Case Study
CYPHER Learning

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✅ Review by a Real User

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How has it helped my organization?

CYPHER Learning was especially helpful
during the pandemic. All of the features were
useful including creating and
evaluating assignments, creating classes,
creating child classes, badges, gamification, and
more.

We are always doing training sessions, and
whenever we think to use different features,
such as the Portfolio, we include them in our
training sessions. For instance, we do a training
session for teachers before the school year
starts. Then, if there are requests for retraining
in the middle of the school year, we try to put
those interested into the program.

We provide our users with content and basic
tools through the CYPHER Learning Help

Center. There is an icon in the system that leads
to their help desk, and this is what we ask our
teachers to use, especially during the training
sessions. If they have issues or concerns about
using any of the features that CYPHER Learning
offers, we try to emphasize the use of the help
icon to resolve them.

What is most valuable?

The most valuable feature is the ability for us to
create personalized lessons. This is better
suited to our students and learners than offering
content or a subject that is already built into the
system. This is one of the main things that I am
looking for in an LMS.

When we create personalized classes, the
concept of a child class is important. This is
because we have our basic education but each

course has several sections. In CYPHER Learning, a good feature is that we can create a child class based on a parent class. We don't need to create a new class and then upload new lessons or assignments.

When we create assignments and give them to the students, the system checks the answers based on the input made by the teachers.

The user interface makes the platform easy to use and manage.

What needs improvement?

We recently had a conversation with their team to discuss some of the changes that we wanted to see in the product.

There are some analytics issues that need to be resolved, including the item analysis.

We have had problems with synching some of the lessons.

The grading system itself is something that we discussed with them because it's not well-adapted in our use case. The list of students needs to be organized according to gender. The list of students in the product contains both male and female students, whereas, in our grading system, we list the male students followed by the female students.

The grade book needs to be improved because that is one of the most valuable features. It's how we assess our students.

The assessment tools should also be improved. It would be helpful if it could be set up in such a

way that the students will be able to take an online exam. This will help to develop their higher-order thinking skills.

Perhaps they can integrate the course evaluations.

For how long have I used the solution?

We have been using CYPHER Learning for more than two years.

What do I think about the stability of the solution?

CYPHER Learning is a stable platform. They provide their system maintenance notice ahead of time and for us, it means that we are able to announce it to the organization or to the institution ahead of time.

CYPHER Learning is committed to the stability of the system.

What do I think about the scalability of the solution?

We are deployed across multiple locations. This school year, we have basic education from kindergarten through grade 12. We also have two college campuses with different departments, and this is in two different cities.

We have a total of 719 faculty, which are composed of teachers and other employees. We

have a total of 15,316 students that also use the solution.

In our organization, some of the faculty are also enrolled in postgraduate study. They are able to use an exemption in this case and use their teacher's account.

Another aspect of scalability is upgrading. Specifically, we are able to level up. We were originally just using the basic features but now we are upgrading our horizons. We are including features such as portfolio, assignment, and other assessment tools. We did not stop growing after the first year.

We were also able to integrate other applications, such as Google Meet. We would like to use Zoom but Google Meet is the most convenient for us.

We are working toward using the Most Essential Learning Competencies (MELCs) next. Essentially, we didn't stop with what we had learned during the first two years. We are leveling up. Whatever products or features are being proposed or posted in the product news, we are trying to use them.

How are customer service and support?

Their support is available 24/5 and they are excellent. They're very responsive.

They also have a support tracking system that shows the progress with respect to resolving an issue.

Overall, I would rate the support a nine out of ten.

How would you rate customer service and support?

Positive

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

We did a simple evaluation but otherwise, we did not use another LMS solution.

How was the initial setup?

I was involved in the initial setup, but the majority of it was handled by our IT department. For the first year after our implementation, things were good. We did not experience challenges during the initial setup or immediately afterward.

Our implementation was done in stages, and training began with the core group. As a part of the core group, my training session was conducted by the CYPHER Learning team in the Philippines. After that, training was done for teachers in select groups. Not all of them were completed during the first year.

