Case Study
CYPHER Learning

reviewer1949493

Senior Program Manager at a printing
company with 51-200 employees

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What is our primary use case?

We use it for three different programs of varying
sizes. For example, one of our
programs currently has 2,500 students. Another
has about 1,200. So, we use it for varying
programs that vary from anywhere from nine
months to two years.

How has it helped my organization?

It brings students together in one place with
teaching materials. Also, it has a social capability
to it by way of forums and groups. That is
definitely important for our programs. There has
been a lot of engagement in our programs.

What is most valuable?

It is extremely important that dates and times
are exact when we follow up with students, as
it keeps our students on track.

For as long as I have been working with MATRIX
(for a few years now), they have the social
aspect with groups. The thing that they did not
have for years, until earlier this year, was a reply-
all feature. I had been asking for that for years
and they finally added it this year. That has been
helpful because now our students are less
frustrated.

What needs improvement?

We can see who has accessed the portal, but it
is not very intuitive. There is an issue with
MATRIX user reporting. It is not that useful a lot
of the time because we see conflicting dates in

the activity and login. I have tried to work with their engineers, and asked, "Well, what's the real deal here," and there is no clarity around it. However, we can tell when people have last logged in.

The user reporting is a mess. It is unclear what I will get from this report. You need to keep tweaking and trying different options in the reports, then you don't know what you will get until you run the report. That is time-consuming and unclear to the user.

The calendar system could be greatly improved. I understand MATRIX is progressing in many ways by way of focusing on integrations with other apps and the whole API world. However, it would be nice if they could revisit their basics, e.g., the calendar system and user reporting, and get those basic things that people use every day to be accurate.

For how long have I used the solution?

I have been using it since December 2019, which has been pretty much two years now.

What do I think about the stability of the solution?

On the whole, it is pretty stable, but there have been issues that keep creeping up. I have been reporting them for years, getting temporary solutions. I don't know if they are running

updates on their end, but the previous solution will then fall apart. I have to report it again and they have to fix it again. This all has to do with their basics, as far as reporting and calendars.

How are customer service and support?

The technical support is 50-50. You don't know what you are going to get. Sometimes they will resolve it or help you resolve it, then other times you get an answer from someone who says, "It is not capable of doing that." Then, the next day, you might get a response from another technician who says, "Oh, I am sorry. Our system actually does this quite often."

They are hands-off by way of saying, "Oh, we are unable to replicate this." This is even when I am showing them video and screenshot proof of what is happening. Quite often, they say, "Oh, we are not able to replicate this." Then, that is it. They don't really help beyond that.

I would rate the technical support as six out of 10.

How would you rate customer service and support?

Neutral

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

We didn't previously use another solution.

How was the initial setup?

We do cycles with our programs, but I am involved in every setup.

The initial setup is straightforward in some ways. I have a background in LMS development so it is easy to set up and straightforward in that way. Some of it is not straightforward because some of the options are by way of setting up your site. They are not very clear about what they do. Or, some options are just thrown here and there in the settings. It seems not completely organized. It is like, "Well, where should we put this? Let's just put this here." Even though it doesn't quite make sense there, there isn't a lot of flexibility in terms of customizing things in MATRIX.

Deployment time varies per program. We try to allow a lot of space for QA testing and other things. It takes about a month to deploy, but that is not necessarily eight hours a day, five days a week. I am saying a month for internal user testing. Since our programs are very extensive with a lot of materials, it does take time to set them up.

What about the implementation team?

We just purchased this solution from the vendor, then it was built in-house.

There is a team for deployment and maintenance because we have so many students across a few programs. There are at least 10 people. That varies from people getting into the weeds of building the courses, working on the back-end, or just administering it.

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

We extensively use it since we use it to deploy our biggest selling courses or programs. It is used year-round and daily by students, and by us as well. We actually want to look at other systems or develop our own system because the cost point of MATRIX is so high. It doesn't feel like we get any value for it.

Take your time and test it out. Forecast how many users you will have. Are they going to be able to keep up with the high cost per user? I would definitely tell them to really dive in and forecast growth. See if you can keep up with this budgetary-wise.

Which other solutions did I evaluate?

I really want to work with our VP of technology and see about developing our own system so we can move away from MATRIX and save on profit.

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What other advice do I have?

I would rate this solution as seven out of 10.

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