| Security & Privacy | The provider has a well- |

Technical Stability	The tool has documented stability, with few known issues, bugs, or glitches	The tool may have minor known issues, bugs, or glitches, but none that require regular work arounds	The tool has known issues that will require work arounds, or that may interfere with use	The tool has many well known issues that interfere with use or require workarounds for students
Implementation Support	Implementation and ongoing	Implementation and ongoing support is provided during business hours	Limited implementation and ongoing support is offered	Lacks implementation or ongoing support
Technical Support	Support for both faculty and students is provided during extended hours	Support for both faculty and students is provided	Limited support for faculty and students is provided	No support is offered for faculty or students
Cost	At or lower than comparable options	Within 5% of comparable options	Higher than comparable options by over 10%	More than 20% over comparable options