Instructional Materials Technology Information

Title: Bridges in Mathematics
Content Area: Math
Publisher: The Math Learning Center
Grades: K-2
Copyright: 2015

Instructional Materials Technology Information

Since EdReports released its first reviews five years ago, the materials landscape has changed dramatically, especially in the area of technology. District questions have evolved from ensuring materials could be accessed on older browsers and versions of operating systems to detailed questions about interoperability, compatibility, security, support, and digital design. These questions have become even more important during the pandemic as districts assess what instructional materials may work best in their communities not just in-person, but also remotely and in hybrid settings. Access to high quality instructional materials by all students is more important than ever, and technology plays an essential role in that access. To help provide technology information for materials that meet alignment criteria in Gateways 1 and 2, EdReports has requested publishers answer the following questions to help consumers better understand the digital design and capabilities of their instructional materials.

- Section 1 provides broader questions most frequently asked of EdReports about the design of materials. These questions are meant to provide higher level, summary information.

- Section 2 provides more fine-grained details on aspects of design and functionality.

Considerations When Reading This Document

- EdReports is seeking the most accurate, descriptive information about curricular products. We are not evaluating quality or desirability, but documenting features in materials to empower local schools and districts with information to select materials that will work best for them given their technological capabilities and instructional vision.

- The information in this document comes directly from publishers. EdReports reviewed the information for clarity and consistency, but did not verify its accuracy. Questions you have regarding any of the reported information should be directed to the publisher of the product.

- Look at the information in the "Details" column carefully. Functionality and digital design can vary greatly depending on how a publisher responded. Most publishers provide granular information for each question to illuminate their responses.

- This document is most effective when paired with questions that relate to your local context and reviewed with both content and IT staff. Consider your district's technological access and capacity amongst students, teachers, and schools.

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Section 1: Usability Snapshot

This section includes questions on digital design and support that allow users quick access to essential information.

* Note:
"Yes with core product" below should be used to indicate functionality in the core materials as reviewed by EdReports that are available without LMS integration.
"Yes with dependencies" below refers to functionality in the materials reviewed by EdReports that are present or accessible only through working in a separate LMS, by utilizing other software as a plug-in, linking externally to sites outside the materials, or if functionality is dependent on a supplemental purchase.

Questions	Check Only One				Details
	Yes with core product	**Yes** with dependencies	**No**	Under Development	
Access to the Bridges Educator Site(BES) comes with adoption of the *Bridges in Mathematics* curriculum. The site includes full digital access to the teaching and assessment guides, and masters for teacher and student use are also provided in print form. In addition it includes digital display materials and other resources to support implementation of the materials (e.g., sentence frames, virtual manipulatives, optional children's literature connections). In addition, the Bridges Educator Site contains resources to support teachers' ongoing professional learning through videos, blogs, and recorded webinars.					
Are the materials designed so that students are able to access and complete work online?				✓	Currently, teachers can access all the masters and student workbook pages electronically through the Bridges Educator Site. These can be uploaded into an LMS for students to access and complete when not receiving instruction in a face-to-face format. We are currently developing materials that include activities of the day, games, and packets that can be accessed online. The activities of the day are Google docs, so students can input their work and submit it to their teacher.

Question					Notes
Do the materials support learning in hybrid settings (both in-person and remote learning) concurrently?				✓	When face-to-face, teachers will implement the Bridges lessons. When they shift to online instruction or when instruction is blended, teachers will have access to student-facing materials that support online learning, drawing upon tools in the Google suite (docs, slides, forms, jamboard), the Math Learning Center apps, and a collection of digital display materials (DDMs).
Are tasks, activities, and lessons able to be printed either for in-class use or for use in at-home learning?	✓				Through the Bridges Educator Site, teachers can print materials for in-class use or at-home learning.
Is there instruction so students can work independently (or with an adult at home)?		✓			Home Connections provide opportunities for families to work together on the mathematical ideas in the curriculum. Materials currently under development will make core instruction even more accessible, as activities and games can be completed independent of adult support. Audio introductions to the various formats for the activities support students to understand the routine. The games serve as ongoing practice.
Does the technology facilitate a teacher's ability to differentiate lessons, tasks, or other content for students?			✓		Although the technology does not differentiate learning for students, the structure of the materials currently under development will provide choice that supports student self-differentiation. The structure also allows teachers to direct students toward particular activities based on individuals' identified learning needs.
Are there tutorials, videos, or other integrated supports in the materials to help educators to understand and/or utilize the materials?				✓	We have a collection of videos and technology tutorials to support teachers as they engage their students in either synchronous or asynchronous mathematics learning. We also intend to continue to build these supports for remote and blended learning.

