**Site Visits for the VLE**

Name:

**Background**

CT AB

|  |  |
| --- | --- |
| How long with this vendor? |  |

|  |  |
| --- | --- |
| When last VLE review |  |

|  |  |
| --- | --- |
| Change – if so why? |  |

Notes

|  |
| --- |
|  |

**Relationship with the vendor?**

CT AB NK

Is it

|  |  |  |
| --- | --- | --- |
| Good? (10) | Ok? ( 5) | Poor? (0) |
| Is this relationship | | |
| Getting better (10) | Maintaining ‘as is’ (5) | Getting worse (0) |

How has the relationship been over the last 2 years (5years?)

|  |
| --- |
|  |

How has the vendor managed the communication of upgrades?

|  |  |  |
| --- | --- | --- |
| Good? (5) | Ok? (3) | Poor? (0) |

What was the nature of the changes? (pedagogic - technical – usability)

|  |
| --- |
|  |

**Overall performance?**

CT AB NK GI

|  |  |  |
| --- | --- | --- |
| Good? (10) | Ok? ( 5) | Poor? (0) |
| Is this relationship | | |
| Getting better (10) | Maintaining ‘as is’ (5) | Getting worse (0) |

Notes

|  |
| --- |
|  |

**If any dips – are there known features that cause these?**

Notes

|  |
| --- |
|  |

**How has the stability/resistance of the system been?**

Notes

|  |
| --- |
|  |

**Assessment tool any critical periods – e.g. hand in?**

Notes

|  |
| --- |
|  |

**Rate the system down time (vendor issue – not – user i.e how often go down at ‘vendor’ end)**

|  |  |  |
| --- | --- | --- |
| Never or rarely (10) | Two or three times a year (5) | Often (0) |

**Staff adoption and feedback?**

CT AB

How have staff adopted the VLE/feedback on the VLE

|  |  |  |
| --- | --- | --- |
| Good? (10) | Ok? (5) | Poor? (0) |
| Is this relationship | | |
| Getting better (10) | Maintaining ‘as is’ (5) | Getting worse (0) |

Notes

|  |
| --- |
|  |

**Please rate the vendor provided training materials**

**For staff**

|  |  |  |
| --- | --- | --- |
| Good? (10) | Ok? (5) | Poor? (0) |

**For ICT**

|  |  |  |
| --- | --- | --- |
| Good? (10) | Ok? (5) | Poor? (0) |

**Notes**

|  |
| --- |
|  |

**Student feedback on the VLE (see student evaluation notes)**

GI

|  |  |  |
| --- | --- | --- |
| Good? (10) | Ok? (5) | Poor? (0) |

Look and feel?

|  |  |  |
| --- | --- | --- |
| Good? (10) | Ok? (5) | Poor? (0) |

Overall student perspective is it:

|  |  |  |
| --- | --- | --- |
| Getting better (10) | Maintaining ‘as is’ (5) | Getting worse (0) |

Notes

|  |
| --- |
|  |

**Experience of having to escalate issues to vendor (i.e. to service desk) has been**

NK

|  |  |  |
| --- | --- | --- |
| Responsive/Helpful? (10) | issue ‘joins the queue’ (5) | Unresponsive/Unhelpful (0) |

Notes

|  |
| --- |
|  |

Are Integration with 3rd party applications e.g. Student Record Systems (OpenAPIs)

|  |  |  |
| --- | --- | --- |
| Good? (10) | Fair? (5) | Poor? (0) |

Notes

Integration with authentication systems (Active Directory, SAML 2 based systems)

|  |  |  |
| --- | --- | --- |
| Good? (10) | Fair? (5) | Poor? (0) |

Notes