

# LMS Integration In 2021

What You Need to Know to Build Integrations Between EdTech Apps and Learning Management Systems

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## **Table of Contents**

About this Whitepaper	3
Section 1: What Is an LMS?	4
Section 2: Why Is LMS Integration Important?	5
Section 3: What Are Common Features of LMS Integration?	7
Section 4: What Are the Ways to Connect to an LMS?	8
Part 1: LTI Integration	8
Part 2: API Integration	11
Section 5: Deep Dive: The Features of LMS Integration	14
Section 6: How Each Major LMS Handles Integration	16
Part 1: Integrating With Canvas	16
Part 2: Integrating With Schoology	17
Part 3: Integrating With Microsoft Teams	18
Part 4: Integrating With Google Classroom	19
Part 5: Integrating With Brightspace	20
Part 6: Integrating With Blackboard	21
Part 7: Integrating With Moodle	22
Part 8: Integrating With Seesaw	22
Section 7: What's New for LMS Integration in 2021?	23
Conclusion: Where to Go From Here?	24

6



## **About the Whitepaper**

Nearly every school district and university is actively looking for vendors that support integrations between third-party applications and their learning platforms. This can be a challenge for both edtech developers and their clients. There are several popular learning management systems that schools and universities across the United States and Canada have adopted. Furthermore, each of these platforms support different methods of integrations.

Supporting integration between each of these platforms and third-party applications can be a challenging endeavor. It is important for developers and product managers to understand the different ways to integrate with each LMS.

This whitepaper is designed to give edtech vendors a rundown on LMS integration for education, including:

- Defining the importance of the LMS in the modern classroom,
- Detailing the different ways to integrate with an LMS,
- Describing the functions of LMS integration,
- Reviewing how each of the most commonly used LMSs support integration, and
- Reporting on the newest updates for LMS integration in 2021.



## Section One What is an LMS?

The learning management system (LMS) is the cornerstone of the classroom's digital ecosystem. Teachers use their LMS to assign homework, post grades, link to online resources, and perform other functions of classroom management. Likewise, students use the LMS to access materials posted by the teacher, complete assignments, and view grades.

The LMS also provides an avenue for students and teachers to organize discussions and communicate with each other. Essentially, most online interaction between students and teachers occurs within the confines of an LMS.

Since so much of the digital classroom experience centers around the LMS, school administrators and teachers often look for digital content that seamlessly integrates with their chosen LMS. Many major learning management systems offer methods that allow third-party content to be accessed directly within the LMS and interface with many of the functions that learning management systems provide, such as grading, assignment creation, and lesson planning.

#### Related Reading:

- Student Information System (SIS) vs LMS What's the Difference?
- What are the Most Popular LMSs?



LMS Integration in 2021: What You Need to Know

2

## Section Two Why is LMS Integration Important?

#### Edtech Developers

LMS integrations allow edtech app developers to leverage built-in functionality of the LMS. For example, many of the aspects of user account management, such as maintaining passwords, can be left to the LMS. The ability to provision accounts ahead of time through rostering will also automate several account creation processes. Furthermore, schools are actively looking for integrations. Many RFPs placed by schools ask that any digital resources they purchase be integrated in some way with their LMS. By having LMS integrations ready to launch, edtech developers can stay ahead of any requests from potential customers.

#### <u>Schools</u>

LMS integrations are important for schools because they reduce the complexity of the classroom's online ecosystem. Instead of having to access different digital resources across a variety of websites and platforms, students and teachers can access most of their content directly through their LMS. For instance, users may be able to log into LMS-integrated applications solely with their LMS credentials. LMS-integrated applications reduce redundant administrative tasks that teachers or administrators typically had to perform themselves, such as creating accounts for students and publishing grades to a classroom gradebook.

