

# LMS Vendor and Platform Evaluation Checklist

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Choosing the right learning management system (LMS) can feel overwhelming. This comprehensive checklist, based on the training industry's best practices for 2024 and beyond, will help you ensure the LMS you select meets your organization's needs and delivers an excellent learning experience. We also invite you to check out our **No-Nonsense LMS Buyer's Guide (coming soon!)** for additional guidance.

## User Management

Requirement	Priority (high/medium/low)	Y/N	Notes
Registration (users can create and verify accounts)		<input type="checkbox"/>	
Easy Password Reset		<input type="checkbox"/>	
Profile Management (users can update profiles and manage account preferences)		<input type="checkbox"/>	
Administrator Controls (e.g., assign permissions learning tracks based on role, group or interest,		<input type="checkbox"/>	

add/remove users)			
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## Course and Content Management

Requirement	Priority (high/medium/low)	Y/N	Notes
Built-in Course Authoring		<input type="checkbox"/>	
Integrations with Course Authoring Tools (e.g., dominKnow)		<input type="checkbox"/>	
Flexible Content Types (e.g., video, quizzes, interactive modules)		<input type="checkbox"/>	
Supports Industry-standard Formats (e.g., SCORM, AICC,)		<input type="checkbox"/>	
Content Versioning		<input type="checkbox"/>	
Course Enrollment (administrator assigned and self-enrollment)		<input type="checkbox"/>	
Progress Tracking/Reminders		<input type="checkbox"/>	
Completion Certifications		<input type="checkbox"/>	
Course Catalog		<input type="checkbox"/>	
Course/Content Search and Filtering		<input type="checkbox"/>	
Free Course Bundles		<input type="checkbox"/>	

Discounted 3rd-Party Training Bundles		<input type="checkbox"/>	
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## Assessment and Feedback

Requirement	Priority (high/medium/low)	Y/N	Notes
Quiz and Test Creation (pre- and post-course evaluations)		<input type="checkbox"/>	
Question Types (multiple-choice, true/false, short answer)		<input type="checkbox"/>	
Test Tracking (attempts and progress)		<input type="checkbox"/>	
Automatic and Manual Grading		<input type="checkbox"/>	
Learner Surveys		<input type="checkbox"/>	
Course Ratings and Reviews		<input type="checkbox"/>	

## Reporting and Analytics

Requirement	Priority (high/medium/low)	Y/N	Notes
Pre-built Reports for Common Metrics (e.g., user progress, course completions, test/quiz performance, content usage)		<input type="checkbox"/>	

Custom Reporting		<input type="checkbox"/>	
Data Visualization (charts/graphs)		<input type="checkbox"/>	
Export Functionality (e.g., CSV, Exel, PDF)		<input type="checkbox"/>	
Integrations with Business Intelligence/Analytics		<input type="checkbox"/>	

## User Experience and Engagement

Requirement	Priority (high/medium/low)	Y/N	Notes
Intuitive Interface		<input type="checkbox"/>	
Responsive Design Across Devices (desktop, tablet, phone)		<input type="checkbox"/>	
Accessibility Standards Compliance (e.g., WCAG and ADA guidelines)		<input type="checkbox"/>	
Personalization (e.g., content recommendations based on roles, skills, learning history)		<input type="checkbox"/>	
Gamification (e.g., points, badges and leaderboards)		<input type="checkbox"/>	
Social Learning (e.g., discussion forums to encourage collaboration and knowledge sharing)		<input type="checkbox"/>	
Interactive Content (e.g., quizzes, checkpoints)		<input type="checkbox"/>	
Artificial Intelligence Capabilities		<input type="checkbox"/>	

Administrator Customization (e.g., user-defined fields, branding)		<input type="checkbox"/>	
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## Integration Capabilities

Requirement	Priority (high/medium/low)	Y/N	Notes
Human Resource Information System (HRIS) Integration		<input type="checkbox"/>	
Payroll System Integration		<input type="checkbox"/>	
Customer Relationship Management (CRM) Integration		<input type="checkbox"/>	
Video Tool Integration (e.g., Zoom, WebEx, GoTo)		<input type="checkbox"/>	
REST APIs		<input type="checkbox"/>	
Easy to configure Integrations		<input type="checkbox"/>	

## Security and Technical Requirements

Requirement	Priority (high/medium/low)	Y/N	Notes
Data Encryption		<input type="checkbox"/>	
Multi-factor Authentication (MFA)		<input type="checkbox"/>	

Role-based Access Control (RBAC)		<input type="checkbox"/>	
Single Sign-on (SSO)		<input type="checkbox"/>	
Hosting/Cloud Security		<input type="checkbox"/>	
Data Backup and Recovery		<input type="checkbox"/>	
Regular Security Patch Updates		<input type="checkbox"/>	
Regular Auditing/Audit Logs		<input type="checkbox"/>	
Continuous Monitoring (suspicious activity)		<input type="checkbox"/>	
Compliance with Data Protection/Privacy Regulations (e.g., GDPR)		<input type="checkbox"/>	

## Vendor Reputation and Fit

Requirement	Priority (high/medium/low)	Y/N	Notes
Highly Rated on Review Sites		<input type="checkbox"/>	
Provided Similar Use Cases		<input type="checkbox"/>	
Provided Relevant References		<input type="checkbox"/>	

## Implementation and Onboarding

Requirement	Priority (high/medium/low)	Y/N	Notes
Implementation Services		<input type="checkbox"/>	(Is it free, or is there a fee?)
Data Migration Services		<input type="checkbox"/>	(Is it free, or is there a fee?)
Implementation Plan Provided		<input type="checkbox"/>	
Implementation Timeline Provided		<input type="checkbox"/>	
Is Implementation Handled In-House or Outsourced?		n/a	
Administrator Training (initial and ongoing)		<input type="checkbox"/>	(Is it free, or is there a fee?)
User Training (initial and ongoing)		<input type="checkbox"/>	(Is it free, or is there a fee?)

## Customer Support

Requirement	Priority (high/medium/low)	Y/N	Notes
Unlimited Support for Admins and Users		<input type="checkbox"/>	(Is it free, or is there a fee?)
Phone Support		<input type="checkbox"/>	(Is it free, or is there a fee?)

Email Support		<input type="checkbox"/>	(Is it free, or is there a fee?)
Chat Support		<input type="checkbox"/>	(Is it free, or is there a fee?)
Knowledge Base/Self-Help Resources		<input type="checkbox"/>	
When is Live Support Available?		n/a	
Is Support Handled Internally or Outsourced?		n/a	

## Pricing/Billing/Contract Details

Use this section to capture information about costs, contract details (e.g., multi-year or 1-year), and billing terms (upfront or quarterly payments).

### About DigitalChalk

DigitalChalk offers a full-featured LMS that is top-rated by analysts and loved by our customers. Our technology powers employee and customer learning and enables training companies and associations to drive profitable growth. Don't settle for an overpriced LMS with inferior features and poor service in this crowded marketplace. DigitalChalk is the LMS you want and the PARTNER you deserve. Visit us at [www.digitalchalk.com](http://www.digitalchalk.com) to request a demo or get a free learning strategy assessment.