

What to Ask Your EdTech Vendor Before You Sign

A Practical Checklist for
School LMS Evaluations

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How to Use This Checklist

Use these questions with every LMS vendor you evaluate. Ask them in demos, in follow-up calls, and in writing before you sign anything. A vendor that can't answer clearly and confidently is giving you important information.

1. Pricing & Total Cost of Ownership

- What exactly is included in the base price — and what costs extra?
- Is pricing per student, per user, or per school? Does it include teachers and administrators?
- Are there implementation or onboarding fees?
- Are AI features included, or charged as a premium add-on?
- How has your pricing changed over the past two years? How often do you raise prices?
- What does pricing look like if our school grows by 20%?

What good looks like:

A clear, consolidated per-student price with no implementation fee, AI included as standard, and a transparent pricing history.

2. Support & Training

- What are your support hours, and which time zones are covered?
- What is your average first response time for support requests?
- Is support available by phone, or only by email or ticket?
- Do we get a dedicated implementation manager, or is onboarding self-serve?
- Is training included in the price, or charged separately?
- What ongoing support is available after go-live?

What good looks like:

24/7 support with a globally distributed team, sub-3-hour response times, a dedicated implementation manager included as standard, and unlimited ongoing training.

3. School Technology Ecosystem

- Does your platform integrate natively with admissions, school-to-home, and online learning tools?
- Do you offer a broader suite of school management solutions, or is this a standalone product?
- How does data flow between your LMS and other systems — is it automated or manual?
- What does it look like for a school to consolidate onto your ecosystem over time?
- How do you handle schools that use third-party tools alongside your platform?

What good looks like:

A vendor that offers a connected suite of solutions — covering admissions, learning, school-to-home, and online courses — so your school can reduce tool sprawl and manage data in one place.

4. Data Storage & Security

- Are you ISO/IEC 27001 certified? Are you GDPR compliant?
- Where is our data hosted, and does it comply with local data protection laws in our region?
- Do you conduct regular third-party penetration testing?
- What does your disaster recovery plan look like? How quickly would you restore service after a significant incident?
- Have you ever experienced a data breach? If so, what happened and what changed?
- How do you handle AI ethics and data governance within your AI features?

What good looks like:

ISO/IEC 27001 certification, GDPR compliance, AWS infrastructure with DDoS protection, regular penetration testing, a clear disaster recovery SLA, and transparent communication about any past incidents.

5. Parent & Family Experience

- Is there a unified parent portal, or do families need to access multiple places for different information?
- Can parents see academic progress, attendance, upcoming tasks, and school communications in one view?
- Is direct parent-teacher communication built into the platform?
- What does the mobile experience look like for parents? Is there a native app?
- How do you handle multilingual families?

What good looks like:

A single, intuitive parent portal with native iOS and Android apps, full visibility of academic progress and communications, and built-in messaging between parents and teachers.

6. Local Language Support

- Which languages does your platform support for parent-facing communications?
- Can report cards be generated in multiple languages?
- Can notifications and messages be sent in a family's preferred language?
- Is the parent app localised, or only available in English?
- How are new languages added — and how quickly?

What good looks like:

Full localisation across the parent portal, report cards, notifications, and mobile app — covering the languages spoken by your school community.

7. Multi-Curricula Support

- Can your platform manage more than one curriculum framework within a single school account?
- Can teachers move between programmes without switching systems or logins?
- Can school leadership get a whole-school view of curriculum coverage across all frameworks?
- If we add a new programme next year, how would that work within your platform?
- Are all curricula treated with the same depth, or are some better supported than others?

What good looks like:

Native multi-curricula support within a single account — covering IB, Cambridge, national curricula, and more — with no need for separate systems or workarounds.

8. Curriculum Depth & Fit

- Was your platform built specifically for our curriculum framework, or adapted to it?
- For IB schools: Are you directly licensed by the IB? Do you have IBIS exam registration integration?
- For DP/CP schools: How does eCoursework submission work? Is it built in or via a third party?
- For Cambridge schools: How deep is your Cambridge support — across Primary, IGCSE, and A Level?
- How does CAS / service learning tracking work in your platform?
- Can we see a live demo of the specific programme we run, not a generic walkthrough?

What good looks like:

A platform licensed by the IB with direct IBIS integration, purpose-built support for each programme rather than a retrofit, and a demo that reflects your actual curriculum.

9. Scalability & Vendor Stability

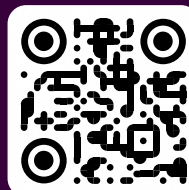
- Can your platform support additional IB programmes (PYP, MYP, DP) if we expand our offering?
- How does pricing scale as our student numbers grow?
- How is your company funded — are you VC-backed or independently owned?
- How long have you been serving international schools?
- Have you made any significant changes to pricing tiers or included features in the last two years?
- What is your product roadmap for the next 12 months?
- What happens to our data if we decide to leave?

What good looks like:

A financially stable, independently funded company with a long track record, consistent pricing, full IB Continuum support, a clear product roadmap, and a transparent data portability policy.

This checklist was produced by the ManageBac+ team. ManageBac+ is the curriculum-first learning platform trusted by 3,000+ international schools worldwide.

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