D2L Proposal to The University of Tennessee’s Learning Management System RFI

October 20, 2015
PREPARED FOR:

The University of Tennessee

5723 Middlebrook Pike
Knoxville, TN 37921-5946

For further information regarding this document contact:
Josh Slovin
Senior Sales Executive
Josh.Slovin@D2L.com

As part of the D2L family of companies, D2L Ltd., the proposing entity, draws upon the experience, values and expertise of its parent company, D2L Corporation, and shares this with clients throughout the United States. For consistency and clarity throughout this proposal, the collective of both D2L Corporation and D2L Ltd. is referred to as “D2L.” The D2L family of companies includes D2L Corporation, D2L Ltd, D2L Australia Pty Ltd, D2L Europe Ltd, D2L Asia Pte Ltd, and D2L Brasil Soluções de Tecnologia para Educação Ltda.
Brad New  
The University of Tennessee, Purchasing Department  
5723 Middlebrook Pike  
Knoxville, TN 37921-5946  

October 20, 2015  

Re: D2L Proposal to The University of Tennessee’s Learning Management System RFI  

Dear Brad,  

Thank you for the opportunity to respond to The University of Tennessee’s Learning Management System RFI. We know this project is essential to transforming how teaching and learning takes place at The University of Tennessee, and we have aimed to demonstrate that we not only bring a solution designed specifically to help your students achieve more, but also a set of services to support your transition and long term success. We bring 16 years of experience delivering innovative teaching and learning technologies to over 15 million users in 1,100 organizations, including the Tennessee Board of Regents, the University System of Georgia, and the University of Wisconsin System.

We understand The University of Tennessee is looking for a learning management system specifically designed for teaching and learning in higher education. D2L is a true industry leader in providing cutting edge learning experiences to our clients. We continue to push the development of next generation learning technology to support successful online and blended learning, perceptive analysis, and personalized instruction. These are just a few of the areas where we provide our clients with better results.

Our qualifications and services will help The University of Tennessee transform teaching and learning and help you achieve your vision through the following benefits:

- **Accessibility:** We are routinely recognized for our efforts in accessibility including recognition from the National Federation of the Blind.
- **Increased retention rates:** Many of our clients recognize Brightspace as the reason for retention, due in part to the adaptive capabilities that allow students to focus on their weaknesses.
- **Ease of Use:** Even with its wide breadth of capabilities, Brightspace is recognized by our clients as being easy to use. It is essential to not only have all of the capabilities an institution needs, but also a system that is intuitive. D2L has invested heavily in this area and continues to be recognized for doing so by our clients.

We would appreciate the opportunity to further demonstrate to The University of Tennessee how we are uniquely positioned to best meet your needs now and in the future. Please reach out to me if you have any questions or would like to see our solution in action.

Best regards,

Josh Slovin, Senior Sales Executive  
D2L Ltd  
Josh.Slovin@D2L.com  
(404) 695-8086
Proposal at a glance

EXECUTIVE SUMMARY ........................................................................................................... 1

SECTION II: RFI REQUIREMENTS ......................................................................................... 6
   A. LMS Requirements ............................................................................................................. 6
   B. Licensing Options ............................................................................................................. 41
   C. Demonstration Requirements .......................................................................................... 42

TERMS AND CONDITIONS ...................................................................................................... 48
Executive Summary

Higher education organizations often face a range of challenges, not just in evaluating and selecting learning solutions to support their missions and strategic objectives, but in assessing how these solutions will measurably improve student success, support faculty needs, and evolve alongside their organization. Learners and instructors are savvy technology consumers in their personal lives, and they expect personalized, easy to use solutions when it comes to their teaching and learning tools. If you ask 10 people what their best learning experience was, you will likely receive 10 different answers. Your learners deserve tailored learning opportunities and tools so they can best unlock their learning potential.

As the leading innovator in educational technology, D2L is transforming teaching and learning by delivering a one-size-fits-me experience via Brightspace, our easy, flexible, and smart learning platform focused on delivering real, impactful results.

Achieving The University of Tennessee’s Goals with Brightspace

We understand some of the particular challenges you are looking to address include increased retention, attainment, and usability. Despite these challenges, The University of Tennessee has demonstrated a commitment to your learners and to continuous improvement. It is in this context we are excited to showcase Brightspace and how it can build upon the foundational programs already established at The University of Tennessee, to achieve your core objectives, and ultimately transform teaching and learning across your organization.

THE UNIVERSITY OF TENNESSEE GOALS ARE ACHIEVED WITH...

ACCESSIBILITY

We are passionate about providing accessible products for anyone and everyone who wants to learn. We look beyond checking a set of boxes to satisfy compliance – to considering the actual impact of functions and fixes on the end user experience. In fact, we are so passionate about accessibility that inclusive design is a top priority tightly integrated with our research and development efforts. We are routinely recognized for our efforts in accessibility including recognition from the National Federation of the Blind.
EASE OF USE

Brightspace Learning Environment is renowned for its ease of use for all users including learners, instructors, course developers, auditors/guests, and administrative staff. Interfaces are designed from insight gained through intensive usability-focus groups. Brightspace Learning Environment is intuitive enough to enable novice and expert users alike to navigate through and interact with the Learning Suite skillfully.

Brightspace now scores 24% higher on industry standard System Usability Scale (SUS) scores than the next major competitor, based on usability testing that we conducted with teachers that were new to both environments. An example of our continued focus on usability is The New User Experience interface. The New User Experience changes include a welcome tour, classic homepage and setting links, favorite courses, full course list, course setup checklist, improved course visibility, and an instructor profile. It is designed to support and engage instructors using the Brightspace platform — whether they are first-time or seasoned users.

RETENTION AND ATTAINMENT

Brightspace draws students in with a highly engaging learning experience that increases retention rates and program completion. We have helped retention and attainment rates increase for many of our clients, as demonstrated by our proof points below. These are key metrics that have led to D2L’s success. This is accomplished through a combination of personalized learning paths and adaptive releases options that allow students to focus on their areas of development, and we have demonstrated how this leads to their success.

WE HAVE PROOF!

Cutting Days Off Assessment Turnaround

Nottingham Trent University has experienced a 13% productivity increase in assessment turnaround, cutting days (from 24 to 21 days) out of turnaround time even while the volume of assessments has tripled.

*Source: “D2L and Nottingham Trent University unveil new data on electronic assessment”, Nottingham Trent University, 2014.
34% Gain in Final Test Scores

A study conducted at Simon Fraser University and Sauder School of Business showed a 34% gain in final test scores over a traditional LMS, while shortening the time on task by 30% with the Brightspace LeaP™ Adaptive Learning Engine.

*Source: Unpublished National Scientific Research Council of Canada (NSERC) study.*

25% Better Retention

Since deploying Brightspace, retention has improved by 25% at Oral Roberts University.

Source: Data courtesy of Oral Roberts University.

Increased Student Satisfaction by 40%

After only six (6) months of deployment, student satisfaction improved by 40% at Universidade Tiradentes.

Source: Data courtesy of Universidade Tiradentes.

Proposed Brightspace Solution and Benefits

Brightspace comprises both technology and services that will enable The University of Tennessee to set up learners and instructors for success. At the heart of this solution is Brightspace Learning Environment, Brightspace ePortfolio, and Brightspace Learning Repository, complete with significant collaboration features, native analytics, progress dashboards, lifelong access to an active ePortfolio, a content management library, and mobile access including offline access to content and grading.

The best learning experiences are those that deliver on their promises, and this is why we designed Brightspace to be easy, flexible, and smart:

**Easy** | Brightspace will drive adoption across your organization through intuitive navigation and tools. Quickly build courses or submit assignments with drag and drop, initiate a discussion or check on course progress with minimal clicks from anywhere in a course, and reach all of your users with one, accessible system. From day-one we have strongly believed that accessibility is more than a compliance checkbox, so we test for functional accessibility as well as standards compliance.

**Flexible** | Give your instructors the flexibility to teach the way they want and your learners the personalization they need to be successful. With Brightspace, you can expect an open platform that adapts to support your preferred delivery methods and program setup. With our commitment to industry standards, you can easily connect Brightspace with your learning ecosystem, opening significant possibilities to connect to favorite tools or integrate with the latest and greatest solutions.

**Smart** | Make impactful decisions that improve learner success based on actions and achievement taking place in Brightspace. Our solution provides in-the-moment course and user progress reports with interactive visualizations so
Learners and instructors can see achievements and challenges as they occur. Smart tools help instructors intervene quickly and in scalable ways for large classes, and learners can move through pathways that adjust based on their actions and achievements.

Transforming teaching and learning and effectively achieving the goals The University of Tennessee has set out requires more than turning on a new piece of technology. In our experience, transformation takes place through partnership. This is why our proposed solution includes not only our next generation Brightspace solution but also a full complement of services to advance your success. These services include:

**Brightspace Cloud Services**
Let us manage the infrastructure required to house your site. With strengths in security, scalability, and stability, the majority of our clients select Brightspace Cloud environments. We monitor your growth and plan capacity so your application grows alongside your organization. Our technology is designed for high availability, redundancy, and maximum performance.

**Smart Start Implementation Services**
We work with you in hands-on-consulting sessions so we can understand your needs and workflows, and then we use this insight to configure your initial platform. This includes setting up common integrations to provide your users with seamless access to Brightspace from day one. Our expert consultants also provide the tools and best practices to migrate from your legacy system.