Are there tutorials, videos, or other integrated supports in the materials to help parents/guardians to understand and/or utilize the materials?	✓				• Family Unit Overviews, available in English and Spanish, provide families with background about the grade-level mathematics instruction and approach. • Home Connections engage families with discussion of mathematical ideas and guidance on how to support mathematics learning at home. • As part of our broadened collection, we are considering more videos/tutorials for families. • Activities and games currently under development are being designed for students and families to understand and use without teacher support.
Are all of the following audiences provided access to the product as part of the core purchase? • parents/guardians • Educators (Teachers, Administrators, etc.) • Students			✓		The core product is available for Bridges teachers and administrators through the Bridges Educator Site, through which teachers access lessons and assignments. The materials are available through a publicly available website, so students and parents/guardians have open access to all resources (e.g., tasks, games, packets).
Are the materials designed to integrate with a Learning Management System (LMS)?		✓			The student materials within the Bridges Educator Site and other materials currently under development can be integrated into an LMS, as they are PDFs, Google docs, digital display materials, and apps accessible via the internet.
Does all content conform to the National Instructional Materials Accessibility Standard?	✓				All materials from Bridges Second Edition conform to the National Instructional Materials Accessibility Standards. Similarly, all materials currently under development will also conform to NIMAS standards.
Is there technical support during day-to-day use?	✓				Is it primarily the responsibility of the client or the publisher? We have a dedicated support team that assists and answers questions from clients/users.

Section 2: Technology Checklist

The following checklists are designed to give more detailed information about digital design and technical capabilities in key areas of instructional materials to support state and local decision making. This list reflects details commonly requested by those making purchasing decisions at the state or local level.

Design

Design questions address whether the materials are designed to be used digitally in an in-person environment, remote learning environment, or both. Digital design can vary, often ranging from the ability to access files that are identical to print materials online to doing tasks and assessments as part of the program. The ability to take advantage of design functionality may depend on answers to questions in other sections of the checklist such as internet capabilities, number and type of devices, etc.

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Questions	Check Only One				Details
	Yes with core product	**Yes** with dependencies	**No**	Under Development	
The Bridges Educator Site (BES) provides online access to files that are identical to print materials. In addition, the BES contains digital display materials that allow teachers to implement the curriculum with digital materials. These digital materials allow for improved presentation and instructional delivery by including virtual representations of the physical manipulatives that are provided as part of the curriculum. Moreover, The Math Learning Center is developing a collection of technologically enhanced materials that will allow teachers to assign online tasks and provide online instruction in remote learning situations. These new materials are based on the print curriculum and allow for similar, if not identical, instructional experiences for students.					

Are the materials designed to be used with both digital and print components?
 	
Are there print options available for student-facing materials that could be utilized in a blended digital approach?
 	
Is the print content identical, similar, or comparable to the digital?
				✓	If yes,
					    ● What are the print options? (check all that apply)
					       ___X___ Purchase hard-copy books/workbooks
					       _____ Photo copies available for purchase
					       ___X__ Users can print at home
					
					Bridges in Mathematics is a print curriculum with many hands-on components, but all of the student-facing materials and teachers guide are available to teachers through the Bridges Educator Site. The current materials (PDF) could be used for blended learning, and all materials on the Bridges Educator Site are identical to those in the print edition.
					
					In addition, materials currently under development include digital activities that employ the functionality of the Google suite, and tasks from the print curriculum will be presented as slides, forms, sheets, or some other format.

Is the digital design of the materials intended to replicate a textbook experience?				✓	If yes, specify format: ● PDFs

Are digital teacher guides available for the materials?					If yes,
					    ● How do teachers access digital teacher guides?
					    ● Are guides available to parents/guardians at home?
					    ● Do teacher planning materials connect to student-facing lessons?
					    ● Are there any additional costs for these resources?
					
					The print Teachers Guides are available to teachers on the Bridges Educator Site, where they can be printed or downloaded. They are presented in parallel with the student edition. There is no extra cost for classroom teachers' access to the Bridges Educator Site.
					Guides for parents and other family support materials are available at the "For Families" section of www.mathlearningcenter.org.

