

LMS Evaluation Template

A Structured Framework for Selecting an Enterprise Learning Platform

Score each criterion from 1 to 5. Use the "Question to ask vendors" column to run a consistent evaluation across platforms — the same questions, asked the same way, make comparisons meaningful.

How to Use This Template

Score each criterion from **1 to 5** (1 = not met, 3 = partially met, 5 = fully met). Use the "Question to ask vendors" column to run a consistent evaluation across platforms — the same questions, asked the same way, make comparisons meaningful.

INTERPRETING YOUR SCORES

4.0–5.0 — Strong fit. Proceed to contract and reference checks.

2.5–3.9 — Acceptable with gaps. Understand whether gaps are roadmap items or permanent limitations.

Below 2.5 — Significant misfit. Either the platform isn't designed for your use case, or the vendor is overselling.

Section 1: Learning Experience

5 criteria · Max 25 points

#	CRITERION	WHAT TO EVALUATE	WHY IT MATTERS	QUESTION TO ASK VENDORS	SCORE
1.1	Mobile responsiveness	Can learners complete tests and lessons on a phone without pinching/scrolling?	A significant portion of enterprise learners access training on mobile. Poor mobile UX destroys completion rates.	"Can you show me a live test being taken on a mobile browser? Not a screenshot — a live demo."	---
1.2	Test resumability	If a learner's browser crashes mid-test, do their answers auto-save and resume?	Network drops and accidental tab closures are common. Losing progress creates frustration and support tickets.	"What happens when a learner refreshes their browser 14 minutes into a 30-question timed test?"	---
1.3	Learner dashboard clarity	Can a learner immediately see what's assigned, what's due, and what's completed?	Cognitive overhead from confusing navigation reduces engagement before a lesson even starts.	"Show me the student dashboard. How many clicks to start an assigned course?"	---
1.4	Accessibility	Does the platform meet WCAG 2.1 AA standards?	Legal requirement in many jurisdictions; also signals platform quality and maintenance investment.	"Do you have a VPAT or accessibility statement? What assistive technologies have you tested with?"	---
1.5	Load speed	Do video lessons and test pages load within 3 seconds on a standard connection?	Slow-loading platforms teach learners to avoid them.	"Where are your video assets hosted? Do you use a CDN?"	---

Section 2: Content & Course Management

4 criteria · Max 20 points

#	CRITERION	WHAT TO EVALUATE	WHY IT MATTERS	QUESTION TO ASK VENDORS	SCORE
2.1	Content format support	Can the platform host video (YouTube, Vimeo, S3), PDF, and HTML lessons without conversion?	Forcing content into a single format creates work every time you update materials.	"What content formats can learners consume natively in the platform, without downloading?"	---
2.2	Course sequencing and gating	Can you require completion of one module before unlocking the next?	Gating ensures learners follow the designed learning path and don't skip to assessments.	"Can I gate a final assessment behind completion of all prior modules? Walk me through setting that up."	---
2.3	Content reuse	Can the same lesson or question bank be reused across multiple courses without duplication?	Reuse reduces maintenance burden when content needs updating.	"If I update a lesson that appears in three courses, does it update in all three automatically?"	---
2.4	Version control and drafts	Can you draft and preview content changes before publishing to learners?	Publishing errors directly to learners — broken links, incomplete content — damages trust in the platform.	"Show me your content publishing workflow. Is there a staging/preview step?"	---