**Migration Services**
We understand that migration of your existing content is one of the biggest concerns when selecting a new platform. D2L not only provides migration tools at no cost to new clients, we also have extensive experience in migration from Blackboard platforms and rolling out large multi-institution deployments. Our implementation consultants provide direct support in developing a migration plan to use both D2L’s batch migration tool, as well as a teacher-focused one-off conversion tool.

Blackboard Learn™ supports exporting courses as IMS CP compliant packages, a standard import package supported by D2L and the import of these packages does not require any additional decryption.

**Account Management**
We are dedicated to The University of Tennessee’s long term success. Through your D2L Account Manager, our partnership efforts continue long after the contract is signed. This single point of contact will work with you on account planning, product and service knowledge and connecting with other D2L teams when needed.

Our Brightspace solution and associated services will move The University of Tennessee far beyond course management and administrative functions of the traditional LMS that you might be used to. Your success is our ultimate measure of success, which is why our partnership with you begins with hands-on collaboration during implementation and continues long after you are up and running via account management and an openness to joint projects, creative partnerships, and collaborative thought leadership activities.
Summary

D2L can help The University of Tennessee put flexible learning tools into the hands of your learners when, where, and how it meets their needs best, all while helping teachers and stakeholders achieve their academic objectives and priorities. We understand your challenges and we are well-positioned to support your efforts.

In closing, we would like share a brief note on what drives us forward each day at D2L and why we are so motivated to work with The University of Tennessee. Our core belief is that education has the power to transform each learner, which in turn translates into social power capable of positively transforming cities and countries. We have a responsibility as leaders in education and technology to understand the broader social and economic impact of what happens when a student does not graduate high school, college, or university. Most importantly, together as leaders in education and technology, we have a responsibility to inspire individual learners to see the possibilities of what they can achieve and how they can succeed.

We look forward to working with The University of Tennessee to deliver on the transformations possible through tailored, meaningful learning experiences.
Section II: RFI Requirements

Initial responses to this RFI should be delivered in electronic format. Written responses should address as many of the features requested below as possible. Responders to this RFI should provide a detailed description of the overall features of their LMS solution.

A. LMS Requirements

Responses to this RFI must provide an overview of the following broad feature categories. This list is not exhaustive and serves as a guideline for the requested product demonstration.

COMMUNICATION

Announcements

D2L RESPONSE

Yes. Brightspace supports the ability to keep your learners engaged and informed by delivering important announcements. Organization-wide announcements appear in the same My Home and Course Home pages as course-related announcements. The University of Tennessee can deliver information to either a specific course (and a group or users within that course), or to your entire organization.

To stay informed on the go, learners can also access important updates by accessing announcements via our Mobile Web interface. The same announcements and news updates that are available on the desktop version are also available in a mobile-optimized view. Learners can also subscribe to an RSS feed and SMS (text message) and receive daily updates.

Finally, learners can also stay connected via Brightspace Pulse, which helps learners stay connected and on track by letting them know what is new and what is next in real-time. By sending real-time news notifications and grade notifications, learners are able to stay on top of their assignments, tests, course readings, due dates, and grades. Brightspace Pulse is described in detail on page 7.

Notification of activity in course

D2L RESPONSE

Yes. Instructors can inform learners of changes to course content through a variety of tools including Notifications, Brightspace Pulse, Intelligent Agents, Instant Messaging, course widgets such as Updates and Announcements, and email (described in the next requirement).

NOTIFICATIONS

There are three ways to receive notifications: email (to your Brightspace email address or other email address), SMS (text message), and RSS (news feed). By subscribing to news with one of these methods, the University of Tennessee’s users can be notified whenever a new announcement is available or when an instructor makes a major update to an existing announcement or news item i.e. an assignment due date change.
**BRIGHTSPACE PULSE**

Learners have a lot going on. Brightspace Pulse is our free mobile app that we have designed for learners to give them a complete picture of their workload and inform them of any new course developments in real-time (e.g. cancelled classes and released grades). With Brightspace Pulse, learners can take a quick pulse check of their schedule by accessing one consolidated view of their tasks and commitments in all of their courses such as upcoming readings, assignments, and tests as well as their own personal milestones. Equipped with better information, learners can make better decisions about how to effectively manage their time, priorities, and workload to balance both academic and personal commitments. Personal items are marked as such so that they are easy to distinguish from course dates.

**Staying in Control of Your Schedule with Brightspace Pulse**

Learners can view their information by week. A graph shows how busy a learner is with peaks and valleys to give a quick picture of the demands on their time. These activities are color-coded by course for easy organization. Learners are able to action any event that appears on the agenda view so that they can complete the workflow (e.g. view an assigned reading, submit a discussion post, submit a quiz, etc.). Learners can prioritize and plan for how to tackle their tasks by clicking on assignments or midterms to access further information about what is involved. Learners can even personalize and add information to assessments such as grade weightings to help with prioritizing and pacing themselves.
Staying Up to Date

Brightspace Pulse helps learners stay connected and on track by letting them know what is new and what is next in real-time. By sending real-time news notifications and grade notifications, learners are able to stay on top of their assignments, tests, course readings, due dates, and grades. With Brightspace Pulse, instructors have the opportunity to engage their learners through real-time alerts and notifications delivered directly to learners’ mobile phones to communicate developments such as upcoming due dates, class cancellations, or reminders of guest speakers. You are also notified of new content.

We know that learners are often wondering about their grades. With grade notifications, learners instantly know when their grades are in and can choose when and where to reveal their grade with the simple swipe of the screen. Learners also have the option to keep their grades to themselves or share with social media.

INTELLIGENT AGENTS

As part of a personalized learning experience, Brightspace Learning Environment equips instructors with a notification tool called Intelligent Agents to help guide the instruction of individual learners. Intelligent Agents monitor an organization unit (e.g. course, department, campus, etc.) in your institution to find activity that matches set criteria to recognize achievement, provide proactive alerts when a learner may be at risk, and help ensure that users are getting the right content at the right time. The criteria that the agents search for are login activity, course activity, and release conditions in Brightspace Learning Environment.

Instructors can leverage existing release conditions or create new ones for Intelligent Agents. The Intelligent Agent sends a separate email to notify the user that created the Intelligent Agent when it finds users matching its criteria. This allows for a more structured and personalized learning path for users or a mechanism to identify learners who are at risk. When an agent is run manually, it sends a confirmation email to the user that requested or set up the Intelligent Agent and provides the following information:

- organization unit code and name
- which agent ran
- time and date the request was submitted
- time and date the request was finished
- whether the agent took action
- any error text

Intelligent Agents may be manually run or could be set to run on a schedule such as daily, weekly, monthly, or annually.

COURSE HOME PAGE WIDGETS

As noted above, The University of Tennessee can keep learners engaged and informed by delivering important announcements and updates via course home page widgets like the News tool and the Global News tool. Global news items appear in the same My Home and Course Home pages as course-related news items. The main difference between these two tools is that the News tool allows you to deliver information to a specific course (and a group or users within that course) whereas the Global News tool enables distribution to your entire organization.
The News tool | Make learners aware of new developments directly from the course homepage

To stay informed on the go, learners can also access important updates by accessing the News tool via our Mobile Web interface. The same news and Global News articles that are available on the desktop version are also available in a mobile-optimized view. Learners can also subscribe to a News RSS feed and receive daily updates.

Email

D2L RESPONSE

Yes. Brightspace supports its own native email system, but also supports integrations with Google Apps and O365 email systems. Email is integrated through other Brightspace Learning Environment tools including the Classlist tool, the Discussions tool, the assignments tool, the Quizzes Tool, the Grades tool, etc. Emails are composed with the integrated HTML Editor (included multimedia support and integrated spell checker).
The Email tool

Student and faculty profiles

D2L RESPONSE

Yes. Brightspace Learning Environment provides users with the ability to create an individual user profile allowing for a personalized space. Users have the ability to add information to their user profile, which can be seen by other users with the appropriate permissions set. This information can include everything from a picture and nickname to addresses, likes/dislikes, and other user-configurable information. We also enable The University of Tennessee’s users to add links to their Facebook, Twitter, LinkedIn® professional networking services, and Google+™ profiles. This gives users the ability to view profiles from other sites, and perform actions such as following on Twitter, requesting a friend on Facebook, or adding each other to Google+™, and LinkedIn® professional networking services.
PROFILE CARDS

Profile Cards appear to users when hovering or clicking on the thumbnail of another user. The profile card displays user information from the Profile page and enrollment information. Administrators have control over what information can be included in the profile and can enable or disable aspects of the profile card. Depending on the organizational tools and items The University of Tennessee enables, profile cards can show the following user enrollment information: online status and the user’s roles in the current organization unit. Profile cards can also draw information from each user’s personal profile page, if the user fills out the field:

- a picture or a generic image (if the user does not have a profile image)
- tagline
- a link to a personal homepage
- icons that link to the social networks the students belong to
- buttons to contact the user via the Email tool and the Pager tool

Photo course roster

D2L RESPONSE

Yes. The Classlist tool enables an interactive environment for The University of Tennessee to track and communicate with course participants. Use the Classlist tool to view learners enrolled in a course, send email or pager messages, view shared locker files, read blogs, and check online statuses (a green dot beside a name indicates that the user is logged in). Users can also view learner profiles, Brightspace ePortfolios, blogs, shared locker files and progress, print the classlist, check enrollment reports, and change enrollment information (e.g. enrolling and removing users, changing roles, unlocking accounts, and resetting passwords).
Discussion Boards, Blogs, Wikis

D2L RESPONSE

Yes, Brightspace supports discussions, blogs, and wikis as described below.

