

Technical Specifications

This form is designed to collect information for local education agencies (LEAs) to consider during their review and adoption process. The information you provide here will be included in the quality review report and will not be scored. One form will suffice for all grade levels unless specifications vary from one grade level to another.

Publisher Information

Publisher/Vendor			
Company Name	Shmoop University, Inc		
Product Name	ELA I-IV, Journalism, Reading For College Success, African American Poetry, Greek and Roman Mythology, Holocaust Literature	Grade Level(s)	9-12

Part 1: Access and Use

Yes	No	Feature/Requirement/Specification
X	X	1. This product is designed for 1:1 use (one digital device per student).
	X	2. This product combines print and digital materials.
X		3. This product is digital only.
	X	4. Online products can be used offline. Students can continue working when internet connection is dropped.
	X	5. The product automatically syncs when a connection is re-established, and work completed offline is saved and uploaded.
X		6. Students are permitted to use the product on more than one device (e.g., computer at school and a laptop at home).

X		7. Single sign-on is supported.
	X	8. The product uses the Texas Student Data System (TSDS) with unique IDs for students and staff.
X		9. Other accounts can be created for support staff.
	X	10. Content is exportable. If yes, specify formats: _____
X		11. Content is printable.
	X	12. Content is presented in e-book format. If yes, specify formats: _____
X		13. The product has embedded videos. If yes, specify format, average file size, and number of videos. File Format: _____ Avg. Size: _____ Number: _____
X		14. The product contains animations.
	X	15. The product contains simulations. If yes, specify formats: _____
X		16. The product contains embedded assessments. If yes, describe assessment format, location, and compatibility with an external learning management system. Our test prep products contain formative and summative assessments. Students take diagnostics at the beginning to be placed into an individualized learning program. Further assessments determine what knowledge has been gained or recovered. Teachers can find the results of these assessments in the gradebook and apply them to an external LMS.
	X	17. The product platform allows for digital objects (e.g., text, video, simulations, etc.) to be divided and tagged with keywords and standards.

Part 2: Compatibility

Please complete the table below, marking the box in the second column for each compatible device and noting the oldest and newest associated operating systems for that device.			
Device Type	Mark box if device is compatible	Oldest operating system/version supported	Newest operating system/version supported
PC	<input checked="" type="checkbox"/>		Shmoop's services are provided in SaaS, not client/server, form. The site is accessible through any modern, standards-compliant desktop, tablet, or mobile web browser.

Windows Tablet	<input checked="" type="checkbox"/>		Shmoop's services are provided in SaaS, not client/server, form. The site is accessible through any modern, standards-compliant desktop, tablet, or mobile web browser.
Mac	<input checked="" type="checkbox"/>		Shmoop's services are provided in SaaS, not client/server, form. The site is accessible through any modern, standards-compliant desktop, tablet, or mobile web browser.
iPhone	<input checked="" type="checkbox"/>		Google- and Apple-supported versions of Android and iOS web browsers are supported. Shmoop does not utilize browser-sniffing, so while we officially support only these browsers, other modern, standards-compliant browsers also should be compatible, and we will not prevent their use.
iPad	<input checked="" type="checkbox"/>		Shmoop's services are provided in SaaS, not client/server, form. The site is accessible through any modern, standards-compliant desktop, tablet, or mobile web browser.
Android phone	<input checked="" type="checkbox"/>		Google- and Apple-supported versions of Android and iOS web browsers are supported. Shmoop does not utilize browser-sniffing, so while we officially support only these browsers, other modern, standards-compliant browsers also should be compatible, and we will not prevent their use.
Android tablet	<input checked="" type="checkbox"/>		Shmoop's services are provided in SaaS, not client/server, form. The site is accessible through any modern, standards-compliant desktop, tablet, or mobile web browser.
Chromebook	<input checked="" type="checkbox"/>		Shmoop's services are provided in SaaS, not client/server, form. The site is accessible through any modern, standards-compliant desktop, tablet, or mobile web browser.
Kindle Fire	<input checked="" type="checkbox"/>		Shmoop's services are provided in SaaS, not client/server, form. The site is accessible through any modern, standards-compliant desktop, tablet, or mobile web browser.
Kindle, other	<input checked="" type="checkbox"/>		Shmoop's services are provided in SaaS, not client/server, form. The site is accessible through any modern, standards-compliant desktop, tablet, or mobile web browser.
Nook	<input type="checkbox"/>		
Other e-reader	<input type="checkbox"/>		
Interactive whiteboard	<input checked="" type="checkbox"/>		