	✓				
Do the materials contain videos/animations/simulations for student learning?			✓		There are no videos, animations, or simulations within the curriculum. However, the free MLC math apps at www.mathlearningcenter.org/apps provide an excellent digital complement, offering digital versions of the visual models used throughout the curriculum.
Is any or all online content dependent on links that are not maintained by the publisher?			✓		There are supplementary resources within the Bridges Educator Site, as well as links for parents, that are not maintained by MLC, but those resources are not core content within the curriculum. A district needs no extra permissions to access these third-party resources.
Do the materials include opportunities for online collaboration among students?				✓	Materials currently under development will make use of the Google suite (docs, forms, sheets) to offer tasks online. Those materials can then be shared through various learning management systems.
Do the materials include built in features for student-to-teacher interaction?				✓	As noted above, the materials under development will employ the Google suite and allow sharing within LMSs, which will allow for both student-to-student and student-to-teacher sharing.

Question					Response
Is a 1:1 device ratio required?			✓		Because Bridges is primarily a print curriculum, there is no minimum requirement for technology or number of devices.

For some of the materials currently under development, a teacher would need to have a device to share them via an LMS; however, those materials could also be printed and distributed in hard copy. |
Are the assessments contained within the materials able to be securely completed by students online?				✓	The assessments contained within the core curriculum are print-based and cannot be completed online. Additional assessment materials currently under development, however, are being created in Google Forms and can be completed online.
Is data available about user sessions (e.g., timestamps, content being viewed, callbacks fired, etc...)?			✓		Only educators, not students, have Bridges Educator Site accounts. The only data available is most recent account activity, aggregated session data from Google Analytics, and recent activity via web-server files.
Are there online professional learning supports to help teachers utilize the materials?	✓				There is no additional cost for teachers to access the Bridges Educator Site, which provides complete access to the Teachers Guide. In addition, the site contains guidance documents, professional learning videos, and a blog with articles from veteran users of the curriculum, all of which are available to teachers with initial purchase.
Are there parent/guardian resources available for school systems to utilize: • For when there is in-person instruction? • For when there is hybrid instruction? • For creating continued learning plans for distance learning schedules?	✓				The "For Families" section of www.mathlearningcenter.org features a program overview, unit overviews, FAQs, and access to a curated collection of third-party resources including online instructional material and guidance from respected national organizations.

Learning Management Systems	Blackboard	Canvas	Eduphoria	Google Classroom	ItsLearning	Moodle	Schoology	Other: Please list below
Are the materials configured to work with one or more learning management systems? Check all that apply.	✓	✓	✓	✓	✓	✓	✓	

The core curriculum materials are presented as PDFs within the Bridges Educator Site, while new materials under development are being designed for Google Classroom. All materials will work with other systems, as links to the Google suite of tools can be uploaded to any LMS.

For materials currently being developed, there is no unique LMS configuration. Insofar as LMS systems can share links and PDFs, they are "integrated" with Bridges Educator Site materials.

System Access

System access questions address how users access the digital materials and what kind of logins/passwords are accepted/supported/required.

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Questions	Check Only One				Details
	Yes with core product	**Yes** with dependencies	**No**	Under Development	
The Bridges Educator Site is organized by district; it can be organized by school only at the district's request. As the fundamental organizing principle is not by school or classroom, many of the questions in this section do not apply.					
Is single sign-on supported?	✓				Yes, we have implemented single sign-on between the Bridges Educator Site and other systems using Clever, ClassLink, and Google, and it would be possible to integrate single sign-on with other systems, too.
Can the platform manage staff assigned to multiple schools with a single sign-on?	✓				Districts have the ability to get accounts for any staff member within their district, and the accounts are not location-dependent. This should be a non-issue for districts, as the accounts will work regardless of the school from which the Bridges Educator Site is accessed.
Can co-teachers be assigned to multiple classes?			N/A		Because there are not "classes" of students to be accessed through the Bridges Educator Site, assigning to multiple classes is not an option. Both teachers and co-teachers have access to all materials within the site, but this question is not applicable to the Bridges curriculum.

Can students who move between teachers or schools using the same materials be re-assigned without losing their work/progress?			N/A	As noted above, students are not assigned to particular classes, so this question is not applicable to the Bridges curriculum.
Can the platform provide user accounts for staff members (principals and other admin) who are not assigned students?	✓			The two primary roles for users are teacher and administrator. Teachers are able to access all print materials within the Bridges Educator Site, and the local administrator manages accounts. User accounts can be created for principals or any other administrator, which will give them access to the same materials as the teachers.
Can passwords be reset without assistance from trained IT staff?	✓			Individual educators have the ability to reset their passwords, and no IT assistance is necessary to do so. MLC controls the ability to add user accounts to the system, and local administrators have the ability to delete user accounts.
When working offline, does the product automatically sync when a connection is re-established?			N/A	As the materials within the Bridges Educator Site are static versions of the curriculum, this question is not applicable to the Bridges curriculum.