DISCUSSIONS

The Discussions tool provides document sharing, private group collaboration, and multiple viewing options including threaded and temporal sequencing. The Discussions tool is also fully integrated with the Grades tool allowing instructors to grade and provide feedback on discussion postings from within the tool itself.
Course discussions provide a valuable forum for learner and instructor interaction. The Discussions tool enables learners to rate one another’s messages providing a participation incentive and empowering learners to call out key contributions. The Discussions tool provides the following capabilities:

- create, edit, delete, and flag messages
- detailed searching including subject and message
- document sharing possibilities
- easy moderation (create, monitor, etc.) by course administrators
- email notifications
- full archives
- gradable discussions
- peer reviews
- private group collaborations
- setting of group permissions
- useful statistics gathering and reporting

**BLOGS**

Our solution provides an area where all users (learners and instructors alike) can communicate with each other and reflect on learning and life experiences by maintaining a blog to post and respond to questions, engage in discussions, and share opinions and comments with other users.
The Blog tool has two main areas: (1) My Blog area for creating and maintaining blogs and (2) the Blog Watch area for reading other users’ blogs. Users can read others’ blogs, leave comments, and keep a list of favorites to watch. Blogs can be published as RSS feeds, and flexible configuration options accommodate the option for blogs to be available outside The University of Tennessee and shared via social networking applications.

The Blog tool | User view of posting a blog entry

The Blog tool features options and permissions to make blog entries private or public to control access to content. Users with permission can determine who can make their blogs public to others on the Internet, only users in The University of Tennessee, only specified roles, or only create personal blogs that cannot be seen by others. We have also incorporated social learning into the Blog tool not only through user profiles and allowing comments, but by allowing learners to share their own blogs or blogs they like (if made public) via social networking applications.

Social Sharing
For blog entries that have been enabled as public, both the blog author and anyone reading a public blog posting can easily share it with others by “liking” on Facebook, “tweeting” using Twitter, or “recommending” with Google+™.

WIKIS

Brightspace Learning Environment can support the integration of wikis (such as MediaWiki) via the IMS LTI v1.1.1 standard. IMS LTI v1.1.1 is a proposed standard for passing user, organization, and course information between learning management systems (tool consumers) and learning tools; such as wikis, simulations, assessment tools, protected content, etc. (tool providers).
Course calendar

D2L RESPONSE

Yes. Users can manage their valuable time with the Calendar tool. Events with start and end dates are automatically imported into the Calendar tool from other tools; however, you can also create events directly within the Calendar tool. See what you have on your plate via the various calendar views available. You can also change events and control when events are visible to other users in a few easy steps. It is also easy to search for any event based on its name and/or description and browse all events or just view upcoming events. Create a “to-do” list for yourself in the task section alongside events in the Calendar tool. Use task notes to add quick reminders, course tasks, or general notes for course events to stay on top of your schedule.

The Calendar tool also equips administrators, instructors, and learners with a variety of options for creating, managing, viewing, and printing a clear timeline of course events. Users can also utilize iCal to synchronize the Calendar tool to personal calendars such as Outlook® and Google Calendar™, and mobile devices such as iPhone®, Android™, and Blackberry®.
Manage Dates

The Manage Dates tool enables The University of Tennessee to view, edit and offset the date availability and set the Calendar status of various course objects. This tool can be used as part of the semester start-up plan to minimize repeated tasks for recurring events. The Manage Dates tool can also be used on the following course objects: content topics and modules, discussion topics and forums, assignment folders, grade categories and items, news items, and quizzes.

These course objects display in a grid that can be sorted by any of the column headings. Instructors and administrators can also filter the grid by specific tool and use advanced filter options to work with smaller sets of objects. These filters can be used to create bulk changes, thereby enabling The University of Tennessee to update multiple availability dates based on specific criteria.

Integration with or ability to integrate with Zoom Videoconferencing

**D2L RESPONSE**

Yes. Integration with Zoom Videoconferencing is supported via the LTI standard.

COURSE/CONTENT MANAGEMENT

Ability to associate rubrics with assignments

**D2L RESPONSE**

Yes. Brightspace Learning Environment supports holistic and analytic rubrics with a virtually unlimited number of achievement levels empowering instructors to create assessment mechanisms to varying degrees of precision. Instructors can use rubrics to manually or automatically evaluate student performance on activities linked to competencies and learning objectives conducted through a variety of course tools including the Quizzes tool, assignment folders, the Grades tool, the Discussions tool, and Brightspace ePortfolio items.

The Rubrics tool | List of assessments and associated rubrics
Rubrics are easy to setup in Brightspace Learning Environment. When an item is associated with a rubric, a learner is able to see the rubric before they complete an activity. This provides transparency in terms of what is expected of learners and what criteria exists for achieving a given level.

**Ability to survey and poll**

**D2L RESPONSE**

Yes. With the Survey tool, The University of Tennessee can capture valuable feedback. Use the Survey tool’s convenient built-in reports and statistics to monitor course trends, opinions, and assess user satisfaction. Analyze results or export data to an external system for advanced analysis. The University of Tennessee can export survey statistics and reports to a CSV file for data analysis. The CSV file contains all pertinent information from the survey so that you can query, sort, and evaluate the data without being connected to the learning management system. Surveys are not graded, but they can be associated with learning objectives.

The Surveys tool also provides you with a flexible range of ways to deliver surveys. For example, you can set surveys up through release conditions to require participation from learners before they can access other parts of the course, you can issue email invitations to a select group to respond to a survey, and allow anonymous responses.

The Survey tool supports integration with course content and a comprehensive range of standard question types that can be quickly assembled by reusing questions that already exist in the Question Library. The Surveys tool shares the Question Library and its content with both the Quizzes tool and the Self Assessment tool. Most question types available to the Survey tool are similar to the questions available in the Quizzes tool. Surveys can contain the following question types: fill-in-the-blank (FIB), Likert questions (LIK), long answer (LA), matching (MAT), multiple choice (M/C), multi-short answer (MSA), multi-select (M-S), ordering (ORD), short answer (SA), and true or false (T/F).

Brightspace Wiggio® also supports real-time polling and surveys. It offers a central place for learners to collaborate in their study groups, project teams, clubs, sport teams, or extracurricular organizations and includes group creation, whiteboarding, private messaging to participants, remote desktop sharing, file sharing, and real-time polling/surveys.

**Calendar links to assignments and activity due dates**

**D2L RESPONSE**

Yes. Calendar items can link directly to assignments and activity due dates. Events with start and end dates are automatically imported into the Calendar tool from other tools; however, you can also create events directly within the Calendar tool. In addition, assignments, quizzes, and other content that have the capability to add dates and restrictions are automatically linked to the calendar, so no matter where faculty make an event change (i.e. in the calendar or in the content item such as an assignment, the change will take effect in all areas of the course and Learning Environment. For more information about calendar options and manage dates, please refer to page 15.

**File storage across courses**

**D2L RESPONSE**

Yes, file storage is supported via the Locker tool in Brightspace Learning Environment, and by Brightspace Learning Repository.
LOCKER TOOL

The Locker tool is used for learners and instructors to upload and store files in Brightspace Learning Environment. Lockers allow learners and instructors to upload files from their computer, or to create new HTML files — you can also simply drag-and-drop files to upload. Learners can have access to a personal locker as well as group lockers. The Locker tool also shows you to the top left of the page how much storage space you are using by KBs and percentage. Users can store files in personal lockers, which are kept private, or they can collaborate in groups and share files via group lockers.

SHARING IN BRIGHTSPACE LEARNING REPOSITORY

Brightspace Learning Repository makes learning resources more accessible to educators and learners through the creation and availability of shared information resources. Brightspace Learning Repository provides a structure where course content files can be stored, searched, browsed, and accessed by others.
Within Brightspace Learning Environment, there exists functionality for sharing, copying and re-using files, and other course components. Brightspace Learning Repository extends this capability with rich search, browse, and integrations of other content.

**Learning Objects** | Learning objects in the Brightspace platform are comprised of a single or a set of related files and associated metadata. When content is published to Brightspace Learning Repository, the files and folders to be included with the package are automatically selected using the asset scanner functionality and/or manually added to the package by the user. This ensures that learning objects include all supporting and linked files. By packaging content into learning objects, Brightspace Learning Repository maintains the integrity of the content and allows the content to be imported and exported to external systems. By storing objects in Brightspace Learning Repository, users can have a single storage location and a single point of update for content.

**Sharing** | Learning objects can be shared to an individual, a group, a course, a department or the entire organization. There are six organization unit types: semester, department, course template, course offering, group, and section. You can add additional organization unit types to your hierarchy, change the names of existing organization unit types, and change the hierarchy or organization units. An instructor can create a link between a learning object and course content to share with an entire organization, departments, or courses.

Additionally, learning objects can be shared publicly to external users via a persistent URL, for access without authentication. Organizations have the flexibility to make objects available externally on an object-by-object basis, or lock down this functionality such that all content is secured within the firewall, allowing only users with appropriate permission to access and view learning objects. Individual repositories can also be public, enabling a public search and discovery interface, to access containing learning objects to non-authenticated users. This supports the creation of an Open Educational Resource (OER). Brightspace Learning Repository provides Creative Commons licensing for learning objects to facilitate and encourage sharing by users. Creative Commons supports any jurisdiction which has available a localized version of the license.

**Assignments with plagiarism detection**

**D2L RESPONSE**

Yes. We leverage Turnitin® to monitor assignment folders, as well as identify potential cases of plagiarism by automatically comparing submissions to an online database of original content. Originality checking is enabled through the integration of Turnitin®, but the system is configured and managed from within our solution. The result is a seamless integration that provides direct control over end user visibility and report frequency.

