- Enables tasks to be set, completed, marked and returned online. Both teacher and student views support the use of embedded, self-recorded audio and video, 3rd party embedded content e.g. Prezi as well as attachments of multiple files. Teachers can feedback and students can respond to feedback.
- Supports multiple assessment and anonymous submissions

Task

- Set, monitor and assess off-line tasks and practical activities

Test / Quiz

- Self-marking tests and quizzes with a wide variety of question formats.
- Supports the use of media and embedded content in both questions and responses.

Plagiarism Tool

- Optional integrated plagiarism checker reports on potentially plagiarised content in student work

Test Mode Browser

- Optional add-on to the test tool, which 'locks down' the student's computer while taking a test.
- Prevents the opening of any other browser windows or applications until the test has been completed.

Online Annotation

- Students' attached work can be viewed and annotated online without the need to download.

Learning Objectives

- Assign learning objectives to resources, activities, plans and assessments.
- Monitor student achievement against objectives and ensure adequate curriculum coverage.

Rubrics

- Create rubrics for learning objectives to support criteria-based assessment

Assessment Record

- An online mark-book automatically records all assessments
- Exports to Excel for import to other systems/further analysis

Collaboration

Video Conferencing

- itslearning native embedded meeting rooms
- Optional Zoom webinar/meeting tool integrated via LTI

Via Google Apps

- Teachers can set collaborative tasks in Google Apps from itslearning

Projects

- A collaborative space where students and/or instructors can assemble to discuss common interests or work together on shared projects.

Group assignments

- Assignments can be set to individual learners or to groups for collaborative projects

Library

- Teachers can collaborate on and share resources across their own organisation, across multiple organisations within their itslearning site or across the global itslearning community

Content

Library

- Search or browse resources shared by teachers from your own organisation, other organisations sharing your itslearning site and the global itslearning community
- Rate, review and 'favourite' resources
- Save to your personal collection for later or add directly to a course or plan

HOSTING & SUPPORT

itslearning takes provide a fully secure SaaS (Software as a Service) platform that is available 24/7 all year round. itslearning is hosted in the Cloud by Amazon Web Services, thereby freeing up any worries about any hosting, security, or hardware or software issues.

Our hosting environment at Amazon AWS is in Frankfurt Germany and is compliant with SOC 1/SSAE 16/ISAE 3402 (formerly SAS70), SOC 2, SOC 3, ISO 27001, and more. A copy of the compliance documentation can be found at: http://aws.amazon.com/compliance/

We have an average up-time of over 99.99%, and we work very hard to continuously improve the service we provide. As a rule, we do not plan for downtime periods when doing maintenance on hardware or software.
•	itslearning guarantees having a minimum of 99.7% up-time 24 hours a day, seven days a week, except for notified periods of updating and maintenance. Availability is measured for each calendar month. itslearning will continuously make public our up-time measurements calculated as follows:
•	Up-time = (100 - Planned downtime - Unplanned downtime)/ (100 - Planned downtime)
•	The up-time guarantee from itslearning is limited to products and software produced by itslearning.

As for upgrades, the new releases do not require any downtime. Usually there are tens of thousands of users online while upgrading the service.

Itslearning will provide the organisation with a dedicated account manager, pedagogical consultant and access to technical support via telephone, email and online.

Our service agreement can be found here: https://itslearning.com/global/terms-and-conditions/