

# Case Study

## CYPHER Learning



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- ✓ Review by a Real User
- ✓ Verified by PeerSpot

### What is our primary use case?

Our company is a training boutique dedicated to courses for adults. We are a team that varies between two to ten trainers and offers courses for 15 to 80 participants.

We use CYPHER Learning to deliver asynchronous remote online courses. The courses we offer are for adult training in the professional field or personal development.

The courses offered are based on a specific calendar or are courses that can be taken at your own pace.

We also use CYPHER Learning to generate the web page (portal) where we have the product catalog and through which we sell our online courses.

### How has it helped my organization?

We were able to build a whole learning ecosystem.

The lessons we offer in each course can be both in written format and in audio or video format. This dramatically helps participants to choose their best way of learning.

In addition to the lessons provided, I developed various assignments. We also built a valuable relationship between trainers and participants through various features of the platform: rubrics, feedback, notes, mastery, and skills.

The platform allowed us several integrations with other systems. Also, translating menus into different languages helps our participants a lot.



## What is most valuable?

There are many facilities offered by CYPHER Learning.

For us, the biggest feature of the platform is that we can build competency systems. Thus, through the courses, we can certify the different skills of our participants. Within the platform, these competencies are linked to each learning module and each assurance. This allows us very good control over the competencies demonstrated by the participants.

We use the grading system a lot, and that's why the platform's rubrics and automatic scoring systems are very useful. Together with the ability to customize each notification and set rules applicable to each assignment, we can provide immediate and consistent feedback to participants.

We also use gamification to generate motivation for learning through play.

## What needs improvement?

There needs to be greater granularity of user packages. We don't always have 100 users per month. However, we pay for 100.

We need a better solution for controlling inactive users. For example, any active user who connects to the platform generates costs for us, even if he is no longer an active participant. This means that we cannot be in control of the monthly costs unless we deactivate the user. Except if we do it this way, he loses contact with

us.

The platform proposes a report-building system; however, this system is cumbersome and not intuitive.

## For how long have I used the solution?

We've been using the solution since 2013.

## Which solution did I use previously and why did I switch?

I used an alternative solution previously. I abandoned that solution since the platform had become a closed one that can no longer be used publicly.

## What's my experience with pricing, setup cost, and licensing?

I recommend a good calculation of costs per user. They will need a different solution (CRM type) to maintain the relationship with the old users, otherwise, they will be charged every time the old users connect to the platform again.

## Which other solutions did I evaluate?

I have evaluated other platforms as well. At the



moment, I don't remember them. It was nine years ago. That said, since then, I have not looked for another solution.

## What other advice do I have?

CYPHER Learning is a solution that understands the needs of a trainer and those of a participant in different courses. These needs are covered by a wide and almost complete range of facilities and solutions.

Therefore, it is important to expect constant changes in features and interface. CYPHER Learning is constantly working on updates, and the change is done automatically, suddenly, and without much notice.

Customer service (if you don't have a dedicated one) is forum-based only, and responses can take anywhere from one hour to two days, depending on the time zone.

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