#### Teachers

LMS integration greatly reduces the amount of time that teachers spend getting students up on running on a new app. Depending on the integration, the app may automatically provision accounts for the entire class and update rosters when necessary. Apps that take advantage of content integration can also make it easier for teachers to disseminate resources and assignments to their students



### Section Two Why is LMS Integration Important?

through the LMS. This provides a tightly integrated experience for teachers and students. To read more about how LMS Integration helps teachers in in their day-to-day, <u>click here.</u>

#### Students

As mentioned earlier, students don't have to remember a separate set of usernames and passwords to log into an integrated application. Since the logins happen through the LMS's native sign-in screen, students should be familiar with the process. This reduces the amount of training that students will need to receive to use the app. With integrations, students can access digital resources with significantly less friction.

Related:

- Why is LMS Integration Important?
- How Does LMS Integration Affect Distance Learning?
- The Benefits of Integrating Your App With an LMS





## Section Three What Are Common Features of LMS Integration?

Before getting more into the details of the different ways to integrate with an LMS, it is important to understand some of the common features of LMS integration. The four functions below will be discussed in-depth later in this paper. However, these terms should be defined now, as they will appear several times throughout the document.

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#### Single Sign On

The ability to authenticate a user into an application with the user's credentials from a different platform (e.g. a *Sign in With Google* button).



#### **Content Integration**

The ability to create new assignments and other content in an LMS from an integrated application.



#### Rostering

The act of obtaining a list of enrolled users from a course, school, or district.



#### Grade Passback

The ability to assign grades back to the LMS from through an integrated application.

## Section Four What Are the Ways to Connect to an LMS?

There are two primary methods to integrate a learning platform, or other edtech tool, with a school's LMS:

- 1. LTI Integration
- 2. API Integration.

## **Part One: LTI Integration**

#### What is LTI?

LTI - or Learning Tools Interoperability - is a data standard created by the IMS Global Learning Consortium. This standard was designed to integrate external applications and content into different learning applications using a single framework. Developers that publish LTI applications do not need to develop different applications for different platforms, as long as the platforms are compatible with the LTI specification that was used to develop the application.

Since its inception in 2010, the LTI specification has received several revisions. In 2012, the specifications for LTI v1.1 were released which included the ability to pass back grades from an LTI application to an LMS. IMS Global released the LTI v2.0 specification in 2014, but deprecated it in 2018 due to concerns about data privacy and security.

Rather than build on the LTI v2.x specification, IMS Global recommended that LTI developers upgrade to LTI v1.3 (an evolution of the LTI v1.x framework with LTI v1.1 as the baseline). LTI v1.3 leveraged industry developments in data privacy and security. The new model adopts the standard OAuth 2.0 protocol for authentication and JSON Web Token for secure message signing.

LTI Advantage is a package of services that build on the LTI v1.3 security model. These packages include new features to allow for deeper integration between LTI tools and LMSs. The three LTI Advantage services are Names and Role Provisioning Services, Deep Linking, and Assignment and Grade Services. Any LTI tool that has uses the LTI v1.3 security framework and uses at least one of these services is considered to be LTI Advantage compliant.

#### How do LTI integrations work with an LMS?

While the LTI application itself is hosted on a third-party web server, the application must be accessed through the LMS of the end-user (e.g. teachers, administrators, etc.). The LTI-enabled application can be added to a user's LMS account either by themselves or by an admin of a course. Note that when discussing LTI, the term *context* refers to any collection of resources with a set of users and roles. Courses, groups, and sections are all types of *contexts*.

When a teacher or administrator wants to use an LTI-enabled resource that is hosted by a publisher, they must first receive a consumer key and secret key that are generated by the publisher, along with the launch URL which points to the application. The keys, launch URL, and other custom parameters and are then configured by the teacher or administrator within their LMS. In order to share the LTI resource with the users of a specific context, the teacher may either upload a thin Common Cartridge file containing LTI Launch links to the context or enter the Launch URL of an external tool.

Several LMSs also have app centers that allow users to browse through a catalog of LTI applications and other resources. Depending on how the LMS is configured, administrators and teachers can add these applications directly to their account. Once the LTI application has been made available to a user, the user must add the tool to a specific context.