Compatibility – Browser and Operating System													Leave 'X' if Applicable				
Browser	Oldest supported browser version	Newest supported browser version	Operating System														
			Mac OS X						Windows			Linu x	Chromiu m	N/ A			
			10.1 0	10.1 1	10.1 2	10.1 3	10.1 4	10.1 5	X P	7	8. 1	10					

Chrome	36	Current																
Firefox	29	Current																
Safari	6	Current																
Edge																		
Other: Explorer	9	Current																

Part 3: Product Format, Installation Requirements, and Support

Yes	No	Feature/Requirement/Specification	Additional Information
X		1. Browser-based online: Continuous internet connection required.	Shmoop does not utilize browser-sniffing, so while we officially support the above browsers in the chart, other modern, standards-compliant browsers also should be compatible, and we will not prevent their use.
	X	2. Plug-ins are required. If yes, list required plug-ins.	
	X	3. Downloaded to individual device: One-time internet connection required.	
	X	4. Installed on LAN (district or school server): No internet connection required for teachers, students, or other users.	
	X	5. Infrastructure and software licensing are required. If yes, list requirements and specify if set-up support is provided.	
	X	6. Server configuration is required. If yes, list requirements and specify if set-up support is provided.	
	X	4. Installed on individual computer (from DVD, flash drive, etc.): No internet connection required. If yes, estimate time per device required for setup; indicate if support is provided and if local IT staff is needed.	
	X	5. The product supports deployment through Mobile Device Management (MDM) systems?	
X		6. Technical support is provided to districts during initial set-up and deployment. If yes, specify type of support provided.	Our Customer Support Manager is on hand to assist tech teams with any help they need to set

			up integrations. Our Customer Service Managers lead professional development and train the trainer sessions and webinars so that teachers and admins can Shmoop with confidence.
X		7. Technical support is provided during duration of contract. If yes, specify type of support provided.	Shmoop's Customer Support Team will address any content, technical, or maintenance issues within 24 business hours. In cases of emergency, the engineering team is on call 24/7 for immediate concerns. If the issue cannot be resolved within 24 hours, the account management team will facilitate action to create a maintenance plan. This will be sent to the customer outlining each step until the issue is resolved. 1. Issues are sent through our support@shmoop.com e-mail address or through a Shmoop account manager. 2. If the issue is deemed critical, fixes are implemented by the end of the same business day. 3. Otherwise the issue is fixed at the next release cycle. 4. After the issue is fixed, our customer support team and account managers will communicate with the School, Library or District of the changes.

Part 4: Data Security, Access, and Privacy

Yes	No	Additional Information	
		1. Login authentication uses district protocols to establish common usernames and passwords If yes, indicate if TSDS staff/student unique ID is used, or if other please specify.	
X		2. Passwords can be reset without assistance from technical staff.	