Technical Support

Technical Support questions are designed to help users understand what assistance to expect. These details are important to consider alongside local capacity for devices, networks, and use. Considering what level of independence users will have alongside these criteria can help schools and districts reflect on their needs for support.

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Technical Support	Check Only One				Details
	Yes with core product	Yes with dependencies	No	Under Development	
Is technical support provided to districts during initial set-up and deployment?	✓				Yes, support is provided via phone and email, and regional coordinators (RCs) are available to assist educators in the district. One RC is assigned to every district at time of purchase, and that RC will be the point-of-contact for the duration of the implementation.
Is technical support provided during the duration of the contract?	✓				If yes, ● Specify the type of support provided and the audience. ● Include where users get tech support. ● Can students access on-demand technical assistance? Parents? Teachers? Is this through a ticketing system or live chat? ● What hours is help available? ● Is there a response time guarantee? Support is provided via phone and email to all educators and administrators within a district. Customer service staff are available from 8:30-4:30 PT Mon-Fri, and the Math Learning Center strives to respond to all requests within 24 hours.

If utilizing a free or trial version, is technical support provided?	✓				The same described above is offered to all users, regardless of whether they are using the full, free, or trial version of the curriculum.
Are there self-service supports for troubleshooting?	✓				The Bridges Educator Site includes a technical FAQ section and a series of orientation videos to provide support to users.
Does technical support include planning for emergency access and district support?					All inquiries will receive a response within an hour of receipt when received between 8:00 a.m. to 5:00 p.m. PT, Monday through Friday. Inquiries received outside business will receive a response by 9:00 a.m. PT of the next business day. We will investigate all reported issues to determine whether it is within the scope of support, a defect, or an enhancement. After determining the nature of the issue, we will communicate the steps that need to be taken to resolve the matter. If resolution requires intervention by MLC to resolve, we will indicate whether our action will be covered by an optional service subscription, warranty repair, or require user approval of a price quote to perform.

Compatibility

Compatibility questions address technical compatibility specifications. It is designed to help users understand how the materials will look and operate on various devices. These details are important to consider alongside local capacity for devices, networks, and use. Understanding what devices function best can help determine users' needs for district device or technical support.

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Questions	Check Only One				Details
	Yes with core product	Yes with dependencies	No	Under Development	
Does the product have a native mobile application?			✓		
Is the product browser-based?	✓				Yes. The curriculum however, can be delivered without accessing the Bridges Educator Site, so "the product" can be used offline. But we encourage Bridges Educator Site use for implementation to provide support; and, in the case of remote learning, it may be necessary for teachers to access the curriculum from the Bridges Educator Site if students are not in the same physical location.
Does the product use responsive design for rendering on smartphones?			✓		
Does the product use responsive design for rendering on tablet devices?			✓		

Does the product use responsive design for rendering on laptop devices?			✓		
Does the product use responsive design for rendering on desktop devices?			✓		
Are all users (students/teachers/staff/admin/parents) permitted to use the product on more than one device (e.g. computer at school and a laptop at home or a smartphone and a laptop)?	✓				Access to the Bridges Educator Site is possible from multiple devices simultaneously. Only teachers and administrators have access to the Bridges Educator Site.

Device Type	Mark box if device is compatible	Oldest operating system/version supported	Newest operating system/version supported	Details Indicate if the materials are designed for a specific device type or if they are generally compatible.
Windows	✓			OS dependent on device browser support; see next section.
Linux	✓			OS dependent on device browser support; see next section.
Windows Tablet	✓			OS dependent on device browser support; see next section.
Apple Laptop/Desktop	✓			OS dependent on device browser support; see next section.
iPhone				If supported, provide details about any differences between devices.

		11.4	latest	For teacher-facing materials, OS dependent on device browser support, see next section. For native virtual manipulative apps, iOS 11.4
iPad	✓			
Android Phone				If supported, provide details about any differences between devices.
Android Tablet	✓			OS dependent on device browser support; see next section.
Chromebook/Chrome OS	✓	78	latest	OS dependent on device browser support;, see next section. For native virtual manipulative apps, ChromeOS 78+
Amazon Fire OS				The Bridges Educator Site has not been fully tested on Fire tablets, nor were any special considerations given to ensure that it works on these devices. That said, we have data that users have accessed the Bridges Educator Site via Fire tablets and reported no issues, nor do we suspect that there would be any problems.
Other E-Reader				The PDFs available on the Bridges Educator Site are readable via e-readers.
Interactive Whiteboard	✓			OS dependent on device browser support; see next section.

