

**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: \$978,630.00	Department: Information and Instructional Technology

**DEFINITIONS OF PERFORMANCE RATINGS**

<b><u>SATISFACTORY</u></b>	<b><u>UNSATISFACTORY</u></b>	<b><u>N/A</u></b>	<b><u>INSUFFICIENT INFORMATION TO RATE</u></b>
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.		

<b>PERFORMANCE RATING</b>	<b>COMMENTS (Attach additional sheets if necessary)</b>	
Work performed in compliance with contract terms	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	Canvas by Instructure performed satisfactorily in compliance with the contracted terms. They continue to support the needs of DCSD and its daily operations.
Materials, supplies and equipment provided as required?	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	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.

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 is readily available when needed. They are constantly providing resources to support the expansion for the use of Canvas.
Timeliness of work	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	Canvas completes tasks in a timely manner, maintaining organized workflows and due dates that is aligned to the district's needs.
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 significant level of professionalism throughout the support 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 collaborate with other districts and Canvas end-users enabled 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 customized user-friendly and intuitive platform for leaders, teachers, students, and parents. It offers various features and tools to that promotes rich, engaging learning experiences through collaborative activities, facilitated online interactive content and multimedia. 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 opportunities for expanding the use of the LMS beyond the basics, maximize the use of the tool.
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 provides a forward-thinking approach which prepares DCSD for possible situations and conditions that may occur. Canvas has a dedicated support team that is available for our end-users. 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



**CIO Review**

*Monika Davis*

4/10/2024

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**Signature**

**Date**

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Chief Information Officer

**Title**