The Learning House, Inc. creates a user-friendly, interactive online learning environment through Moodle 2, the latest version of the world’s most widely used open-source learning management system (LMS). Moodle supports fully online and Web-assisted courses to ensure online students receive a consistent and high-quality learning experience.

**OVERVIEW: TECHNICAL SPECIFICATIONS**

- **Moodle version:** 2
- **Hosting environment:** Rackspace-powered, clustered, load-balanced and redundant environment that provides 99.99% uptime and delivers an average server response time of less than two seconds
- **Backups:** Full snapshot daily backups; 14 daily backups kept at any point in time and one weekly backup
- **Physical security:** 24/7 armed security and CCTV surveillance; multilevel security card readers with battery backup; biometric scanning
- **System security:** Dedicated, managed firewall; Rackspace-managed threat management system (TMS) closely that monitors the environment and guards it against worms, Trojans, BotNets and unauthorized intruders

**HOSTING**

Learning House hosts Moodle in a high-performance, secure and reliable operating environment. We offer 24/7 monitoring, complete backup solutions and unrestricted bandwidth. We also manage the hardware, software, connectivity, backup recovery and security so your school can focus solely on delivering high-quality instruction to students. In addition, our off-campus secure data center enables you to continue delivering online instruction even in the event of a natural disaster or public health crisis.

![Rackspace Flowchart](image)
INTEGRATION
Learning House’s LMS Connector tool enables easy and tight integration between our proprietary Moodle LMS and popular student information systems such as Jenzabar, Banner and Datatel. The LMS Connector is a self-contained proprietary application that extracts data from the student information system (SIS) and then transports it for processing by Learning House’s application program interface (API). This spares administrators from having to manually input or import large volumes of data when Learning House initially sets up your LMS. It also automates your enrollment information to ensure that your LMS always reflects the correct students and instructors in each online course. Learning House also configures Moodle to work with your campus’s authentication protocol. This supports a single sign-on environment, which allows for an improved user experience.

PLUG-INS
We test and verify third-party plug-ins to ensure they are safe and useful before we integrate them in your Moodle LMS. We include the following plug-ins as standard in our version of Moodle:

- AJAX Marking block (grading tool)
- MooProfile (instructor profile tool)
- Progress bar
- Quickmail
- Respondus link
- Unanswered Discussions block
- Questionnaire
- Turnitin* (plagiarism detector)
- BigBlueButton (open-source Web conferencing)
- Mahara (open-source e-portfolios)

Our verified and supported plug-ins that you must install separately include:

- Adobe Connect*
- Attendance
- Moodle Book
- Educational Assessments Corporation (EAC) Outcomes*
- EvaluationKIT (online course evaluation and survey system)
- Games
- Panopto*
ADD-ONS
Inspired by our decade of experience in online education, we also extend basic Moodle functionality with product enhancements and add-ons.

General Functionality
- **Retention blocks:** Displays a list of students who fall below predefined thresholds in three different areas: activity level, grade average and a combination of the two.
- **Improved chat:** Replaces Moodle’s standard chat feature with the same functionality but with significantly improved responsiveness and scalability.
- **Single sign-on:** Allows integration between the Moodle LMS and other Web pages (e.g., your school’s student portal); allows authenticated users to navigate to the LMS without having to sign in again.
- **Grade book improvements:** Alerts instructors to ungraded assignments and streamlines the process of entering grades.
- **LMS Connector:** Enables easy and tight integration with popular student information systems such as Jenzabar, Banner and Datatel.
- **Student survey:** Includes a default end-of-course evaluation for every course and allows you to customize the surveys to meet the needs of your institution.

Reporting
- **Ad hoc:** Creates, saves and prints ad-hoc reports based on courses, users or logs.
- **Student survey reporting:** Generates various reports that summarize the results of the end-of-course survey by faculty member and by course.

User Interface
- **Visually enhanced Moodle interface:** Includes additional themes for an updated, clean and modern design of Moodle’s user interface.
LIVE VIRTUAL CLASSROOM
Learning House leverages industry-leading products such as Adobe Connect* and BigBlueButton to provide a live, virtual classroom for online courses and create a dynamic student learning experience. This enables instructors to deliver synchronous course components and create recorded class sessions.

BigBlueButton
BigBlueButton facilitates direct interaction with students through guided PowerPoint presentations; webcam, chat and audio; screen sharing; and interactive whiteboards. Instructors can record presentations and archive them for instant playback or for students who could not attend the live session.

BigBlueButton requires minimal system resources, and it performs well on multiple platforms and computers, regardless of age. It requires minimal configuration before entering the classroom, which simplifies student participation. Instructors have complete control over the conference audio, including the ability to mute, unmute or eject any participants with one click.

MAHARA EPORTFOLIOS
Mahara ePortfolios is a content repository that allows students to collect their work in one place over the course of their enrollment. Mahara’s built-in social networking features allow students to collaborate, communicate and work on team projects. E-portfolios can track students’ progress and serve as their full body of work, which keeps them organized and gives them work to show potential employers after they graduate.

Mahara seamlessly integrates with Moodle through a single sign-on so students can move between their Moodle portal and Mahara without having to reauthenticate. The installation is themed to match the school’s colors and identity.

STUDENT IDENTITY AUTHENTICATION
We work with Acxiom to provide robust solutions to authenticate online students’ identity.

Acxiom Identify-X Authenticate*
Acxiom collects, synthesizes and maintains a database of public and nonpublic proprietary records that it uses to verify students’ identity. Unlike self-reported data (such as mother’s maiden name, favorite sport or first pet’s name), Acxiom generates challenge questions on demand without prior student input, which ensures students cannot share their secrets to circumvent the identity verification process.

Learning House works with Acxiom to integrate authentication questions into Moodle exams. When students click to begin an exam, they are redirected to an Acxiom-managed Web interface, where they must answer directory information (i.e., name, current address, birthday and phone number) as well as a set number of challenge questions. Examples of challenge questions include prior street address, prior phone number and maiden name or alias.

School administrators can access the Acxiom administration site to retrieve results. To verify that the enrolled student is the person who took the exam, administrators analyze the number of questions the student answered correctly and how long he or she took to answer questions. (Privacy note: Institutions never receive the data Acxiom uses in this process; Acxiom shares only pass-fail rates.)

*Additional licensing fees may apply.