



LEARNNORTH
www.learnnorth.com

#WeGetItRight

ABOUT US

LearnNorth Inc. is a global leader in EdTech support services for digital learning schools and digital learning content providers. Our tech-savvy team, based in Canada, offers staff augmentation or project outsourcing for Learning Management Systems (LMS) related initiatives. We have over twenty years of experience in the EdTech market, using a wide-variety of LMS platforms like Blackboard, Brightspace, Brainhoney, Buzz, Canvas, Educator, itslearning, Moodle, and Schoology.

Staff augmentation allows you to quickly grow your team to cover a variety of additional skills required to support your initiative.

Project outsourcing allows you to execute an entire project using LearnNorth resources and managed by one of our Project Managers.

We are driven to
provide quality work
that delivers results for
your organization and for
your students.

OUR SERVICES

LearnNorth offers a variety of EdTech support services, customized to meet your specific needs.

COURSE BUILD SERVICES

Do you have already-scripted content that needs to be build in your LMS or developed content that needs to be loaded into your LMS. Our team can take on the course building role for you or supplement existing team members.

COURSE MIGRATION SERVICES

Is your organization moving to another LMS and short on time, resources, or expertise? Our team can move your online courses for you. Included in the service is full side-by-side quality assurance review prior to delivery, to verify content and functionality.

COURSE DEPLOYMENT SERVICES

Are you an online education organization that licenses your online courses to customers of your own? Our team can deploy your courses to your customer's LMS on your behalf. We can even provide ongoing course maintenance support to your customer after deployment if needed.

QUALITY ASSURANCE SERVICES

Our team can complete a full functional quality assurance check customized to suit your requirement. We work with you to define a checklist prior to engagement. QA includes a full-click through, verifying that each element functions as designed and meticulously logging all defects. Once each defect edit is made, another team member will verify the functionality before the defect is marked as resolved.

LET'S TALK EXPERIENCE

LearnNorth is proud to have served the EdTech community since 1998, working with well-known clients such as Florida Virtual School (FLVS), Mawi Learning, ASU Prep Digital, Pointful Education, Pamoja Education, and New Jersey Virtual School. Our longest standing client and industry K-12 pioneer has worked with us for over twenty years. This productive relationship was built on a commitment to outstanding quality and the ability of our teams to come together to meet tight deadlines. It's this experience that creates valuable time and cost savings for all of our clients. Over the years we have developed a proven quality assurance methodology that leads to error-free courses.

Thanks to the wide variety of LMS related work we've completed, and the experiences we've gained from our diverse clients, LearnNorth is proficient all aspects of development, maintenance and support of online courses in LMS. What's more, our experience has taught us to always put students first in every decision we make. Courses must contain relevant stories, resources, and links. They must be built with the student's engagement at the center of the process – perfectly balanced with high standards for academic integrity.

LearnNorth understands that defects in a course are an unnecessary distraction from students' learning and cost our clients time and money. We know you hold the highest standards for your students' learning experience, so we continually sets the bar high when it comes to quality. LearnNorth's mission is: To enable instructional faculty to facilitate error-free courses that engage students, drive positive learning outcomes and create deeper learning opportunities.

WHY US?

QUALITY

Our attention to detail backed by a proven quality assurance methodology that ensures we deliver accurate, error-free courses. Our team members are detail-oriented, competent, and ambitious. We take ownership of each assignment.

WE CAN HELP YOU

We already have experience building, migrating and deploying digital courses to many well-known LMS platforms. Over two-decades of digital learning experience and deploying courses to clients, have given us a rich understanding of the processes and procedures required for a successful course release. By making us a part of your team, you can have a positive impact on your organizations workload and productivity by allowing your instructional, curriculum and operational teams to focus on what they do best.

Dedicated to a true partnership with our clients, we're more than just a vendor. We work collaboratively with clients to understand the detailed requirements of every project. We ensure a strong partnership by providing outstanding customer service, and our staff are responsive, reliable and knowledgeable.

TIME ZONE FRIENDLY

For clients based in the continental US, the time difference between your office and our location in Nova Scotia (on Canada's east coast) is only 1 - 4 hours. This minimizes time zone issues. Your assigned engagement manager is only a call, text, or email away, Monday-Friday.

Our team are all native English speakers, which eliminates any language barriers. A similar educational culture between the US and Canada ensures that our team is well-versed in the concepts your team depends on for course building, deployment, migration or quality assurance reviews.

CLIENT SUPPORT

Your experience and satisfaction with LearnNorth is our highest priority and mutual problem solving is the cornerstone of our client relationships. Friendliness, knowledge, and responsiveness are key to retaining satisfied clients. If you have identified a need, LearnNorth will collaborate with you to clearly define the challenge, craft a solution, develop an action plan with key success measures, and develop your project plan.

SUPPORT PLANS

In addition to customized engagements which may be hourly or flat-rated, LearnNorth offers a variety of dedicated and flexible support plans so you can choose what fits your needs.

DEDICATED

Full-time equivalent (FTE) team member(s) dedicated to your account only. Highly responsive support of your users is their only priority.

FLEX 100

Shared team member dedicated to your account for up to 100 hours per month. Initial response time within 1 business day.

FLEX 75

Shared team member dedicated to your account for up to 75 hours per month. Initial response time within 2 business days.

FLEX 50

Shared team member dedicated to your account for up to 50 hours per month. Initial response time within 2 business days.

To discuss how we can help your organization, contact us today at sales@learnnorth.com.