Teachers and students can then access the LTI-enabled application by selecting the launch link from the LMS. The LMS will authenticate the user into the application when the link is launched. Depending on how the link was configured, other parameters or context information may also be sent from the LMS to the application. This application will only be accessible within the context from which it was launched.

Note that many LMSs allow users to add LTI tools to different *placements* in their LMS. A *placement* refers to the location on screen or context in the LMS where the user will launch the LTI application. Since placements can change where the user is launching the tool from, it can alter the experience for the user.

#### **LTI Example:**

4

Below is an example of how an LTI app (Edulastic®, in this case) appears for a user in Schoology.

A teacher accesses an LTI application for Edulastic® that has been configured for their course in Schoology. When the teacher selects the application from their course menu, the application appears **within** Schoology and automatically signs in the teacher through LTI. It is also possible, depending on how the application chooses to implement LTI, to have the application launch into a separate window.





#### **Part Two: API Integration**

#### What is an API?

An <u>API</u> - or application programming interface - is a set of functions that allow applications to access and communicate with another service. All of the major learning management systems have some sort of API that allows for the transfer and retrieval of data from their platform.

APIs allow an application to retrieve information about an authenticated user directly from the LMS. This information includes a list of all courses and any rosters that the user manages. Users can also pass back information, such as assignments and grades, from the application back to the LMS. As long as the user has an active and authenticated token from the LMS, all of these actions can be performed without being actively present in the LMS.

#### How do API integrations work with an LMS?

Third-party applications that use APIs to integrate with an LMS are hosted and accessed outside of the LMS. The application will typically have a method available to sign in a user based on the LMS that the user belongs to. Once the user logs in with their LMS credentials, the application receives a token that verifies the user's identity and allows the user into the application. As long as this token is valid, the user can send and retrieve course and student data from to and from their LMS via the application. The user does not have to be an administrator of the LMS in order to enable access for themselves and their students.

Students and teachers can login to the integrated application with their roles defined through the API. Depending on how the integration has been developed, users may be able to interact with their LMS through the app. For example, the application could allow students to save submissions to assignments. Teachers can then grade these assignments and pass the scores back to their LMS. Teachers may also be able to pull a list of all currently rostered students in their course, regardless of whether or not the student has accessed the application.

This roster data can then automatically update when students leave or join the course.

Since third-party applications can make API calls to a plethora of endpoints in the LMS, API integrations can generally interact with more functions of the LMS than LTI integrations can. For example, Zoom® provides LTI v1.1 and v1.3 integrations that allow users to access Zoom® through an LMS. However, Zoom® also provides a calendar integration with several different LMSs. In order to enable this calendar integration, Zoom® provides an additional API integration that the user or administrator can enable, as LTI alone does not permit applications to make changes to a user's calendar in an LMS.

Below is an example of how a teacher might authenticate into an API-integrated platform. The SchoolTube® platform shown in this example supports single-sign on with several LMSs. The screenshots will display how a teacher can sign in with their Canvas credentials.

Step One: The user navigates to SchoolTube.com and selects 'Login/Sign Up'."  $\frown$ 



**Step Three:** Based on the entered email address, the user is directed to log into their Canvas account.

Email		
brenda.baker@example	a.com	

**Step Four:** The user is directed back to schooltube.com and is now signed into their account.



Related Reading: What's the difference between API and LTI Integration?

## Section Five Deep Dive: The Features of LMS Integration

LMS integration, in short, is the ability for a third-party application to communicate with a learning management system. This communication can take several different forms based on the LMS and the method of integration that is used by the application. Below are some of the most common integrated functions that LMS's support:

#### Single Sign-on

Most major LMS's give app developers the ability to implement a login method where the developer's users can sign into the application with their LMS credentials. This benefits students and teachers because they don't have to create yet another account that they have to remember and manage. As teachers and school admins are typically the ones to create and manage accounts for students in edtech apps, <u>SSO can greatly reduce the amount of time teachers and administrators spend onboarding their students.</u>

SSO integration also benefits developers because the developer doesn't have to create an account management module in their app from scratch. By letting the LMS handle most aspects of account management and password protection, developers can better focus on the core experience of their app. Furthermore, SSO is the first step to develop deeper integrations. Single sign-on lets applications communicate on behalf of an authenticated user, which is required to perform other integrated tasks.