**Batch upload and download of files**

**D2L RESPONSE**

Yes. Brightspace Learning Environment comes equipped with a variety of bulk management tools that make it quick and easy for users to manage information using delimited CSV files. The following provide these include:

- The Manage Users tool: user management and enrollment
- The Manage Auditors tool: auditor relationship management
- The Glossary tool: term creation
- The Grades tool: grade book management and evaluation
- The Roles and Permissions tool: permission management
- The Quizzes and Surveys tools: question creation
- Assignment Folder: Faculty can download entire assignment folders and re-upload once graded
- The Calendar tool: event creation
- The Classlist tool: user management and enrollment

Additionally, our intuitive drag-and-drop features will allow The University to create web-based content and easily include it in Brightspace Learning Environment. Drag-and-drop file upload is pervasive across the system. Users can drag and drop to upload files from your desktop (including multiple files at once) and to re-order all content and modules. The Course Builder tool is also a productive tool for drag-and-drop linkage of grade items and learning objectives for instructional design alignment.

Instructors can also bulk download learner assignment submissions and bulk upload these files back into Brightspace Learning Environment once evaluated. Downloading assignment submissions, associates an identifier to the files so that the evaluated files can be recognized by the system when uploaded back into Brightspace Learning Environment.

**User analytics**

**D2L RESPONSE**

Yes. Brightspace Analytics, the native reporting tool in Brightspace Learning Environment, offers powerful and insightful reporting capabilities, and provides a useful interface through which The University of Tennessee can create reports detailing system activity. Brightspace Analytics enables users to select a wide variety of data to report on and to shape reports through the use of filters and other parameters. Brightspace Analytics provides three different categories of reports:

1. Class and User Progress Dashboard
2. Inline Tool Dashboards
3. Administrative Dashboards

**CLASS AND USER PROGRESS REPORTS**

The Class Progress tool presents instructors with an at-a-glance view to students’ progress in relation to their classmates and displays up to nine performance indicators with the ability to set custom thresholds and colours for each. The User Progress tool provides a detailed view on a number of key indicators to empower proactive response and intervention. Instructors can drill down and view summary reports to identify a student’s progress on objectives, logins, discussions, and assignment submissions as well as other activities.
Class Progress

Filter to: All Users

<table>
<thead>
<tr>
<th>Name</th>
<th>Content</th>
<th>Objectives</th>
<th>Discussions</th>
<th>Quizzing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aarons, Meghan</td>
<td>0 %</td>
<td>0 %</td>
<td>3</td>
<td>0 replies</td>
</tr>
<tr>
<td>maarons</td>
<td>Visited: 0 / 33</td>
<td>Completed: 3/4</td>
<td>2</td>
<td>0 replies</td>
</tr>
<tr>
<td>Bartram, Chung</td>
<td>0 %</td>
<td>3 %</td>
<td>8</td>
<td>0 replies</td>
</tr>
<tr>
<td>cbarmn</td>
<td>Visited: 0 / 28</td>
<td>Completed: 3/4</td>
<td>0</td>
<td>1 replies</td>
</tr>
<tr>
<td>Catcher, Frank</td>
<td>17 %</td>
<td>0 %</td>
<td>0</td>
<td>0 replies</td>
</tr>
<tr>
<td>Kcarcher</td>
<td>Visited: 5 / 30</td>
<td>Completed: 2/4</td>
<td>1</td>
<td>0 replies</td>
</tr>
<tr>
<td>Clinton, Wesley</td>
<td>0 %</td>
<td>2 %</td>
<td>0</td>
<td>0 replies</td>
</tr>
<tr>
<td>wclinton</td>
<td>Visited: 0 / 29</td>
<td>Completed: 3/4</td>
<td>0</td>
<td>0 replies</td>
</tr>
<tr>
<td>Criste, Edna</td>
<td>0 %</td>
<td>1 %</td>
<td>0</td>
<td>1 replies</td>
</tr>
<tr>
<td>scristi</td>
<td>Visited: 0 / 24</td>
<td>Completed: 1/4</td>
<td>2</td>
<td>0 replies</td>
</tr>
</tbody>
</table>

Brightspace Analytics | Class Progress Dashboard

Progress Summary

Grades
Final grade not released

Grades Received: 6

- Aurora Research Assignment
  Last Modified: Nov 3, 2014 4:11 PM
  87.5 / 100 87.5%

- Magnetic Fields Assignment
  Last Modified: Nov 3, 2014 4:04 PM
  84.38 / 100 84.38%

Classify the sunspots
Feedback
Sunspot classification feedback: Good work.

Sunspot Cycle Assignment
Feedback

The User Progress tool | User Progress Dashboard

© 2015 D2L Ltd. All rights reserved. This document is confidential to the maximum extent allowed by law, and must only be viewed by authorized individuals.
INLINE TOOL REPORTS

Reports can also be generated for the following tools or features within Brightspace Learning Environment: content, competencies and rubrics, assignments, discussions, grades, quizzes, survey (self-assessment), and user progress. For example, inside the Quizzes Tool users can access tool-specific reports and statistics to view statistics such as class averages based on individual tests. Statistics can even drill down to the individual question including how frequently wrong answers are selected. Statistics are also equipped with search functionality so that specific data can be retrieved.

ADMINISTRATIVE REPORTS

Administrator reporting dashboards give administrators the ability to create custom reports that detail Brightspace Learning Environment activities offering 22 datasets, multiple filters, and five different report render types. Once a dataset is chosen to report on, a render type can be selected (render types define the format of a report). Custom filters can also be added to reports to constrain the information to only show specified and relevant results. The available render types are area graph, bar graph, line graph, pie graph, and table.

BRIGHTSPACE INSIGHTS

Brightspace Insights™ offers a powerful suite of high-performance reports, rich data visualizations, and predictive analytic capabilities that equip institutions to discover rich and meaningful insight about the integrity of their Brightspace Learning Environment and deliver a perceptive, next-generation experience. While focus for improvement might involve accreditation support, program design and delivery, or mentoring at-risk learners, Brightspace Insights expertly transforms your Brightspace Learning Environment data into actionable insights that guide new opportunities for learner and institutional success. Brightspace Insights is an additional solution offering. This provides the data that institutions need to measure, understand, and predict learner performance, instructor effectiveness, and course component design.

Using the Brightspace Data Platform to Drive Results

The Brightspace Data Platform is a big data platform designed to be near real-time using cloud-scale technologies and built to aggregate standards-based data from an entire ecosystem of learning tools. We put a lot of thought into removing obstacles from harnessing big data which is why the Brightspace Data Platform is built with cloud-scale tools to ingest a variety of structured and unstructured data that overwhelms traditional relational databases.

The Brightspace Data Platform aggregates the near real-time stream of learning events and gives this data meaning by making it available as high performance reports, comprehensive data visualizations, and predictive analytics within the hour.

BRIGHTSPACE STUDENT SUCCESS SYSTEM

Brightspace Student Success System is an early intervention system that empowers institutions with predictive analytic tools to improve student success, retention, completion, and graduation rates. Brightspace Student Success System uses statistical analysis to generate predictive models that enable instructors to identify at-risk students and intervene appropriately to improve their rate of success and increase institutional effectiveness.

In providing early identification of at-risk students, predictive analytics enables instructors to identify and understand where issues exist and to eliminate them by creating appropriate resolution plans to address the problem. Therefore, graduation and retention rates can increase when at-risk students are identified early and supported throughout the term. Visualisation and statistical indicators provide diagnostic insights to aid in the design of individualised interventions.
The predictive analysis used by Brightspace Student Success System is adaptable to the instructional approach of each course enabling the monitoring of student engagement and achievement expectations per course.

**Audio/video recording**

**D2L RESPONSE**

Yes. The Video Note™ tool enables users to add recorded webcam video efficiently and with ease. It allows users to upload video recorded from their own devices directly into the Video Note tool to post as content within Brightspace Learning Environment. Supported video file formats are MP4, FLV, F4V, and MOV. Audio may be recorded similarly as well. These can be inserted anywhere using our rich media HTML editor without the need to know HTML.

**BRIGHTSPACE CAPTURE™**

The University of Tennessee can also effortlessly engage and captivate your audience with Brightspace Capture, our webcast and lecture capture offering. Brightspace Capture is designed to provide you with the flexibility you need to fit a variety of web production scenarios — from personal webcasting to online staff meetings to fully-automated room deployment.
With Brightspace Capture, it is easy to deliver rich media presentations that can be captured and synchronized to share with viewers as a live and/or on-demand webcast to give each learner a front-row experience. Your presentations can also leverage video, slides, screen and peripheral sharing, incorporate digital whiteboards and document cameras as well as viewer chats and comments to engage and inspire. Our highly-scalable solution empowers you to operate with greater collaboration and focus with consistent access to rich media. Our application also provides an easy control interface for administrators while also flexibly acting as a media content management system (MCMS) and live event calendar.

Customizable layout and design

**D2L RESPONSE**

Yes. We offer a lot of flexibility when it comes to empowering you to customize your interface and shape your learning experience with control over your branding, administration, and functionality across your organization. Many aspects of Brightspace can be tailored by your administrators and course designers to align with your vision and brand: homepage layout, interface development (widgets), languages, navigation bar layout, colors, features to accommodate accessibility, organizational units and structures, presentation settings, navigation settings, roles and permissions, and system variables.

For example, branded course homepages provide a centralized access point from which users can access all tools and information regarding a particular course. Defining a course default homepage and navigation bar ensures that all courses have a consistent look across the entire organization. Course color schemes can be applied to a particular course or to the entire organization. Also, shared resources such as picture libraries can be used as one controllable source for your logos and images to be used by multiple courses or programs.