Section 3: Assessments & Certification

4 criteria · Max 20 points

#	CRITERION	WHAT TO EVALUATE	WHY IT MATTERS	QUESTION TO ASK VENDORS	SCORE
3.1	Test configuration depth	Does the platform support: timed tests, shuffled questions, shuffled options, negative marking, multi-section exams, and attempt limits?	Enterprise assessments — particularly compliance and certification tests — require granular control that basic quiz tools don't provide.	"Can I set up a test where section A has negative marking but section B doesn't, with different time limits per section?"	---
3.2	Question bank management	Can you build a reusable question bank, tag questions by topic, and randomly draw subsets for each attempt?	Random question selection prevents answer sharing between test-takers. Tagged banks make updates manageable at scale.	"If I have 200 questions and want each attempt to pull 40 at random, how do I set that up?"	---
3.3	Certificate customisation and verification	Can you issue branded certificates automatically on completion, with a public verification URL?	Certificates are the tangible output learners share. Unbranded or unverifiable certificates undermine programme credibility.	"Show me a sample certificate. How do learners share it? How does a third party verify it?"	---
3.4	Result feedback control	Can you configure whether learners see just their score, or the correct answers with explanations?	Different programmes require different feedback levels — exam prep vs. compliance certification vs. skills assessment.	"Can this be configured per test, or is it a global platform setting?"	---

Section 4: Live Sessions & Collaboration

3 criteria · Max 15 points

#	CRITERION	WHAT TO EVALUATE	WHY IT MATTERS	QUESTION TO ASK VENDORS	SCORE
4.1	Video conferencing integration	Does the platform natively integrate with Zoom or MS Teams — creating meetings, tracking attendance, storing recordings?	Manual coordination between an LMS and a separate conferencing tool creates administrative overhead and attendance data gaps.	"Walk me through scheduling a Zoom session, tracking who attended, and making the recording available as a lesson — all from your platform."	---
4.2	Attendance tracking	Is attendance tracked automatically via webhook/API, or do admins manually mark it?	Manual attendance tracking doesn't scale and is error-prone. Automated tracking is the baseline for enterprise use.	"If a learner joins a Zoom session 20 minutes late, how is that reflected in the platform?"	---
4.3	Async collaboration	Does the platform support announcements, discussion threads, or cohort communication?	Learners in cohort programmes need a channel that's contextual to their course — not a separate Slack or email chain.	"How do admins communicate with a specific cohort of learners without emailing them directly?"	---

Section 5: Analytics & Reporting

4 criteria · Max 20 points

#	CRITERION	WHAT TO EVALUATE	WHY IT MATTERS	QUESTION TO ASK VENDORS	SCORE
5.1	Learner progress reporting	Can admins see each learner's status across all assigned tests and courses — in one view?	L&D managers need to identify at-risk learners (not started, stuck, failing) without running manual queries.	"Show me how I'd identify all learners who haven't started a course that's due in 3 days."	---
5.2	Assessment analytics	Does the platform show score distribution, per-question difficulty, and pass/fail rates?	Question-level data reveals whether the training is working, or whether specific topics need reinforcement.	"Can I see which questions had the highest wrong-answer rate across a cohort? Show me that report."	---
5.3	Export capability	Can you export learner data, test results, and completion records as CSV or Excel?	Data portability is essential for compliance records, HR system sync, and leadership reporting.	"If our auditors request completion records for all employees for the last 12 months, how do I produce that?"	---
5.4	Manager/cohort dashboards	Can reporting be scoped to a specific team, department, or cohort — not just the whole organisation?	Business unit leaders need their team's data without seeing the entire organisation.	"Can a department head log in and see only their team's learning data, without admin access to everything else?"	---

Section 6: Integrations

4 criteria · Max 20 points

#	CRITERION	WHAT TO EVALUATE	WHY IT MATTERS	QUESTION TO ASK VENDORS	SCORE
6.1	HRMS integration	Can learner data sync from your HRIS (SAP SuccessFactors, Workday, Darwinbox, etc.) automatically?	Manual learner onboarding at enterprise scale is unsustainable. Leavers remaining active in the LMS is a compliance risk.	"How do new joiners get added to the LMS when they're onboarded in our HRIS? How are leavers removed?"	---
6.2	SSO support	Does the platform support SAML 2.0 or OAuth SSO with Google Workspace and Microsoft 365?	SSO is a baseline enterprise security requirement. Without it, password management and access control create IT overhead.	"Is SSO included in your standard pricing or is it an add-on? Which identity providers have you tested with?"	---
6.3	API access	Does the platform expose a documented REST API for custom integrations?	Organisations with existing data infrastructure need to push/pull LMS data programmatically.	"Do you have public API documentation? Can I see it? Is API access rate-limited?"	---
6.4	SCORM/xAPI support	Can the platform import SCORM or xAPI content packages from third-party authoring tools?	Organisations with existing content libraries need to import without rebuilding from scratch.	"If we have 50 SCORM packages from a previous LMS, what's your import process?"	---