X		3. Personally identifying student data is recorded by the product. If yes, list required and optional data fields.	We collect first and last name, email address, and school name. Beyond that is user-generated data related to education that the students turn in to the site (essays, test-takes, etc.).
	X	4. Student data (e.g., roster changes, contact information, etc.) is automatically updated. If yes, specify frequency and if automatically exported from SIS, or indicate who is responsible for student data export.	
X		5. Location of student data stored by the product fully disclosed.	Amazon's AWS environment in which Shmoop is hosted is certified compliant to ISO 27k, ISO 9001, and SOC 1/2/3. Data access by Shmoop employees is governed by a detailed information security policy that covers all types of sensitive information created, received, or held by Shmoop, and which applies to all Shmoop workforce members including full-time employees, trainees, volunteers, contractors, and temporary workers. Among other best practices mandated by this policy, access to PII data is granted on an as-needed basis to a limited number of people, and all devices with access to PII data are password-protected.
X		6. Student data is purged after use by the product and is fully disclosed and verified. If yes, indicate how and when.	This can be done upon request by the district.
X		7. Student data can be purged by the district at any time.	This can be done upon request by the district.
X		8. Data is encrypted in transit. If yes, indicate which protocols are supported.	Data is always transmitted using widely known, thoroughly tested encryption protocols such as TLS, SSH, and SFTP. At rest, Shmoop's primary data store is hosted in Amazon AWS' HIPAA- and ISO 27k-compliant data centers. Where small amounts of data are transmitted to third parties for the purpose of providing Shmoop services, Shmoop will choose providers who adhere to similarly strict security and privacy guidelines, and the amount of data that is shared will be minimized.

X		9. Data elements are encrypted at rest (i.e., in a database or file system) If yes, specify which data elements are encrypted.	All user data at rest is encrypted with Advanced Encryption Standard in Galois Counter Mode (AES-GCM) using a 256-bit key.
X		10. The student data privacy pledge has been agreed upon. Please provide link to verifying document and/or your student privacy policy.	https://www.shmoop.com/privacy-policy
X		11. The product conforms with FERPA regulations.	
	x	12. A third-party has evaluated the product for FERPA compliance. If yes, provide a link to the report.	
x		13. The product employs rule-based security. If yes, provide a link to detailed information and supporting documents.	<p>Shmoop's data information security policy applies to all types of sensitive information created, received, or held by Shmoop. This information shall be protected in any form including, but not limited to paper, electronic, or oral. The policy shall apply to all Shmoop workforce members including, but not limited to full-time employees, part-time employees, trainees, volunteers, contractors, and temporary workers. Further, the policy applies to all systems, networks, and applications which process, store, or transmit sensitive information.</p> <p>Shmoop's information security policies require that all devices with access to PII data be password-protected, and access is granted on an as-needed basis to a limited number of people.</p> <p>If Shmoop ever becomes aware of a security breach it believes may have compromised data, we will immediately notify relevant users and take steps to limit and mitigate the security breach to the extent possible. We will further share with you our strategy for dealing with the breach within five days.</p> <p>Data is always transmitted using widely known, thoroughly tested encryption protocols such as TLS, SSH, and SFTP. At rest, Shmoop's primary data store is hosted in Amazon AWS' HIPAA- and ISO 27k-compliant data centers. Where small amounts of data are transmitted to third parties for the purpose of providing Shmoop services, Shmoop will choose providers who adhere to similarly strict security and privacy guidelines, and the amount of data that is shared will be minimized.</p>

X	14. The product allows registration or data collection from children under the age of 13. If yes, provide a link to the COPPA Safe Harbor certificate.	https://www.shmoop.com/privacy-policy
X	15. The product allows a download of LEA-generated data (including usage data) without manual intervention by product staff.	Admins and teachers have access to different tiers of our analytics feature, and reports can be downloaded directly from it.

Part 5: Additional Technology Specifications

Learning Management System (LMS)	Blackboard	Canvas	Eduphoria	Google Classroom	ItsLearning	Moodle	Schoology	Other: Please list below
Is the product configured to work with one or more specific LMS? Check all that apply.	X	X		X			X	

Other LMSs: _____

Standards Compliance	SIF	CEDS	EDUPUB	Ed-Fi	Xapi	IMS Global	Other: Please list below
Is the product compliant with one or more specific standards? Check all that apply.							

Other standards: _____

IMS Global Standards	LTI	OneRoster	QTI	TCC	CASE	APIP	Caliper
If IMS Global was selected above, check all the standards that apply to this product.							

Is this product IMS Certified? If so, list the standards under which it is certified: _____