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Browser		Operating System							
		Apple		Windows					
	Check if browser is compatible	Oldest version supported	Newest version supported	Oldest version supported	Newest version supported	Linux	Chrome OS	N/A
Chrome	☑	78	latest	78	latest		78	
Firefox	☑	72	latest	72	latest			
Safari	☑	12	latest	n/a				
Edge (formerly Internet Explorer)	☑	n/a		18	latest			
Internet Explorer	☐	n/a		Not supported				
Other:____	☐							
Additional Notes: We generally support three versions back from whatever is current.									

Accessibility

Curricula with digital capabilities integrate accessible supports in a variety of ways. Accessibility questions pertain specifically to diverse learners who may need specific supports to be able to successfully interact with materials.

Questions	Check Only One				Details
	Yes with core product	**Yes** with dependencies	**No**	Under Development	
Screen Readers		✓			Insofar as third-party assistive devices work with web browsers, they will work with all current Bridges-related sites. In general, materials under development should also work with third-party assistive devices, but they have not been specifically tested in-depth.
Screen Magnification Software		✓			Insofar as third-party assistive devices work with web browsers, they will work with all current Bridges-related sites. In general, materials under development should also work with third-party assistive devices, but they have not been specifically tested in-depth.
Text Readers		✓			Insofar as third-party assistive devices work with web browsers, they will work with all current Bridges-related sites. In general, materials under development should also work with third-party assistive devices, but they have not been specifically tested in-depth.
Adjustable Print Size		✓			Insofar as third-party assistive devices work with web browsers, they will work with all current Bridges-related sites. In general, materials under development should also work with third-party assistive devices, but they have not been specifically tested in-depth.
Speech Input Software		✓			Insofar as third-party assistive devices work with web browsers, they will work with all current Bridges-related sites. In general, materials under development should also work with third-party assistive devices, but they have not been specifically tested in-depth.

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Header Point Devices		✓			Insofar as third-party assistive devices work with web browsers, they will work with all current Bridges-related sites. In general, materials under development should also work with third-party assistive devices, but they have not been specifically tested in-depth.
Motion/Eye Tracking Devices		✓			Insofar as third-party assistive devices work with web browsers, they will work with all current Bridges-related sites. In general, materials under development should also work with third-party assistive devices, but they have not been specifically tested in-depth.
Single Switch Entry Devices		✓			Insofar as third-party assistive devices work with web browsers, they will work with all current Bridges-related sites. In general, materials under development should also work with third-party assistive devices, but they have not been specifically tested in-depth.
Braille Readers/ Display Devices		✓			Insofar as third-party assistive devices work with web browsers, they will work with all current Bridges-related sites. In general, materials under development should also work with third-party assistive devices, but they have not been specifically tested in-depth.
Closed Captioning		✓			Closed captioning is now included with all MLC-developed videos.
Alternative Input Devices		✓			Insofar as third-party assistive devices work with web browsers, they will work with all current Bridges-related sites. In general, materials under development should also work with third-party assistive devices, but they have not been specifically tested in-depth.
High Color Contrast Display Options		✓			Insofar as third-party assistive devices work with web browsers, they will work with all current Bridges-related sites. In general, materials under development should also work with third-party assistive devices, but they have not been specifically tested in-depth.

Translation of Text to Other Languages			✓	Materials on the Bridges Educator Site cannot be machine-translated to other languages, though many of the materials have been professionally translated to Spanish.
Bilingual Dictionaries available for students			✓	Materials on the Bridges Educator Site cannot be machine-translated to other languages, though many of the materials have been professionally translated to Spanish.
Are there required accessories (headsets, speakers)?			✓	
Multiple Playback of audio/video	✓			
Can students adjust the speed of audio/video playback?	✓			
Are these accessibility supports able to be turned on/off?		✓		These supports are third-party and can be disabled by the user.
Does all browser-based technology satisfy the Web Content Accessibility Guidelines or VPAT?			✓	Most of the site satisfies web content accessibility guidelines, but the digital display materials and apps — neither of which are critical to delivering the core curriculum — have not been addressed. Their use in a remote setting may be problematic.