We selected different groups such as basic education from grade five to senior high, as well as selected courses in the colleges or in the bachelor's degree. Then, we also had

postgraduate study. All of the teachers for these groups were trained during the first year.

During the first year, we also leveled up our training. We went from basic training to level two training, or perhaps intermediate training. The following year, we added courses and grade levels.

The next groups to be added were grades three and four. For the college courses, we added all of them. In fact, all of the higher education was added during the second year of our implementation.

From that point, our teachers have a training session before the school year starts, and we regularly upgrade the faculty members on the use of the system.

For our students, we create tutorial videos. These are particularly helpful for new students and transfers. We want them to be able to easily use the system.

Finally, as part of this process, we conduct training sessions specifically for newly hired teacher personnel. This is done in coordination with the HR department and with the approval of our vice president of academic affairs.

What about the implementation team?

We have our IT specialist, who is also part of the team.

We have a team of five people that are responsible for maintenance, each of whom

has their own role. We create accounts for teachers and students. We are also involved in creating training sessions, reactivation of archived accounts, and technical support.

If it is not a serious issue, we handle the technical support. However, if it is required at a higher level, then teachers are referred to consult the help icon.

The members of the team have their own regions. There is one for each of the two cities and three for higher education. Our IT technician is in addition to these five that maintain it. As we expand the use of our system, we expect this to increase as well. Also, as we continue to build, we are expanding our horizons.

For example, we are tapping the teachers and faculty members that we know are well-versed in the use of CYPHER Learning. For each of the five of us in the team, we are tapping perhaps two or three more per organization. In my case, with basic education, I have two from the elementary department and two from senior high. Then, from other colleges, I think there are two or more included in our team.

What was our ROI?

As an LMS coordinator, I cannot guarantee that we have seen ROI. However, my feeling from using the system is that we are getting a return on our investment.

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

We currently have a two-year contract with the vendor.

We have compared pricing with different vendors and found that CYPHER Learning was the most reasonable. It is not the most expensive platform of its type but it has a lot of good features, which is the most valuable thing for me. It gives us what is most useful for online teaching.

There are no additional costs for CYPHER Learning itself. However, we had an extra product that was built into the platform, and there was an additional charge for this.

Which other solutions did I evaluate?

Some of us worked with Moodle to assess it, although it was not used for a large number of students. In my case, I used Moodle for three sections just to do a dry run. However, I was not able to get value from it because I didn't find it to be a user-friendly platform. That's why we had to move to another LMS.

Our administration regularly looks into other learning platforms, although we are currently locked into a two-year contract so I don't expect that we will change solutions.

What other advice do I have?

The first year after we implemented this solution was good. Our faculty members and students were excited to use the system. However, as the years have gone by, there have been problems or challenges that have arisen.

My advice for anybody who is considering this product is that they have a good design layout, and they have features such as course export, wherein we are allowed to export into different formats. This is something that is needed by the teachers. The e-portfolio is also good. Generally speaking, I recommend CYPHER Learning because there are components that have proven to be useful in managing activities, especially nowadays that we are in an online teaching, flexible learning delivery model.

Compared to other platforms, it is easy to use, manage, and navigate the interface. You do not necessarily need a tutor or training to learn to use it. It is convenient for the purpose of conducting assessments and using other tools. It helps to convey lessons and give information for both students and teachers, whether the sessions are synchronous or asynchronous.

The biggest lesson that I have learned from using this solution is that you should never stop learning. Don't stop exploring CYPHER Learning because otherwise, you'll depend on what has been taught during the training. You won't explore their new products and you will be left behind. If there are new products or features released, you should try them for

yourself. If you find that they are productive and useful, then include them in future training sessions.

Most of our staff are grateful to have CYPHER Learning as our learning management system. There are still some features that we haven't used, including the portfolio and the grade book. We may look into the portfolio, as they have already enlightened us on how to use it to empower our work.

I would rate this solution a ten out of ten.

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