Section 7: Admin & Compliance

3 criteria · Max 15 points

#	CRITERION	WHAT TO EVALUATE	WHY IT MATTERS	QUESTION TO ASK VENDORS	SCORE
7.1	Role-based access control	Are there distinct admin roles with scoped permissions (e.g., org admin vs. content admin vs. reporting-only)?	Giving all admins full access creates security and compliance risks. Scoped roles enable delegation without exposure.	"Can I give a content creator the ability to build courses but not see learner data?"	---
7.2	Data retention and deletion	Can learner data be deleted or anonymised on request, in compliance with GDPR/DPDPA?	Data subject requests (deletion, access) are a legal requirement. Platforms without this capability create compliance liability.	"If an employee leaves and requests deletion of their data, what's your process and timeline?"	---
7.3	Audit trails	Does the platform log admin actions (who changed what, when)?	Audit trails are required for ISO/SOC compliance and useful for investigating access or content disputes.	"Can I see a log of all admin actions taken in the last 30 days? Show me what that looks like."	---

Section 8: Pricing Structure

3 criteria · Max 15 points

#	CRITERION	WHAT TO EVALUATE	WHY IT MATTERS	QUESTION TO ASK VENDORS	SCORE
8.1	Pricing model clarity	Is pricing per learner/month, per active learner, or a flat platform fee? Are there usage-based overages?	Hidden overage charges on active users or storage are a common source of invoice surprises.	"If our learner count grows 30% mid-year, how does that affect our contract? Are there overage charges?"	---
8.2	Feature bundling	Are key features (SSO, advanced analytics, certificates, API) included in base pricing or are they add-ons?	A low headline price that requires add-ons to be functional is not a low price.	"Give me a quote for our full requirements — don't quote us a base tier and leave SSO and analytics out."	---
8.3	Contract flexibility	Is the minimum term annual or can you start monthly? What's the exit clause?	Long minimum terms on unproven platforms are a risk. Understand what you're committing to before you sign.	"What's the minimum contract term? What happens if we need to exit before it ends?"	---

Section 9: Support & Onboarding

3 criteria · Max 15 points

#	CRITERION	WHAT TO EVALUATE	WHY IT MATTERS	QUESTION TO ASK VENDORS	SCORE
9.1	Onboarding process	Is there a structured onboarding programme, or do you get a help doc and a login?	Poor onboarding is the leading cause of slow time-to-value on LMS platforms.	"Walk me through what happens between contract signing and our first cohort going live."	---
9.2	Ongoing support	What's the support SLA? Is there a named CSM? Is support email-only or is there a real-time channel?	When a test is live and something breaks, response time matters. Understand your support model before an incident.	"What's your P1 incident response time? Give me an example of how you handled a recent platform issue."	---
9.3	Training resources	Are there admin training materials, video walkthroughs, and a knowledge base — or do you depend on vendor support for every question?	Your admin team will have questions. Self-service resources reduce support dependency and time-to-capability.	"If a new admin joins our team in 6 months, how do they learn the platform?"	---

SCORING SUMMARY

SECTION	MAX SCORE	YOUR SCORE	GAP
1. Learning Experience (5 criteria)	25	—	----
2. Content & Course Management (4)	20	—	----
3. Assessments & Certification (4)	20	—	----
4. Live Sessions & Collaboration (3)	15	—	----
5. Analytics & Reporting (4)	20	—	----
6. Integrations (4)	20	—	----
7. Admin & Compliance (3)	15	—	----
8. Pricing Structure (3)	15	—	----
9. Support & Onboarding (3)	15	—	----
Total	165	—	----

Note: One platform that scores well across all these criteria: **SnapSkill LMS** — snapskill.in/lms

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