Additional Technology Specifications

Data Security and Privacy

Data Security and Privacy questions address how student data storage, disposal, and adherence to privacy laws are addressed. If applicable, privacy reports and/or certificates can be found next to the respective indicator.

Questions	Check Only One			Details
	Yes	No	Under Development	
Student data is not stored in the Bridges Educator Site, so we don't collect personally identifiable information (PII).				
Data Security: Are data elements encrypted at rest, i.e. in a database or file system?	✓			All data (web files and database) is stored on an encrypted filesystem.
Data Security: Do the materials refer students to video, content, and other online sources that are not native to the materials?			✓	The Bridges Educator Site doesn't refer students anywhere outside the site. Materials under development are almost entirely MLC-developed, but there is a small collection of links to third-party games.
Data Security: Does the end-user licensing agreement allow customers to scrape data from the product?		✓		
Privacy: Is personally-identifying student data provided to, generated by, or stored in any systems used by the product?		✓		
Privacy: Does the product/vendor make their student privacy policy publicly available?		✓		

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Privacy: Does the product conform with FERPA regulations (e.g., allows districts to maintain direct control of the student record, implements permissions to prevent unnecessary disclosures, etc.)?		✓		
Privacy: Has a third-party evaluated the product for FERPA compliance?		✓		
Privacy: Does the product allow registration or data collection from children under the age of 13?		✓		

Installation

Feature/Requirement/Specification	Check Only One			Details
	Yes	**No**	**Under Development**	
Is the product downloaded to individual devices: one-time internet connection required?		✓		
Is the product installed on individual computers (from CD-ROM/DVD, flash drive, etc.): no internet connection required?		✓		If yes, ● Estimate time per device required for setup, indicate if support is provided, and if local IT staff is needed.
Is the product installed on LAN/WAN (school or district server): no internet connection required for teachers/students after installation?		✓		
Required server configuration. Do network admins need to ensure a specific set of domains are white listed to allow the internet traffic to those endpoints?		✓		The true answer here is "maybe," depending on the firewall configuration of the school or district. In most cases, this shouldn't be necessary.
Does the product support deployment through Mobile Device Management (MDM) systems?		✓		If yes, ● Identify which systems are compatible.
Does the product provide a detailed schedule of updates that minimizes access interruption?		✓		
Does the login authentication use district protocols to establish unique and memorable usernames and passwords?		✓		
Is there an option for concurrent user licensing?		✓		

Standards Compliance/Certification	Check all that apply	Details
SIF		If checked, include where customers can verify this information.
CEDS		If checked, include where customers can verify this information.
EDUPUB		If checked, include where customers can verify this information.
Ed-Fi (SIS/ODS)		If checked, include where customers can verify this information.
Ed-Fi (Assessments)		If checked, include where customers can verify this information.
MS Global (Competencies and Academic Standards Exchange)		If checked, include where customers can verify this information.
IMS Global (Comprehensive Learner Record)		If checked, include where customers can verify this information.
IMS Global (Open Badges)		If checked, include where customers can verify this information.
IMS Global (One Roster)		If checked, include where customers can verify this information.
IMS Global (Caliper Analytics)		If checked, include where customers can verify this information.
IMS Global (Question and Test Interoperability (QTI))		If checked, include where customers can verify this information.
IMS Global (Learning Tools Interoperability (LTI))		If checked, include where customers can verify this information.
IMS Global (LTI Advantage)		If checked, include where customers can verify this information.
IMS Global (Common Cartridge)		If checked, include where customers can verify this information.
IMS Global (Lite Common Cartridge)		If checked, include where customers can verify this information.

IMS Global (Open Video)		If checked, include where customers can verify this information.
Other:		If checked, list and include where customers can verify this information.

Implementation and Scalability	Yes/No or Value
What is the average page load time?	1.1 seconds, based on random sampling data, using the Chrome browser over a variety of pages.
What is the required bandwidth per user?	500kb/s or higher recommended during active website browsing or watching videos. This minimum should be easily obtainable, and most users will have bandwidth that far exceeds this.
Are results of stress tests provided to customers?	No
Is a disaster recovery plan for data provided to customers?	No
Are customers provided with a standardized implementation plan to ensure a successful rollout?	Yes, our Customer Service team works with customers to ensure successful implementation.
Does the service level agreement include uptime guarantees of at least 95% excluding planned maintenance/down-times?	While our service-level agreement does not guarantee a certain threshold of uptime, in practice, uptime has averaged greater than 99% year over year.
Does the product require a VPN for off site access?	No

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