

# Case Study

## CYPHER Learning



**Dani Bates**

Executive Director STEM Initiatives at  
21stCentEd

- ✓ Review by a Real User
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### What is our primary use case?

When we are engaged in an agreement with a school district, we will create their organization on the platform and customize it. There is a portal that we can customize with their logo, images, and colors. These are our own clients, so I am using the platform as if I own the platform. There are a lot of different features and things that I can customize for our clients. So, we create their organization, then we copy our master courses into their organization. We then meet with their principals and devise an action plan for how the district will use the courses that we offer.

Some of the schools within the district will use the courses as online self-paced learning. Some of them will use it as an online textbook. Thus, the teachers use the courses and facilitate the learning from our courses on the platform with

their students. Some students will create accounts where they will have accounts in the platform and access our courses as they go through the CYPHER Learning platform.

### How has it helped my organization?

One of the things that we are really excited about is being able to tie the state or national standards as competencies. Then, when students complete a course, they are awarded certain competencies or standards that we have aligned with the course. This shows schools evidence that students are meeting standards. Right now, we are not tying any of our courses with how schools are testing and assessing students. However, our company goals are to provide access to STEM for all students and



help schools engage with communities to develop the STEM talent and workforce, which then impacts a community's economic development.

Our metrics will be students being exposed to STEM. I love that I can see how many students have completed courses as well as what that means on our end in terms of their exposure and experiences in STEM. It ties different metrics to our understanding of students' progress. We can understand, from the percentage of students in an entire school district, how many have been exposed or completed courses. This is really attractive to our clients. Therefore, this helps us develop our client base.

## What is most valuable?

I love their help center.

I just love the accessibility of being able to edit all the courses at once by editing the master course.

I love the catalog feature.

I love the support.

They have gamification elements, and I love the gamification. We can add points to student assessments. We can also add badges, so students can earn badges. This makes them more motivated to continue learning.

We can create certificates. There are student portfolios that schools love. Students can have a portfolio of all these credentials and badges that

they have earned over their educational journey.

We can see who has accessed the portal, if they are using it, and the student's progress. We schedule check-ins, where we can say, "Hey, we see you haven't been able to look at the courses yet or log in. Is there anything that is holding you back?"

## What needs improvement?

I have one team member who is in charge of monitoring and checking students' progress. She is very tech savvy and has really dove into the reporting feature in CYPHER Learning. If I had one complaint, it would be the reporting. It is so robust and detailed that it is hard to obtain some of the specific things that we want. That has been her response to me, and I have found the same thing. If I just want to know how many students have completed a course in a specific organization, then it is a little bit too daunting and difficult to obtain exactly what we use as our key indicators.

## For how long have I used the solution?

We transitioned over to CYPHER Learning in 2020.



## What do I think about the stability of the solution?

It is very stable.

## What do I think about the scalability of the solution?

This is deployed in the cloud. We have five to seven employees who actually go into the software, but we all access it remotely and it is all online in the cloud.

It can grow with us. We have gone from 150 users a month to 1,000 users every month in the matter of six months, and we are getting even bigger. We will probably have 10,000 users every month by the end of the year. We currently have 6,500 instructors, administrators, and students using the solution. We are getting about 1,000 to 1,100 more students every month.

I am very confident that the solution can be scaled. It does scale very well.

There is someone from IT, implementation, and curriculum always engaged in the platform. So, we have an IT Manager and Implementation Manager as well as a Director of Curriculum who assists with walk-throughs.

It is used all day, every day, by various members of our team. It is used all day during the school hours across the country. We are also looking to expand into Jamaica and Puerto Rico, so we will be international soon. We are adding new districts every other month. So, we have plans to

extend our usage.

## How are customer service and support?

The support system on CYPHER Learning is one of its best features. I love the program because they get back to you quickly, and they are knowledgeable.

They have taken my suggestions and changed elements of the LMS to make things easier. In a matter of a week, I make a suggestion and their engineers create the change. There are a lot of little things like that which attracted us to do a trial, remain their client, and use the solution. This really helps my workflow.