![Example of a Customized Course Homepage](image-url)
The Homepage tool enables complete customization for homepages at the organization, course, and any level in between. For instance, a department can have its own unique color and scheme, look and feel, department news, and department events. Widgets can be positioned and sized to fit individual homepages. Some of the widgets available include: bookmarks, calendar/events, content browser, Google search, my courses, my settings, news, picture library, role switch, and updates.

**COURSE BRANDING**

The Course Branding tool allows for *bulk* branding of course offerings in Brightspace Learning Environment. This allows courses that would otherwise be grouped together by the same faculty, same year, re-offering of the same course, etc. to also appear and behave in a similar manner.

The branding tool achieves this by applying a consistent homepage, navigation bar, course colors, and course tool active status across many courses at once. Course branding can be used in two ways: via EXE file or via API calls. With this tool, users save valuable time by not having to brand each of their courses individually and manually.

**Drag and drop content creation and content management**

**D2L RESPONSE**

Yes. Our intuitive drag-and-drop features allow The University of Tennessee to create web-based content and easily include it in Brightspace Learning Environment. We offer a complete drag-and-drop course design and setup experience using the Course Builder™ tool where instructors can drag-and-drop existing assets to build or reformat learner learning paths including files as well as other course assets like quizzes, discussion boards, assignments, links, and learning objects. When users create an object in the toolbox or drag a new object onto the canvas, the Course Builder tool interacts with its Brightspace Learning Environment tool, enabling instructors to populate basic information and attributes. This streamlines the process of setting up resources so you can focus on developing your course.

While we offer a complete drag-and-drop course design and setup experience using the Course Builder tool, drag-and-drop file upload is pervasive across the system.

**EXAMPLES OF DRAG-AND-DROP CAPABILITIES**

**File Upload**

We offer drag-and-drop file upload when creating the branding for custom navigation bars and homepages.

**The Seating Chart tool**

We provide drag-and-drop capabilities in the Seating Chart tool. From the seating chart view, you can drag and drop course participants one by one to assign seats and swap seats. The Seating Chart tool enables instructors to view and track attendance and participation for courses and group events using a drag-and-drop interface to assign seats to learners.

**Keyboard only navigation accessibility features**

To benefit users that navigate our products by keyboard or using an assistive technology that emulates a keyboard, we also offer keyboard alternatives for drag-and-drop functionality.
HTML editor / Visual WYSIWYG editor

D2L RESPONSE

Yes. Our solution can accommodate a full range of content via the HTML/WYSIWYG Editor.

The HTML Editor integrates with all Brightspace Learning Environment tools that enable you to create HTML content. Using the HTML Editor, users can edit discussion topics, create custom instructions for assignment folders, or create Brightspace ePortfolio artifacts, to name a few examples. The HTML Editor features display the following controls for common word processing tasks and options to insert and embed objects such as Adobe® Flash® animation files, videos and audio.

Spell check is also a feature of the HTML Editor. Content creators can use the HTML Editor as a WYSIWYG editor and have the option to edit the HTML code. Using the HTML Editor, interactive elements; Adobe® Flash®, video, audio files, text and virtually any other item that can be displayed in HTML can be inserted almost anywhere. Furthermore, video can be recorded directly from any text area. It can also be saved directly to any page and is automatically transcoded to other formats for high or low bandwidth and for playback on mobile devices.

Exam and quiz administration

D2L RESPONSE

Yes. Instructors can easily administer, create, and control exams and quizzes via the Quizzes tool. With the Quizzes tool, instructors are equipped to increase efficiency when creating quizzes by importing questions from an existing collection of questions, a CSV file, or a learning object repository. Creating new questions is easy, and they can be stored in the Question Library for future use within or even across the organization.

Instructors can customize learning paths by attaching release conditions that learners must complete before they can access a quiz, manage availability, and associate learning objectives and rubrics. Instructors also have access to security features that they can implement to support academic integrity. The ability to provide special access to learners with special needs is also available in the Quizzes tool.
The Quizzes tool | Setting up a new quiz is simplified with various tabs and versatile options.

The following question types (formats) are available in the Quizzes tool: Arithmetic (2+2), Fill-in-the-blanks (FIB), Long Answer (LA), Matching (MAT), Multiple Choice (M/C), Multi-Select (M-S), Multi-Short Answer (MSA), Ordering (ORD), Short Answer (SA), Significant Figures (x10), and True or False (T/F). Instructors can also add text and image information to questions.

Beyond creating and delivering quizzes, we equip you with meaningful knowledge and statistics to give you a picture of what works and what can be further developed. The Quizzes tool natively provides you with reports on question difficulty (i.e. Standard Deviation, Discrimination Index, Point Biserial), learner performance, completion time for quiz and individual questions, which learners have tried the quiz, and quality and characteristics of quizzes and individual items or questions.
Flexible grading options

**D2L RESPONSE**

Yes. The ability for instructors to keep track of learner performance is accomplished through the flexibility of our Grades tool in Brightspace Learning Environment. Brightspace Learning Environment is equipped with a free standing grade book feature that allows novice users to get started quickly while the easy to use system is also able to support the demands of the most advanced users. The grade book easily links to the Quizzes tool, the assignment tool, and the Discussions tool which makes grading convenient for instructors.

The setup wizard streamlines the process of configuring the grade book and provides flexible setup options that empower graders to implement a system that best works for their individual course and pedagogy. To save time, grades can be entered into a simple spreadsheet-style interface or imported from Microsoft® Excel®. The Grades tool allows instructors to calculate and modify grades, import and export material, view statistics, and add or edit scores all of which can be done at any time.

Custom comment codes can also be generated in the grade book. Learners have a read-only view of the grade book with which to see their own results. Since the grade book is fully integrated in Brightspace Learning Environment, it can interoperate with any other tools within Brightspace Learning Environment. The University of Tennessee can associate rubrics, quizzes, assignment folders, and discussion forums and topics with grade items and grade them directly from the Quizzes tool, the assignment tool, and the Discussions tool.

**MOBILE AND OFFLINE GRADING**

Brightspace Assignment Grader for is available from the Apple® App Store and Google Play™ store for free. With it instructors can grade and leave feedback wherever they go — even offline. Brightspace Assignment Grader enables offline, mobile access to assignments in the assignment tool in Brightspace Learning Environment and the ability to grade those assignments from a tablet device.
Brightspace Assignment Grader synchronizes with the assignment tool when the tablet has a wireless connection to ensure that the content in the assignment tool and the applications are accurate and up to date. The key features of Brightspace Assignment Grader are as follows:

- multiple view options
- view assignments by course, due date, ungraded
- sort assignments by ungraded, name, date, grade
- summary view across all of an instructor’s courses
- display of multiple document types supported
- rubric grading: rubrics are synchronized with the assignment tool
- automatic and on-demand synchronization of content
- grades are automatically submitted to the assignment tool from tablet
- offline grading
- assignments are cached for offline use
- ability to capture and provide written, audio, and video feedback on assignments
- annotate PDF documents: write or draw by hand or highlight, strikethrough, underline passages

With Brightspace Assignment Grader, instructors can wirelessly transfer assignments to the supported mobile platforms of Android and iOS, read assignments, grade them via a rubric, provide feedback, and the grades will be transferred from an instructor’s tablet to the assignment tool.

Brightspace Assignment Grader offers offline access with synchronization.
Partial point credit

**D2L RESPONSE**

Yes. Partial point credits can be awarded to the student based on how faculty or designers weight answers to test questions.

Randomization of test question order

**D2L RESPONSE**

Yes. Test questions can be randomized. Brightspace also supports multiple random sections in the same test.

Test banks

**D2L RESPONSE**

Yes. Test banks, or the Question Library as it is referred to in Brightspace, is a central repository for the questions instructors create, copy, and import within a course. The Question Library is a real time-saver since it provides a simple and easy way for questions to be stored and reused throughout a course’s assessment tools. Keep a course’s assessment questions in one place by using the Question Library as the central location by importing questions created within the Quizzes, Surveys, and Self Assessments tools into the Question Library for organization and future use. You can also easily make questions available for use across your course offerings with the ability to share the Question Library to other courses by using the Import/Export/Copy Course Components tool.

From the Question Library, you can create and edit questions as well. You can add feedback and hints, add point value, identify question difficulty, indicate whether responding to the question is mandatory, and more.
Importing Questions from External Test Banks
Via the Quizzes tool, questions can be imported from external test banks in adherence to IMS QTI standards. The system also accepts delimited files, such as text files, spreadsheet files, CSV files, and more. Several file formats for batch mode importing of test questions are available for use including standard text or spreadsheet files such as CSV files. This allows users to import questions from familiar question/test generators such as Respondus® or Questionmark™.

Publish Questions to Brightspace Learning Repository
The University of Tennessee can publish questions to Brightspace Learning Repository to share or to make them more widely available. However, you can also choose to hide questions from search results and only make them available for you or those with appropriate permissions. You can also select the Creative Commons rights you want to associate with what you have published.

Flexible, robust gradebook features

**D2L RESPONSE**
Yes, Brightspace offers highly flexible, robust gradebook features. Brightspace Learning Environment is equipped with a free standing grade book feature that allows novice users to get started quickly while the easy to use system is also able to support the demands of the most advanced users. The grade book easily links to the Quiz tool, the Dropbox tool, and the Discussions tool which makes grading convenient for instructors.

