

Case Study

CYPHER Learning



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

As a reseller, our use case is for a primary school in Egypt. They use it for uploading material for the students and organizing the content throughout the year. They also use it for adding their grades in the grade book and for communication. They have also tried using the gamification and the certificates and rewarding systems in CYPHER Learning, and it has been a pretty good experience for them so far.

How has it helped my organization?

The school we sold the system to is pretty happy with the organization of the content and the communication with the parents that the solution provides. They were also very happy with the gamification, the automation that

happens within the system when a student finishes a specific part of the content or gets a specific score.

CYPHER Learning was also an additional value for that school, something they needed as they were advertising themselves as using the latest technology in education. The system helped with that, thanks to the stability and the strong features it furnishes.

And because it's pretty organized, it helps students keep track of their standing, both in terms of the materials being covered and within the assessments that they get.

It has also helped our client school reduce administrative work. From the feedback that I have gotten, it is saving them a lot of time.

CYPHER Learning has also reduced costs related to printing materials and textbook acquisitions a lot. This is one of the reasons



people are going to software. It's not because they find it is much easier. Sometimes they go for the solution because it saves on costs. That's not just true of CYPHER Learning but of many other solutions.

What is most valuable?

What I like most is the usability of the system and the many options that it has. I can make a regular course or I can have the course organized remotely. I can turn off and on any feature that I like. That's what I find most interesting. Most LMSs have a fixed template for all the courses and the whole school uses it. When it comes to younger ages, they need fewer features so there won't be a lot of hassle for the teachers and parents. That's what we can do using CYPHER Learning: Just turn off anything that we don't need in a specific course. I can also engage with the parents or students on different levels, either via groups, within the course or the forum.

The gamification is a good feature because not all LMSs have a gaming or reward system. The leaderboard makes for competition among the students, especially from ages 10 to 15, and makes them interested in moving forward in the educational process, throughout the game. It's good because students need to be engaged more in the educational process.

I find the gamification process easy, especially if I have something in mind for the game. Many teachers also found it pretty easy, while some

didn't, but they weren't familiar with using technology in general. The ones who used it regularly with the students were very satisfied with it. In the end, students using it gain points and certificates or badges, and it depends on what the teacher has in mind for the students to compete on.

It's not hard for students to use gamification because, in the end, they just have to finish the material and upload it to get a specific score on a test. They get a badge, and they can see their progress on the leaderboard. It's very rewarding.

What needs improvement?

Gamification would be much better if there were integrations with LTI tools, or if there were some built-in questions for gamification. For example, if a student achieves a specific score on a test, it would be much better if they were interactive questions added to the assignment itself from within CYPHER Learning. It would be nice if they enhanced this part of the solution. There are many platforms for gamified tests and interactive assignments and worksheets but if these features were within the system, especially the gamification part, it would be great.

For international schools in Egypt, there are certification requirements. They have to have an LMS. But for other schools, it is a value proposition. We have 100 percent face-to-face learning in Egypt, now that COVID is over. There is competition when it comes to having schools



use the system and sometimes we face difficulties getting schools, in general, to support this kind of educational process. Having something like gamification helps because students are more engaged with it and are more eager to use the system. That's especially true because they are fully attending classes in the school, nothing is online anymore, other than the materials and assignments in the system. It's good to have something to catch their attention.

Also, customization of report cards is hard to handle, with the grading criteria that specific schools use. It can be done for each course, but in the end, students receive report cards or certificates for their progress throughout the term and the year and it's hard to customize these report cards. They don't have a grading scheme for the Egyptian curriculum.

In addition, if the system had some graphing abilities and not just exporting of data to Excel sheets, that would be nice. I would like to be able to run a report on something and get graphs with insightful data. In an Excel sheet, I just have to reanalyze the data.

For example, if I want to run a report on students' attendance, it doesn't have to be a number for the whole school or a sheet of numbers. It could give me some graphs on different stages or different courses. If I am analyzing a student's time spent within a course, I would like to see how many hours he spent compared to other students. It would help if there were an analytical part to the data obtained from the system.

Also, I have to do a lot of clicking to reach something. When I go back, it just closes all that I did. It collapses everything. It doesn't make it hard to use, but it's disturbing to have to do all those clicks.

For how long have I used the solution?

We studied the product before we finally started introducing it into the Egyptian market in 2021. There is a school contracted with us for it right now so I have almost one year of user experience. We provide training on the system and technical support for the school.

We are a reseller of educational solutions, both hardware and software. They can be learning management systems, school management systems, and interactive, live panels. Sometimes we sell full solutions to a school, and we provide training and follow-up throughout the year. The Egyptian market is a bit hard to compete in, but not many companies resell these products here. Solutions like these have gone viral with COVID-19 and schools need support and onsite training for the teachers, and this is what we've been providing for the past 12 years.

What do I think about the stability of the solution?

It's a pretty good product. In our company, we only resell three products, and CYPHER



Learning is one of them. It's pretty reliable and it has a lot of features.

What do I think about the scalability of the solution?

It could be used on many sites, and it will be even better once we have more schools interested in deploying LMSs in their schools. From what I have seen of the system, it could even be used in colleges and universities.

How was the initial setup?

We are involved in implementing CYPHER Learning. First, we open the account and then pay for the license. Then, we start putting the data of the school on the system. We give them the courses, the users, the links for parents and students, and we start helping them with uploading the material. Sometimes, we help them with the grading process, if needed.

I find the initial setup is pretty easy, but schools here have many things inside things, inside things. It becomes a complicated hierarchy. That's what makes it hard. It's easy to get it done on the system, once we figure out what we want things to look like in the end.

We did the setup ourselves. During the first term, we started getting support from CYPHER LEARNING, and it was pretty good. We learned a few points and they gave us good support.

Which other solutions did I evaluate?

We have evaluated many LMSs before. Some are produced locally in Egypt, some are from the greater Middle East, and some are solutions like Blackboard, Classe365, and others. I'm familiar with using different LMSs and have done comparisons between them.

We provide many products to the Egyptian market. Our customers are the ones who choose. We find that CYPHER Learning is a pretty interesting system, full of features, and it's pretty stable. I can see that the product is developing very well and covers a lot of the needs of the Egyptian market. It's also pretty easy to use, especially if you are provided the right training from the company. We feel that there are many selling points to the product.

What other advice do I have?

My advice would be to organize all the work and the output so that you can see how it would be deployed in the system, and not just look for a single output. Using technology, you can have a million outputs with the same value. You can be flexible with the system, and it will give you the results that you need.



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