

LMS LESSONS LEARNED QUESTIONNAIRE

If you're looking to switch LMSs (or even if this is your first LMS purchase) looking back on what was great and not-so-great about your current LMS helps paint a better picture of what you'll need from a new system.

HINT: First-time buyers...use these questions as a baseline for what questions you should be asking about what you want from an LMS.

Take 10-15 minutes to ask yourself and/or your team the following questions about your *previous* buying experience as well as the follow-up questions that will help shed light on what your *new* system requirements should include:

QUESTION	ANSWER
Were your system requirements and/or specifications accurate? If not, why not?	
Follow-up question: Do you have any new system requirements and/or specifications?	
Do you feel as though you chose the right LMS vendor based on your needs at the time of purchase? If not, what makes you unhappy with your current LMS provider?	
Follow-up question: Is there anything else you want from a future LMS provider?	
What didn't you consider when implementing the system?	
Follow-up question: Will you have data and other information needing to be migrated to a new system? List everything you'd want transferred.	
Was the support you received adequate? Why or why not?	
Follow-up question: What kind of support do you want from a new vendor? (ex: phone, email, specific hours, end user support, etc.)	
Did you speak to references before purchasing your current LMS? Do you recall what questions you asked?	
Follow-up question: What questions might you ask the references of any new LMS vendors?	
In hindsight, did your budget fit your needs and what you were able to buy? If not, what were you not able to do as a result of your budget?	
Follow-up question: What do you want to be able to do with your new LMS that you weren't able to before?	