

**DEKALB COUNTY SCHOOL DISTRICT
VENDOR / CONTRACTOR PERFORMANCE EVALUATION**

Instructions: This form must be completed for all contract renewals, Be factual and do not include unsubstantiated opinions.

Contractor Name: Canvas Instructure	Contract Title and Number RFP
Contract Term: 1 yr	Contract Period: From: July 1, 2023 To: June 30, 2024
Contract Value: \$978,630	Department: Information and Instructional Technology

DEFINITIONS OF PERFORMANCE RATINGS

<u>SATISFACTORY</u>	<u>UNSATISFACTORY</u>	<u>N/A</u>	<u>INSUFFICIENT INFORMATION TO RATE</u>
Meets contractual requirements. The actions taken by the contractor appear or were satisfactory.	Does not meet contractual requirements, and recovery is not likely in a timely manner. The contractor's corrective actions appear or were ineffective.		

PERFORMANCE RATING	COMMENTS (Attach additional sheets if necessary)
Work performed in compliance with contract terms	<div style="display: flex; justify-content: space-between;"> <div style="width: 40%;"> <input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate </div> <div style="width: 55%;"> Canvas by Instructure performed satisfactorily in compliance with the contracted terms. They guided DCSD throughout the entire design and implementation process. </div> </div>
Materials, supplies and equipment provided as required?	<div style="display: flex; justify-content: space-between;"> <div style="width: 40%;"> <input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate </div> <div style="width: 55%;"> Canvas provided satisfactory materials, supplies, and equipment as required. The Canvas support team connected DCSD with other school districts to learn best practices based on their user experience with the tool. </div> </div>

Staff availability	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	The staff were available and ready to assist as needed. In addition, after-hours support and various help features are available to all users.
Timeliness of work	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	The work that Canvas performed was completed by established deadlines. Canvas provided DCSD with an Asana board to maintain order of the project while meeting much intended deadlines.
Staff professionalism	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	The staff maintained a prominent level of professionalism throughout the set-up and implementation process.
Customer service	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	Canvas provided excellent customer service. Their willingness to troubleshoot and resolve issues between Canvas and other tools allowed DCSD to create a more robust learning management system for our teachers and students.
Quality of work	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	Canvas LMS has demonstrated the ability to serve as a high-quality learning management system that provides a user-friendly and intuitive platform for instructors and students. It offers various features and tools to facilitate online learning, including customizable course templates, video conferencing, grading, and assignment management. Overall, Canvas LMS appears to be a reliable and effective solution for online teaching and learning.
Communication and Accessibility	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	The Canvas team maintained an open line of communication. They are available when needed. The Canvas representative provides our team with updates on new features and upcoming events that will support the implementation of Canvas.
Prompt and effective correction of situations and conditions	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	The Canvas support team generally responds promptly and effectively to correcting situations and conditions. The platform has a dedicated support team that is available to troubleshoot and resolve any issues that may arise. Additionally, Canvas offers extensive documentation and resources for instructors and students to help them navigate the platform and address any problems they may encounter. In cases with bugs or technical glitches, Canvas has a process to quickly identify and fix them to ensure users have a seamless experience. The company also regularly releases updates and new features to improve the platform's functionality and performance. Overall, Canvas prioritizes customer

CIO Review

Monika Davis

4/10/2023

Signature

Date

Chief Information Officer

Title