



	Software #1:	Software #2:	Software #3:
FEATURES			
Mission-critical features?			
Nice-to-have features?			
How often are new features added?			
Do the features replace my existing tools?			

Can I share feedback or feature requests?			
Does it meet my licensing requirements?			
Notes:			
TECHNOLOGY			
How modern is the technology?			
Is it cloud-based?			
What are the hardware requirements?			
Does it work with existing tech/devices?			
How often is the software updated?			
Does it have a web-based interface?			
Does it have a mobile app for teachers and parents?			
Real iOS/Android apps or just HTML?			
How reliable is the platform?			
What is the uptime percentage?			

Notes:			
SECURITY			
Where is data stored?			
How is your data backed up?			
How is my data encrypted?			
How is billing info protected?			
Who has access to your data?			
Notes:			
EASE OF USE			
Is there a trial or pilot period?			
Can I try before I buy?			
How intuitive and user-friendly is the design?			

How much time to learn how to use?			
How much time to get up and running?			
Notes:			
SUPPORT			
Phone, email, chat?			
Are there training and support materials?			
Are there video tutorials?			
How big is the support team?			
Is the support team in-house or outsourced?			
What are the customer support hours?			
What's the turnaround time when you need support?			
Does the support team have experience in education?			
Support to parents and families as well?			

Notes:			
COMPANY			
How big is the company?			
When was company founded?			
Where is company headquartered?			
How many engineers?			
Are engineering and product teams in-house or outsourced?			
Is the company backed by trusted investors?			
How widespread is the software used?			
Does the company have early ed expertise?			
What is the company's mission statement?			
Notes:			
REPUTATION			

What do iTunes and Google Play reviews say?			
How many reviews? How far back do reviews date?			
What do others in your area say about this company?			
What do the Capterra reviews say?			
Does the company have customer stories to share?			
Can I speak to a reference?			
Notes:			
PRICE			
Pricing structure?			
Billing cycle?			
Any one-time or just annual costs?			
Setup costs?			
License fees?			
Processing fees or merchant fees?			

Pay for new feature upgrades?			
Contract terms?			
Cancellation policy?			
Notes:			