Related Reading: <u>Why [Developers] Shouldn't Match Users by Email Address</u>

#### Rostering

Many edtech apps require a sync of the full list of students and teachers of a class. This sync is known as 'rostering'. Apps that roster from an LMS can provision accounts for students and teachers before they even log into the platform. Roserting from an LMS will keep accounts updated as changes are made to them in the LMS. For example, a sync from the list of enrollments in an LMS can let the application know if a student has switched classes and should be listed in a different course with a different teacher.

#### **Content Integration**

5

One of the most powerful functions of LMS integration is the ability for an app to generate resources within the LMS and to provide instruction to the LMS about how to handle content. For example, a teacher that signs into an integrated application with their LMS credentials through SSO could use the application to create an assignment in the LMS. Students can then access the assignment directly through the LMS. The application can also send information back to the LMS, such as what grades to assign to students who have completed the assignment.

#### **Grade Passback**

Grade passback is the ability of an external application to send grades back to a gradebook. Each major LMS supports gradebook functionality. By allowing grades to be sent back to the gradebook, the app saves teachers valuable time and reduces transposition errors as they no longer have to manually input grades or upload CSV files containing grading information. Furthermore, by relying on the LMS to provide gradebook functionality, the app does not have to incorporate its own gradebook. This allows edtech developers to remain focused on their core product rather than spend time building and maintaining a gradebook interface.

## Section Six How Each Major LMS Handles Integration

As we mentioned earlier, each LMS has its own way or ways to provide integration with third-party applications and resources. It's important for developers to understand how each LMS works, as each one has its own proprietary API and may implement LTI in different ways. Below, we'll cover how integration works with several of the major learning management systems, including:

- Canvas
- Schoology
- Microsoft Teams
- Google Classroom
- Brightspace
- Blackboard
- Moodle

## Part One: Integrating with Canvas

Canvas, produced by Instructure, is the most widely used LMS in the United States at this point in time. Canvas offers both cloud-hosted and self-hosted versions of the LMS.

Canvas supports <u>LTI v1.3 and LTI Advantage</u>, including the Assignment & Grade Services, Deep Linking, and Names & Roles Provisioning Services. Additionally, Instructure hosts an online portal for LTI applications called the EduAppCenter.

<u>Canvas also provides a REST and a GraphQL API</u> for developers. According to its documentation, Canvas will be prioritizing development of its GraphQL API over development of the REST API. <u>The Canvas API</u> allows developers to retrieve, create, and modify resources in an authenticated user's Canvas account. There are many resources that can be accessed via the API, including users, quizzes, submissions, assignments, polls, and more.

<u>The Canvas API uses the OAuth 2.0 protocol for authentication.</u> Note that users will have to authenticate by connecting to their specific Canvas domain, which is different for each school district Canvas installation. The Canvas admin of each school you work with will also have to manually save your API keys in their Canvas instance in order to enable the integration.

Note that Canvas requires administrators to generate developer keys that can grant access to third-party applications. The application uses the key ID and key secret generated by the administrator to integrate the app with the Canvas installation. These keys must be generated for both LTI and API applications. The keys are very powerful and can be a security vulnerability if not transferred and stored securely.

Despite Canvas being the most widely used K12 LMS, there are several challenges to integrating with it. You can read more about those challenges <u>here.</u>

#### Part Two: Integrating with Schoology

Schoology is one of the most widely used LMSs in the K-12 space. It's adoption has been steadily increasing over the past few years. This is sure to continue due to <u>its 2019 acquisition by PowerSchool</u>, which has since cemented several state-wide agreements to provide Schoology to districts in need.