I speak very highly of their support system, i.e., the help center. Their documentation is great. The help center is easy to follow for finding answers to my questions. The support team answers 24/7, though only on critical items during the weekends.

I love the idea of the suggestions. They are very transparent about their roadmap. All of that falls under the support system. I am very pleased with the support system and would rate it as 10 out of 10.

## How would you rate customer service and support?

Positive



## Which solution did I use previously and why did I switch?

I had several complaints about the Moodle Workplace. With our previous LMS, I had to update every course individually with new changes. We serve hundreds of school districts across the country. Every school has multiple schools, every school has multiple teachers, and teachers have multiple copies of the course for their different sections of classes. Therefore, Moodle was not working out.

We serve schools and school districts, and we provide STEM-related STEM online courses to school districts and other community student serving organizations, i.e., anybody who serves students. We needed a way to translate the courses somewhat quickly, then update the courses across all our tenants or different clients.

Because of COVID, we really needed a new solution for our multi-tenant LMS. We were using Moodle Workplace previously, which just wasn't working out. The CEO found CYPHER Learning somehow, and it has been amazing ever since.

We looked at the different features that CYPHER Learning offered. It had gamification, which is also something that we wanted to do and Moodle couldn't do. It had the syncing feature, where I could update one course and sync it across every course that I have ever made. Also, it works with language. It could translate into 40-plus languages. So, it seemed like this solution was a much better use case for us.

## How was the initial setup?

The onboarding was quite complex since there is so much you can do. There are so many features that can be used. We were guided to do things that were essential, e.g., creating organizations, creating accounts, managing accounts, creating courses, and editing courses. That was all very straightforward. I could actually figure it out before we even got to the onboarding, so we were able to focus on more complex, different things than onboarding.

We spaced the deployment out over three weeks, working on it once a week, so we were able to have time in between the practice to learn different things. We may have even expanded that because we needed to have a client come in pretty quickly.

## What was our ROI?

CYPHER Learning has helped reduce our administrative work and costs when delivering training material.

If we were still in Moodle, it would be a lot harder for companies to join us. I don't think that they would feel as confident. That has definitely been a return on investment from using CYPHER Learning.



## What's my experience with pricing, setup cost, and licensing?

We are on a plan where we pay for 1,000 users every month. The pricing structure is pretty straightforward. It just depends on what you need. We are currently going with a monthly model because sometimes there are still months during the year where we will have a lot less students on the system, and we took that into consideration.

I would advise to ask about reseller options since they have reseller options for other organizations to use their LMS.

The more users you get a month, the more you will pay. If you go over your plan, there is an additional \$6 per user. Sometimes it doesn't make sense to jump to the next plan because you wouldn't be using that number of users or overage. Other than more users than our plan costs, there are no other additional charges that I have found yet.

## Which other solutions did I evaluate?

We looked at a couple other options, but we didn't feel confident that they would be able to support our usage needs and potential growth. When we were looking at the list of the different features, comparing them, one CYPHER Learning just blew TalentLMS out of

the water. Therefore, we went for the potential to grow with CYPHER Learning over the lack of features that other companies had.

## What other advice do I have?

CYPHER LEARNING is very forward-looking in the fact that they don't want to be a typical LMS. They have taken into consideration AI, automation, rules, and gamification. These types of features are really transforming the way people learn. They are really using emerging technologies to be a learning management system that is intelligent and can adapt with the learner. This would be some of my best advice to consider as people are creating courses and training.

Keep an open mind in how students can best learn online. For example, I am learning about the different automation and gamification features and how they equate or relate to our company's goal. Besides learning how to become an expert in their platform and knowing how to use different features, I have observed how students can best learn on the platform.

The solution's rules engine is on our radar. Now that our team is a bit bigger, we have some capacity to go into that. I am really looking forward to using its automation features and rules.

With facilitators, who know little to nothing about our content, we train them. So, it can be taught by anybody.



I would rate the solution as nine out of 10 due to the reporting.

Which deployment model are you using for this solution?

Public Cloud

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