Case Study
CYPHER Learning

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✔ Review by a Real User

✔ Verified by PeerSpot

What is our primary use case?

We use CHYPHER Learning to deliver all our apprenticeship programs. All of the apprentice learners are added to the platform and follow several courses. We also provide access to employers so they can monitor the learners' progress.

How has it helped my organization?

We find that learners are much more invested in CHYPHER Learning compared to other LMS platforms we used in the past. The people who use the platform to learn and do their assignments are the ones who benefit the most from the system. It enabled us to engage with learners more than the previous systems we used.

We do a little gamification, but the problem is that our learners start at different times throughout the year. We have rolling programs, but some gamification features aren't relevant if one person starts in October and another in February. The person who started earlier will be ahead on any leaderboards, which isn't helpful. Gamification doesn't affect our learners' progress much because we haven't used it as much as we'd like. The interface isn't too important because of the nature of our rolling programs.

We look at how we can extend what learners do based on their job roles. If they complete particular assignments well, we introduce other topics based on what they achieve.

I don't think it has reduced our training costs. We still primarily do face-to-face instruction. Also, our goal for CYPHER

Learning isn't necessarily to save money. We use it to enhance our programs. However, it saved us money on printing materials.

What is most valuable?

The most valuable feature is competency tracking. All apprentices follow particular programs where they have to demonstrate competencies, skills, knowledge, and behavior standards. The ability to track and measure their progress against the norm is functional. By aligning the work that our learners submit and the learning resources, we get an excellent picture of where they are in their progression.

We're judged on those people's ability to achieve those competencies. We must ensure they meet the standards because they will be independently assessed after finishing the program.

What needs improvement?

I've got one bespoke request with CYPHER Learning, but it's not an overall product improvement. I'd like a way to set deadlines for assignments to be submitted by learners' onboarding programs based on their enrollment dates. For example, if a learner starts in October, and we want the assignment submitted 30 days after that.

For how long have I used the solution?

We've been using CHYPHER Learning since October 2020.

What do I think about the stability of the solution?

CYPHER Learning is a solid platform. I rarely have problems with it. We had a caching issue a few months back, but we've had no problems aside from that.

What do I think about the scalability of the solution?

Adding more students to CYPHER Learning is simple. You just need to pay more money.

How are customer service and support?

I rate CYPHER Learning's support a ten out of ten. I've contacted them several times and always gotten satisfactory answers.

How would you rate customer service and support?

Positive

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

I built a custom solution a while ago. It was great, but keeping it updated was painful, and people constantly asked me questions about it. We also used Moodle and Lodash in the past.

I used CYPHER Learning in its previous form when it was called EDU 2.0. After that, I built my own system, but it was too much of a hassle. Finally, in 2020, I decided I would switch to another solution. I tested out Moodle, but it wasn't very good for competency-based learning, so I adopted CYPHER Learning.

How was the initial setup?

CYPHER Learning is a SaaS platform. We subscribe to it and add learners as needed. The setup is straightforward, but there are a few advanced features that you need to get your head around if you want to extend the way the platform works. I've done lots of work with webhooks and APIs to extend the platform and integrate our data systems. It's quite simple to log in and use the platform. There is no maintenance on our end.

What was our ROI?

We are funded by the government, so we're capped at what each program costs. Students who use CYPHER Learning give us positive feedback, and the improved experience helps increase the number of learners. Getting learners to engage with the platform is always a challenge. They go on there, do the work, and leave positive feedback. It's great.

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

We're considered a business, so we don't get education discounts. However, I am funded by the government the same way that a college or a school is funded. I don't have the kind of flexibility to pay these prices. It's a little bit more than I want to pay, but I'm okay with it.

What other advice do I have?

I rate CYPHER Learning a ten out of ten. Before implementing CYPHER Learning, make sure you need all of its features. A lot of it is modular, so you can pick what you want.

Which deployment model are you using for this solution?

Public Cloud

PeerSpot

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