<u>Schoology</u> supports several different data standards to integrate content into its platform, including LTI v1.0, v1.1, QTI, and Common Cartridge. Schoology also provides a REST API that developers can use to deeply integrate their apps with the platform. Schoology also provides an <u>App Center</u> that presents apps in an iframe canvas within Schoology. An embedded app <u>can use the API</u> to enable data requests between itself and Schoology. In order to appear in the Schoology App Center, your app will need to be approved by Schoology. Additionally, Schoology allows developers to create Resource Apps, which allows users to import content from an online repository (such as YouTube) to their account.

The Schoology API allows applications to authenticate users through Schoology's

login flow and retrieve, create, or update content on behalf of the user. The objects that can be accessed and modified through the API include enrollments, assignments, grades, submissions, and pages. Note that <u>Schoology's</u> <u>authentication workflow</u> uses OAuth 1.0, whereas most other systems use OAuth 2.0. Since OAuth 1.0 is not used often in other modern online applications, the learning curve to implement OAuth 1.0 is usually steeper.

Schoology, like most K12 LMSs, presents unique challenges when it comes to integration. You can read more about Edlink's take on these challenges <u>here.</u>

#### Part Three: Integrating with Microsoft Teams

One of the newest entrants to the LMS market is Microsoft Teams. Microsoft Teams is built to work in tandem with a school's Office 365 suite and Active Directory environment.

Microsoft allows third-party developers to integrate their applications with its suite of products with the Microsoft Graph platform. Graph also supports integrations with Microsoft School Data Sync (SDS), Office 365 Education, and Microsoft Teams. Note that Microsoft Teams does not support any form of LTI integration.

The Education API in Microsoft Graph gives developers the ability to create resources, such as assignments and courses, in Teams from their own applications. For example, a teacher using a third-party app could send an assignment to their class in Teams via the API. After students complete the assignment, the API could also be used to send grades back to each individual student. Additionally, data such as class names, roster info, and lists of schools, can all be retrieved using the API.

In order to gain access to a district's data, the administrator of the district must approve the integration. Once approved, the integration application can access data in the school's Microsoft Team's environment, as well as enrollment data from Azure Active Directory.

6

Despite Microsoft's vast technical expertise, there are a few challenges to integrate with Teams. You can read more about those challenges here.

#### Part Four: Integrating with Google Classroom

Google Classroom is part of the <u>Google Workspace</u> for Education line of services (formerly called <u>G Suite</u> for Education). Teachers can individually sign up for Google Classroom or schools can <u>use Google Classroom as an LMS</u> for their faculty and students in Google Workspace. While Google may have originally intended Google Classroom to supplement existing learning platforms, Google has finally recognized that Classroom is the primary LMS for many schools across the globe.

Third-party applications <u>can integrate</u> with Google Classroom using the <u>Google</u> <u>Classroom API</u>. The <u>Classroom API</u> allows applications to act on behalf of <u>authenticated</u> users. In Google Classroom, this means that the app can perform actions such as creating assignments and <u>updating gradebooks</u>. As of the time of writing, <u>Google Classroom does not support the LTI standard</u>.

It should be noted that platforms that integrate solely through the Google Classroom API can only retrieve the list of enrollments for the specific teacher or student who has authenticated into the application. It cannot retrieve an entire school or organization that the authenticated user belongs to, even if that user is an administrator. In order to retrieve all enrollments, your app must request permission from a Google Workspace administrator to view all of the users of their organization. This is not done through the Google Classroom API, but rather the Google Directory API. Even then, the users in Workspace are placed into different organizational units, which are not hierarchical and are usually not grouped by schools.

In addition to LTI and rostering challenges, developers who wish to create Google Classroom integrations may run into additional issues that must be considered. For example, <u>the Google API requires that developers submit their application for</u>

<u>verification</u> if the app uses certain sensitive scopes. Many of the functions of the Classroom API require the use of sensitive scopes. Developers should plan on having to submit their application and make a case to Google for needing to use the sensitive scopes. Furthermore, Google does not offer support for the development of Google Classroom integrations.

As you can see, despite it's popularity, there are many challenges to integrating with Google Classroom. If you want to read more about them, check out this article.