To make it more efficient, we have provided an easy-to-follow Grades Setup Wizard to walk instructors through setting up a grade book since instructors control the grading formula used to calculate grades, what is graded, and how grade items are calculated.
The setup wizard allows for faculty and course designers to provide powerful and flexible grading schema. Grading systems determine how grade items in an instructor’s grade book contribute to a learner’s final grade. Our solution provides three grading system options:

**Weighted** | Grade items can count as a percentage of a final grade worth 100 per cent.

**Points** | Grade items can be worth a certain amount of points that are totaled for a final grade.

**Formula** | Instructors can define a custom formula for how grade items contribute to a final grade.

In the Grades tool, instructors can also take learner-submitted digital assignments on the go or offline and grade them with the convenience and flexibility of a tablet (Android or iOS) via Brightspace Assignment Grader. Instructors also control when grades are released to learners and what specific information they are able to view. Once instructors choose to release grades for a course, learners can also be notified and access their grades via our free mobile app, Brightspace Pulse (available globally in the app stores for Apple and Google).
The Grades tool | Enter learner grades into the grade book

Instructors have the option to enter grades in a simple spreadsheet-style interface or they can import grades from Microsoft® Excel® or CSV file formats. Instructors also have the option to export grades via a CSV file. Grading can also be automated (with the exception of long answer/essay questions) and manually edited. Instructors can manage and personalize grades including controlling their distribution and leaving feedback for learners to view with their grades once released.

For added flexibility, viewing grades does not have to only take place within the Grades tool; they can also be viewed within the context of the User Progress tool with plot graphs to compare grades with the rest of the class. Ultimately, the Grades tool provides the ability for instructors to set up a grade book to reflect their approach to evaluation including the grading system and grade scheme that are the most effective for a course. With a powerful feature set and easy-to-follow setup wizard, the Grades tool simplifies the tracking, calculating, and viewing of grades.

GRADING SCHEMES

Inside the Grades tool, Instructors have the ability to create and edit grade schemes that align with how they choose to assess students and provide feedback. A grade scheme allows instructors to organize learners’ performances on grade items into levels of achievement. Each achievement level has its own range of acceptable grades and a symbol such as a numeric value (i.e., 2.0, 3.0, 3.5, 4.0), letter (i.e., F, D, C, B, A, A+), or text description (i.e. Below Expectations, Meets Expectations, Exceeds Expectations). Instructors have the ability to provide the following changes to their course grades which can be configured via the Grades tool:

- Edit the name of the calculated or adjusted final grade.
- Apply a grade scheme to the final grade.
- Associate an activity with the final grade.
- Change whether learner grades can exceed the maximum points or weight for the final grade.
- Change what grade options display in the grade book for the final grade.
Flexible group management functions

**D2L RESPONSE**

Yes. From the Manage Groups page, learners can enroll in a new group, view the Member List of a group, view the contents of the assignment folder, access a group discussion forum, link to locker files, and email all of the members within a group. Centralized control of all group activities in the system also reduces maintenance time for group management.

![Manage Groups](image)

**The Groups tool** | Manage Groups.

Conditional release of content

**D2L RESPONSE**

Yes. The Brightspace platform gives instructors and course designers an unmatched ability to customize learning paths in a course via release conditions. The ability to create release conditions is available to almost every tool, and goes far beyond simple date-based release. Items can be released based on complex criteria including content views, quiz scores, outcomes achievement, group membership, discussion postings, and many others – more than 20 selectable conditions! You can also attach multiple conditions and reuse existing release conditions. For example, an instructor can easily hide a lesson until the prior lesson is completed – and automatically release remediation content to students who completed it with a low quiz score or rubric assessment. Alternatively, an instructor can create a condition that requires learners to read a content topic before gaining access to a quiz, or one that requires them to post a message to a discussion before seeing the following content module – the possibilities are endless.
Release Conditions | Attach an existing release condition

Release conditions can be applied to the following tools or items: checklists, content modules and topics, custom widgets, discussion forums and topics, assignment folders, intelligent agents (a communication tool), grade items and categories, learning objectives, news items, quizzes, rubric evaluation, and surveys. When multiple release conditions are attached to content, instructors have the option of whether to require that learners satisfy all or any of the release conditions.

Ability to assign observers to students

D2L RESPONSE

Yes. Brightspace Learning Environment supports expanded permission sets for observers, monitors, and auditors, etc. via the auditors feature set. Auditors are implemented as standard users in Brightspace Learning Environment. This means that administrators can add auditors to the system in the same way as other users such as learners. For example, with the appropriate permissions, an auditor can have access to the following:

- Use the same login page as other users in the system.
- Be enrolled into courses where they can access course material, news, and due dates.
- View user progress.
- Take advantage of standard features such as email, personal profile, schedule, and "Forgot Password" functionality.
- Auditors with the appropriate permissions can impersonate the users they audit.

In the case of an auditor, parent, or advisor that only needs to follow the progress of certain learners, the Auditor tool allows them to only have access to the User Progress Dashboard to view the following progress areas associated with a learner:
- checklist completion
- content viewing activity
- discussion activity
- assignment activity
- grades

- login history
- objectives
- quizzes
- survey activity

Ability to integrate closed captioning for video and audio content

**D2L RESPONSE**

Yes. Closed Captioning can integrate with videos topics uploaded into the Brightspace Learning Environment by associating SRT files to the video files for playback by our video player.

**Subtitles**

A single video may include subtitle files in multiple languages: ISO two letter language codes as well as Brazilian Portuguese, Canadian French, and Simplified and Traditional Chinese are used to build the list of selectable languages.

Subtitles appear to learners as closed captions within the default video player. Learners decide whether they want to view the video with subtitles and which of the available languages to use.

**CLOSED CAPTIONING IN CAPTURE**

**Create Closed Captioning with the Producer tool**

Once a CaptureCast presentation is published to Brightspace Capture Portal or Capture Central, administrators and instructors can manually create closed captions in the Producer tool which is Brightspace Capture’s web-based, post-production editor tool.

Transcripts and closed captioning scripts can also be created by other third-party captioning services and can be easily added through the Producer tool SubRip (SRT) file format. Instructors can also create their own SRT file with a plain text editor and save the file with the extension .SRT.

**Requesting Closed Captioning from CaptionSync**

Closed captioning is available via integration with CaptionSync. CaptionSync is a third-party, web-based service that generates captions for CaptureCast presentations providing instructors and administrators with the ability to submit recordings for transcription and captioning. It is a paid service that The University of Tennessee can set up between Brightspace Capture and Automatic Sync Technologies (AST).

**Closed Captioning Functionality for the Viewer**

Whether creating closed captioning or requesting from CaptionSync, captions are displayed as an overlay for on-demand recordings and can be toggled on or off by the viewer. Closed captioning provides an analogous experience for viewers who may be hearing impaired and comes with the added benefit of making recordings more searchable. Viewers can search the content of recordings with ease using the CaptureCast player search feature resulting in this being a convenient way for all viewers to pinpoint areas of the recording they would like to view.
Fully ADA compliant

**D2L RESPONSE**

We are passionate about providing accessible products for anyone and everyone who wants to learn. In fact, we are so passionate about accessibility that inclusive design is a top priority tightly integrated with our research and development efforts. Our approach to accessibility is through both standards adherence and functional accessibility assessment. We have taken the following approaches to accessible design:

Accessibility barriers are proactively identified | We run internal quality assurance testing with assistive technologies like JAWS®, NVDA, VoiceOver, and Dragon NaturallySpeaking™ to proactively identify and address issues. We also test against the proposed WCAG 2.0 standards.

Design guidelines are in place | Our design guidelines help ensure consistency between the various tools in the system which in turn helps increase functional accessibility.

User experiences are regarded as a whole | Our commitment to accessibility is not limited to our software. Our services teams are integral to our accessibility efforts. They look for better ways to support assistive technology users in quickly discovering helpful features and settings, and they provide advice for administrators and course designers about system features to enhance course and system accessibility through accessibility-focused documentation. Our services teams are also available for consulting on accessible design.

Close relationships with client and community experts | We are also involved in a client-led accessibility interest group that meets monthly to set strategy, provide technical guidance, and review solutions related to web accessibility and inclusive learning. We partner with this group to help ensure that our program is transparent and aligns with the needs of our clients when it comes to accessibility.

This interest group is open to all clients, and we would welcome the opportunity to include your voice in our group. Our commitment to accessibility is demonstrated by having pledged to regularly review our accessibility program with the National Federation of the Blind. We are the only LMS vendor to achieve Gold level certification on multiple occasions, and we also received the prestigious Jacob Bolotin Award.

**STANDARDS ADHERENCE**

We understand that international standards form an important basis for interoperability with both current and future assistive technologies. Therefore, we design and test web applications against the World Wide Web Consortium’s (W3C®) Web Content Accessibility Guidelines (WCAG) version 2 level AA and Section 508.

