

Evaluation Criteria for Choosing LMS Technology for Effective Learning at Higher Education Level

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Abstract

This study aims to identify the ideal Learning Management System (LMS) technology that aligns with institutional goals, catering specifically to greenfield universities or existing institutions seeking scalable solutions. While fundamental features such as content management and global accessibility are standard across most LMS platforms, a structured evaluation is necessary to assess the nuances of each system. This research establishes five key evaluation criteria: (1) **User Interface and Experience**, ensuring the platform is intuitive and enhances the learning experience; (2) **Institutional Integration**, confirming seamless compatibility with university tools and alignment with institutional goals; (3) **Scalability**, providing robust support for future growth; (4) **Customer Support**, ensuring reliable service for smooth operations; and (5) **Cost-Effectiveness**, crucial for budget-friendly implementation and sustainability. Over the past year, a comprehensive analysis was conducted on leading LMS platforms against these criteria, producing a comparative framework to guide institutions in selecting an LMS that complements their mission and vision. This study delivers actionable insights and practical recommendations that will aid new and expanding universities in making informed LMS decisions, thereby optimizing digital learning infrastructure to support educational excellence and institutional growth.

Keywords: accessibility, cost-effectiveness, integration, scalability, user experience