

MOODLE ACADEMIC STANDARD



ELEARNING EXPERTS

WHO SHOULD CONSIDER THESE PLANS?

These plans are designed for small to medium school systems and non-profit organizations of similar size (3000 users and under).

WHAT IS INCLUDED IN THESE PLANS?

Moodle Academic Standard plans are **annual** hosting and support contracts which include the following:

- Core Moodle plugins plus your choice of additional EE approved third party plugins.
- BigBlueButton free version (paid version is available).
- Intelliboard free version (paid version is available).
- Additional EE approved themes that can be loaded on the site to allow for greater flexibility in branding and look/feel options.
- Full site admin access including control over user base and number of courses created or categories created.
- **SSL Certificate:** We take security very seriously, so we do **require** that all sites apply a security certificate to their domains (https connection). There are a number of ways to phase in this requirement, including using a subdomain on EE's URL, so please discuss the options for SSL certificates for your site with your Elearning Experts account representative.
- URL redirects to client-owned domains are included in site setup support.

HOW MUCH SUPPORT IS AVAILABLE WITH THESE PLANS?

- Support for codebase and server environment: 365/24/7 monitoring and maintenance is handled by our expert network and infrastructure team. Software updates, fixes, and minor point upgrades are included as per our standard Service Agreement.
- Varying amounts of ongoing user-related “how to” technical support is included in each plan. See the matrix for details.

WHAT CAN I USE MY SUPPORT HOURS TO ACCOMPLISH DURING THE IMPLEMENTATION PHASE?

- Theme help with logo or color-scheme options with included themes.
- Authentication and site access configuration.
- Simple PayPal plugin configurations for enrollment in courses.
- Site admin orientation to Moodle site layout and basic settings configurations for your specific requirements.
- General technical, administrative, and instructional support via our support portal.

WHAT IF I NEED MORE SUPPORT OR ADDITIONAL SERVICES?

- Additional user support can be purchased separately in blocks of 10 hours at \$900/block.
- See listing of available additional services and the costs for those services below.

PLAN TIER	USERS	STORAGE	SUPPORT INCLUDED	HOSTING FEE/YEAR
Tier 1	500	50GB	10 hours	\$2,000
Tier 2	501-1500	60GB	15 hours	\$4,200
Tier 3	1501-3000	100GB	20 hours	\$8,400

SPECIALIZED TECHNICAL CONSULTATION/DEVELOPMENT SUPPORT

Scheduled call(s) with a Subject Matter Expert (SME) in LDAP or CAS/SSO authentication and enrollment strategies, SQL Database and PHP help, help with creating specific queries and reports, etc. is available at \$150.00/ hour (2 hour minimum).



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