The [Web Accessibility Initiative (WAI)](https://www.w3.org/WAI), led by the World Wide Web Consortium (W3C®), is widely regarded as the leading standards body on web accessibility. To ensure our designs are consistent with international objectives, we use WAI guidelines such as the [Web Content Accessibility Guidelines 2.0 (WCAG 2.0)](https://www.w3.org/TR/2018/REC-webcontent-accessibility-20180619/), [Authoring Tool Accessibility Guidelines 2.0 (ATAG 2.0)](https://www.w3.org/TR/authoring-tools/), and [Accessible Rich Internet Applications Suite (WAI-ARIA)](https://www.w3.org/WAI/aria/). We focus on international standards so that our software works well across platforms and assistive technologies.
FURTHER EXAMPLES OF STANDARDS ADHERENCE WITHIN BRIGHTSPACE LEARNING ENVIRONMENT AND BRIGHTSPACE LEARNING REPOSITORY

Page Layout and Styling

- All information that is expressed by color differences is also available in text
- All text (and images of text) have a contrast ratio of at least 4.5:1
- Users can change their text size (up to 200%)
- Uses an “elastic” rather than a fixed-width design

Page Markup and Organization

- Links are descriptive.
- We write valid code
- No blinking content
- Keyboard users do not get trapped in content (media player, HTML Editor)
- Includes a link at the top of every page that goes to the main content area
- Each page has a single unique heading and properly nested subheadings
- Descriptive information about data tables is provided in the summary attribute
- Descriptive table summaries are provided
- User interface components are highlighted when they receive focus
- Uses ARIA landmarks
- Dynamic changes are announced
- Navigation bars/menus implemented as unordered lists
- Navigation bars/menus preceded by headings
- All pages have descriptive titles
- Row and column headers and spans are used consistently in tables

Forms

- Proper form markup is consistently used
- Includes inline examples of expected data formats
- Forms linearize and have a proper tab order
- Error messages provide text descriptions of fields not completed
- Error messages include a mechanism to allow users to jump to errors
- Error notifications get focus and are highly visible
- Provides success feedback when data submitted successfully

User Control

- Warns users before logout
- When timed responses are used, the system supports grace periods on any time limits in addition to giving administrators the ability to grant special time limits for particular users who may need more time.

For More Details

Complete details about WCAG and section 508 compliance may be found in the Brightspace Voluntary Product Accessibility Template (VPAT). This is available at http://www.brightspace.com/about/accessibility/standards/.
Ability to integrate with external applications such as Google, Office 365

**D2L RESPONSE**

Yes. We integrate with both Google Apps and Office 365. Our integration with Microsoft® Office 365® is a Single Sign On (SSO) from our system to any of the Microsoft Office 365 applications that The University of Tennessee has licensed, so the end user can transfer from the Brightspace platform to Microsoft Office 365 without having to provide their credentials.

Office 365 and Google Apps Direct Integration | Widgets that appear on user’s homepage

With the Homepage Google Apps™ widget, users can view their unread email, upcoming calendar events for the next seven days, and Google Drive™. A smaller form of the widget is also available if space on home pages is limited. You can quickly access Google services and see the number of unread messages and the number of upcoming events in the next seven days.

Users with the appropriate permissions can manage creating and linking Google Apps for Education and Google Apps for Business accounts from within Brightspace Learning Environment. From user’s education and business accounts, it is also possible to submit files to the assignments tool.

Ability to integrate with VitalSource Course Content

**D2L RESPONSE**

Yes. Brightspace interoperates with a variety of publisher applications in order to provide The University of Tennessee with highly flexible content capabilities. Many of our publisher integrations include homework activities, quizzes, learning objects, and in some cases, access to ebooks. This integration provides SSO access to VitalSource Bookshelf® for instructors and students. The integration uses the IMS LTI v1.1.1 standard.

Mobile application availability for all mobile operating systems

**D2L RESPONSE**

Yes. Any mobile device capable of rendering HTML5 will operate with Brightspace regardless of the mobile operating system.

Ability to integrate with Zoom Videoconferencing

**D2L RESPONSE**

Yes. Zoom can integrate with Brightspace via LTI v1.1.1.
Ability to integrate with MediaSite and MyMediaSite

**D2L RESPONSE**

Yes. Brightspace can integrate with MediaSite and MyMediaSite.

Outline all certified integrations with external learning tools.

**D2L RESPONSE**

Our solution has a number of built in components and middleware that allow for fast integration with external enterprise systems. We recognize the imperative of integrating our solution with your existing systems. This is why our developers spend considerable time ensuring that the Brightspace solution is equipped with a broad range of integration points for The University of Tennessee’s convenience. This effort allows our many clients to seamlessly integrate with many systems, including:

- Student Information System (SIS) such as Banner® by Ellucian
- IT administration and Human Resource Management Systems (HRMS)
- Portal Systems such as Luminis Portal
- Email and calendar systems
- Authentication systems, such as LDAP, Active Directory, and Novell Directory Server
- Library systems
- eCommerce systems
- eCommerce systems
- Library systems

Additionally, Brightspace Valence is built on REST-based standards, and leverages other existing standards including XML, HTTP, and SSL. As a technology-neutral solution, Brightspace Valence can support .NET MVC, Java, and Perl.

**BRIGHTSPACE APP FINDER**

The Brightspace App Finder is an online catalogue featuring applications, services, content, and other solutions that can be used on or alongside the Brightspace platform. You can search and browse solutions that integrate with Brightspace to fulfill our organization’s unique learning needs and preferences. You can even personalize the App Finder for your institution by adding notes, and users can add default views (e.g. default to “MyApps”). Featuring solution listings from D2L Partners along with Brightspace add-on products, Brightspace App Finder will continue to grow and become the preferred destination for solution discovery. Brightspace App Finder is also completely free!

Brightspace App Finder is a way to discover and manage third-party solutions for the Brightspace platform. With advanced searching, strict validation process, and the ability to promote new apps directly to instructors, it is the best place to find out how you can customize and build on the Brightspace experience. Administrators also have access to deployment/administration guides that partners share. Check it out at [https://appfinder.brightspace.com/](https://appfinder.brightspace.com/)

ePortfolio creation

**D2L RESPONSE**

Yes. With Brightspace ePortfolio, learners and instructors are equipped to effectively demonstrate achievement, drive connections, track learning, and share achievement. Learners can even record learning, reflect on it, and share it with others on the go via a mobile device.
Brightspace ePortfolio provides an invaluable outlet for learners to share knowledge, collaborate with their peers, and showcase their accomplishments. Brightspace ePortfolio is a unique and powerful solution that enables our clients to shape the learning paths of their users and give them the opportunity to create and share their own learning journey. Brightspace ePortfolio allows learners to submit for assessment or showcase a variety of artifacts such as documents, media, links, HTML files, audio recordings, and materials from Brightspace Learning Environment (i.e. graded quizzes and assignments).

Learners can collect and share all kinds of artifacts and reflections and organize them into collection or presentations. By sharing artifacts, learners can receive feedback from peers, outside evaluators, and assessment from instructors.

Brightspace ePortfolio also provides the ability for instructor-created learning objectives to guide learners’ use of Brightspace ePortfolio by mapping their learning journey and aligning materials and experiences with their goals. Brightspace ePortfolio is a great way to keep track of learner development by showcasing the progress made as they gain knowledge over an extended period of learning. Instructors can also gain knowledge through data on learners’ progress toward learning objectives and the degree of shared learning and collaboration. Instructors can aggregate individual efforts at the course, departmental, and institutional level.

B. Licensing Options

Provide information on all available product licensing options without specific costs (Software License, FTE, Headcount, Hosted, SaaS, On-Premise Hosted).

**D2L RESPONSE**

D2L provides access to Brightspace through an annual subscription fee based on institutional FTE. License and access is SaaS based.
The Full Time Equivalency (FTE) model allows for unlimited use of the system in support of student learning for students that comprise the FTE count. An unlimited number of course shells may be created, even those which are not directly tied to a course (student clubs, for example). Students may be enrolled in an unlimited number of course shells for no additional cost. Instructors, for the purposes of teaching, have access to the system at no additional cost. FTE means a count of the highest reported full-time equivalents over the course of a year.

For system use of system for unaccredited learning activities such as staff professional development, continuing education, and outreach we will have a discussion to create an FTE equivalent formula to account for additional use.

Base software licensing also includes revisions to documentation, new core product developments, and new functionality at no additional cost. Additionally, we offer free servicing and installation of upgrades, performed by our personnel, as part of our base product fee structure.

Additionally D2L is open to discussing how the University of Tennessee can leverage our contractual relationship with the Tennessee Board of Regents to license our technology.

C. Demonstration Requirements

Select responders may be asked to provide a one to two-hour demonstration of the LMS solution for a wide audience via a web presentation/demonstration that can be recorded and replayed in order to reach the widest audience possible. The demonstration should provide an overview of the LMS solution and provide participants with an overview of the user experience from a faculty and student perspective. The format of the presentation/demonstration should allow ample time for questions.

D2L RESPONSE

Read and understood. We look forward to the opportunity to meet with you to demonstrate exactly how Brightspace can help support The University of Tennessee’s learning management system needs.

Throughout this response we have provided pointed responses to the University of Tennessee questions. As you look to next phases of your evaluation and demonstration phase we urge you to consider the following table of unique D2L differentiators. We would more than happy to deep dive into item at The University of Tennessee request.

D2L DIFFERENTIATION SUMMARY POINTS

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>KEY ITEM OF DIFFERENTIATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>• Easy → Flexible → Smart</td>
</tr>
<tr>
<td></td>
<td>• Unique &amp; unlimited organization and role flexibility</td>
</tr>
<tr>
<td></td>
<td>• Configurable course and portal homepages to reflect varied brands and learning experiences</td>
</tr>
<tr>
<td></td>
<td>• Unique master course &amp; section management</td>
</tr>
<tr>
<td></td>
<td>• Varied temporal course associations (different start times &amp; rolling enrollment – critical for CBE)</td>
</tr>
</tbody>
</table>
• Unique language and time-zone support

**Migration**

• 3rd party integrations supported via AppFinder and IMS LTI
• Key infrastructure integrations supported (HRIS, SIS, authentication, CRM, custom mobile app development, etc.)
• Detailed open API to manipulate system programatically
• Proven course migration capabilities

**Implementation and Training**

• Premium implementation support service
• Detail implementation and project methodology / governance
• Dedicated project team (Leadership sponsor, Project Manager, Implementation Consultant, Trainer, Support Team, Creative Services)
• Cloud architecture (monthly rolling updates, 99.9% uptime guarantee, KU controls major feature release schedule)
• Customized training (Face to Face, Virtual, Self-Directed)
• Advisory & Consulting (Best practices, experienced expert guidance, governance)
• 24x7x365 support

**Assessment & Learning Outcomes Management**

• Integration outcomes assessment across all course elements
• Learning Outcomes Management (LOM) uniquely embedded and tied to Org Structure
• Multi-level assessment structures (multiple rubrics, grades and LOM at same time)
• Analytic rubrics and rollup statistical reporting
• Detailed assessment item analysis
• Outcomes, curriculum alignment, academic risk reports
• Real-time access to assessment result data

**Curriculum & Course Creation**

• Automated & proven conversion
• Unique master course administration supports
• Adaptive & branching curriculum sequencing
• Seminar (Brightspace Capture) integration
## Versioning (data, content, etc.)
- Mature integrated repository technology supporting access to OERs, custom metadata management, search and discovery, version control, browsing
- Bulk automated tools for curriculum publishing
- Detailed curriculum usage reports

## Learning Models
- Competency Based Education and Adaptive delivery supports
- Engagement, reinforcement, feedback, practice, collaborative, demonstration

## Analytics
- Real-time data architecture via Hadoop data cluster
- Open API and/or direct ODBC access
- Data model uniquely tied to org structure and roles – good for A/B learning model testing
- Agnostic report interface – can use any reporting system
- Multiple, real-time instructional and student dashboards surfaced at course level based on transactional database
- API available to manipulate system interfaces and integrate custom reports of specific dashboards
- Key focus area of development:
  - Achievement
  - Engagement
  - Assessment
  - Predictive & learning analytics – e.g. Student Success System
  - Support for Caliper (collect data from third party app ecosystem)

## Synchronous
- Brightspace Capture
- Live streaming seminar events
- Recording for future viewing
- Cloud based storage and administration
- Video, audio, screen share, PowerPoint, chat, discussion moderation
- Unique scheduling and automatic publishing direct to course capabilities
- Unique permissions tied to org structure and role definitions

## ePortfolio
- Personal social and assessment portfolio tool for storing, organizing, reflecting on, and sharing items that represent student learning
- Can include items such as documents, graphics, audio files, videos, presentations, and course work to demonstrate your improvement or mastery in certain areas
- Learners can share items with peers, mentors, advisors or potential employers
- Learners can give permissions to view items, edit items, see or add comments, and see or add assessments to receive feedback
- Specific support for experiential learning scenarios
- Mobile capture and reflection opportunities
- Create Alumni communities
- Lifelong portfolio option hosted by D2L

### Accessibility
- D2L marked leader in Accessibility
- National Federation of the Blind (NFB) has awarded the company with the Dr. Jacob Bolotin Award for groundbreaking work in accessibility
- NFB gold certified every year (other LMS’s just once)
- Far beyond Section 508 baseline compliance – WCAG 2.0
- Accessibility tools built into system to support accessible instruction (HTML templates, color checkers, release conditions, accessibility special access groups)
- Open accessibility standards compliance voluntary accessibility templates & checklists
- Advanced screen reader and keyboard-only navigation support

### Faculty User Experience (Gradebook, dashboard, etc.)
- Faculty dashboard homepage with course building step-by-step wizard
- Unique role permissions to define specifically what trainers can and can’t do
- Course planning: attendance, calendar, checklists, special access grants to assessments
- Curriculum supplementation: glossary, external links, release conditions, video note
- Assessments: assignments, quizzes, gradebook, surveys, user progress, report dashboards
- Communication & collaboration: blog, chat, class roaster, discussions, email, FAQ, advanced group administration, virtual seating chart, formal and ad-hoc collaboration groups, polls, conference calls, virtual group sessions, instant messaging
- Intelligent agents: rule and event based notifications
- Release conditions: release and branch course flow based on course and student data

### UX (user experience)
- Unique support for advisory service support models
- Special advisor role and student(s) association
- Support for experiential learning and reflection via ePortfolio plus mobile
- Advanced student progress dashboards, calendaring and notifications
- Streamlined UX on near-term roadmap

**Mobile**

- Mobile first approach
- Innovative Pulse application for students – full course access + unique workload pacing feature

2 Main Approaches:

- Mobile Web = Full LMS
- Native Apps = Deep & Unique Platform Tasks
  - Learner Apps: ePortfolio, Binder → Pulse
  - Faculty App: Assignment Grader

<table>
<thead>
<tr>
<th>MOBILE CAPABILITY</th>
<th>BRIGHTSPACE SUPPORT</th>
<th>TECHNICAL APPROACH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course pacing calendar</td>
<td>☐</td>
<td>Native App</td>
</tr>
<tr>
<td>View course content (+ reflect &amp; annotate)</td>
<td>☐</td>
<td>Native App</td>
</tr>
<tr>
<td>Multimedia capture (photo, video, text)</td>
<td>☐</td>
<td>Native App</td>
</tr>
<tr>
<td>Discussions</td>
<td>☐</td>
<td>Native App</td>
</tr>
<tr>
<td>Notification &amp; announcements</td>
<td>☐</td>
<td>Native App</td>
</tr>
<tr>
<td>Grades (slow reveal)</td>
<td>☐</td>
<td>Native App</td>
</tr>
<tr>
<td>Assignments (submit files)</td>
<td>☐</td>
<td>SSO to LMS via Native App</td>
</tr>
<tr>
<td>Tests (take via mobile)</td>
<td>☐</td>
<td>SSO to LMS via Native App</td>
</tr>
<tr>
<td>Apple Watch app</td>
<td>☐</td>
<td>Native App</td>
</tr>
<tr>
<td>Assignment Grader (faculty specific app)</td>
<td>☐</td>
<td>Native App</td>
</tr>
<tr>
<td>Seminars</td>
<td>☐</td>
<td>Mobile Web (iOS early 2016)</td>
</tr>
</tbody>
</table>

**Architecture (downtimes, maintenance, scalability, security), Technology**

- Cloud based architecture
- Geographically disperse datacenters
- D2L owned datacenters for core LMS operations, AWS for new Data Platform, video note and seminar storage
- Continuous delivery maintenance model – monthly updates
- Burstable web server and storage provisioning
- 99.9% uptime availability guarantee (99.97% in 2015)
- ISO 27001 certified
- .NET architecture base platform
- REST based APIs
- Proven scalability up to 200,000 fully online active students
- CSV or XML data transfer support from enterprise information systems

**Portal**
- Various information system integration options: CSV or XML, Batch or Real-time (synchronous or asynchronous)
- Various authentication options: native, LDAP/AD, SSO, CAS
- Full API support to manipulate user, org, course, information and service configurations
- Can surface any D2L information in portal(s) or vice versa leveraging APIs and/or analytics data platform

**Road mapping**
- 16 years proven innovation
- Focus on moving from Managing Learning → Transformational Learning experience: personalization at scale for learner
- Dedicated to supporting multiple course models form single platform: traditional, MOOC, Competency Based Education, etc.
- Past 12 months: new UX/UI improvements, new real-time data platform, Caliper support, mobile enhancements (e.g.: Pulse), LeaP (adaptive platform), AppFinder, Course Catalogue, Badging and Certification
- Near future: 3 body model enhancement, revised outcomes framework, mobile seminar, new UX/UI revisions, Many enhancements from D2L's Product Idea Exchange (PIE)

**Partnership**
- Roadmap collaboration – D2L HQ sessions: 1 leadership workshop, 2 Usability & focus group labs
- CBE and Open Courses R&D
- Commercialization of joint solution development
- Brightspace community involvement
- Access to Product Idea Exchange
- Brightspace annual Fusion conference
- D2L Advisory Groups: Strategic Academic Leadership, Strategic Technical Leaders, System eLearning Management, Accessibility
Terms and Conditions

We have provided responses to your specifications and requirements to help illustrate how we provide our products and services. Please note that all of the specifications and requirements of the RFI are subject to the responses we have provided. It is understood and agreed that the provision and use of our products or services will be governed solely by the terms of an agreement which shall be negotiated and executed by the parties at a future date.

We seek to enter negotiations with respect to this agreement as soon as reasonably possible. We will base these discussions on our standard contract documentation (the “D2L Master Agreement”) which best describes our unique models for the benefit of both parties.
About D2L

A global leader in EdTech, D2L is the creator of Brightspace, the world’s first truly integrated learning platform. The company partners with thought-leading organizations to improve learning through data-driven technology that helps deliver a personalized experience to every learner, regardless of geography or ability. D2L’s open and extensible platform is used by more than 1,100 clients and 15 million individual learners in higher education, K–12, healthcare, government, and the enterprise sector—including Fortune 1000 companies. The company has operations in the United States, Canada, Europe, Australia, Brazil, and Singapore.


CONTACT US

PHONE: 1-519-772-0325 (Worldwide)
TOLL FREE: 1-888-772-0325 (North America)
0-808-234-4235 (United Kingdom and Europe)
0-800-452-069 (New Zealand)
1-800-656-210 (Australia)
0-800-891-4507 (Brazil)

FAX: 1-519-772-0324
EMAIL: info@brightspace.com
TWITTER: @Brightspace

The ideas and images in this document are property of their respective owners. All D2L marks are trademarks of D2L Corporation. Please visit D2L.com/trademarks for a list of D2L marks.