Related Reading: Why it's Worth it to Integrate with Google Classroom

#### Part Five: Integrating with Brightspace

Brightspace by D2L is a popular LMS in the US and has a large footprint in Canada. Brightspace has higher rates of adoption among higher education institutions and large school districts.

Brightspace supports LTI v1.3 and the LTI Advantage services. Brightspace also provides <u>a proprietary API</u> that applications can use to integrate with Brightspace environments.

It's important to keep in mind that there are several versions of <u>Brightspace API</u>. Some of these versions overlap and some are only supported in certain versions of Brightspace. This can create issues if you are working with multiple clients who are all running different versions of Brightspace, as you have to make sure that your API calls are valid for each instance.

Note that large schools and universities may be running different versions of Brightspace on their own in-house servers. Others may use a cloud service, like Brightspace Cloud. An API or LTI app that works for one district's Brightspace environment might appear or work differently in another's.

Through the API, apps that <u>authenticate</u> a user through Brightspace can make

requests back to an authenticated users' Brightspace environment. This means that your app can generate resources that appear for the user in Brightspace. Content integration lets your app talk to Brightspace while maintaining the user's experience in the app. The Brightspace API allows apps to read, create, or modify a variety of resources in the user's Brightspace environment, including quizzes, assessments, surveys, enrollments, and courses.

In order to get started with the Brightspace API, developers do need to join the Brightspace Partnership Program. This will give developers access to a test environment where they can test their integrations.

#### Part Six: Integrating With Blackboard

Blackboard is one of the oldest LMSs on the market. Though Blackboard has lost market share over the past decade, it's still a very popular option for large school districts and universities.

Blackboard supports integration through the LTI v1.3 and is LTI Advantage complete. Blackboard also supports integration through its <u>REST API.</u>

Blackboard (the company) requires edtech developers who are interested in implementing an integration to register for a Blackboard developer account. Registration is required if you are developing either a <u>REST API application or LTI</u> tool. Deploying an LTI application is typically free.

It is free to register for an account but there may be costs associated with deploying your integration once you reach a certain scale. For example, developers must pay Blackboard to set up their own development instance. This environment, which developers also have to set up themselves, lasts for three months at a time.

Note that large schools and universities may be running different versions of Blackboard on their own in-house servers. Others may use a cloud service, like Blackboard Learn Ultra. An API or LTI app that works for one district's Blackboard environment might appear or work differently in another's. As the organizations that adopt Blackboard tend to be larger, updates that IT admins push to their

Blackboard environments tend to take longer to implement. For this reason, developers may frequently find that the Blackboard environment that they are trying to integrate with does not support all of the up-to-date functionality of the most recent releases of Blackboard.

Like many other LMS's listed here, Blackboard uses OAuth 2.0 to <u>authenticate</u> users who are signing into an API-integrated third-party application with their Blackboard account. However, Blackboard's implementation of OAuth 2.0 is somewhat non-standard. While it still technically follows the OAuth 2.0 specification, Blackboard's implementation has quirks that aren't generally present in other platforms that use OAuth 2.0.

#### Part Seven: Integrating With Moodle

Moodle is an open-source LMS that is very customizable. Schools and even individual users host their own versions of Moodle to provide access to courses and pre-made content.

Moodle supports LTI v1.3 and is LTI Advantage complete. Moodle also allows external applications to also integrate with Moodle environments through Moodle's Core APIs. However, if a developer wants to <u>integrate with Moodle</u> through these Core APIs, the developer of the app must create a Moodle plugin. This plugin, which must be written in PHP, must be manually installed in a school's Moodle environment by the environment's administrator.

The Core APIs can be used to access different parts of a Moodle environment depending on the role of the user that the plugin authenticates. For example, the plugin can write back to the user's Moodle gradebook, calendar, or profile. It can also be used to gather enrollment information to view a list of courses and roster information for the authenticated user.

To read more about the challenges of integrating with Moodle, click here.

#### **Part Eight: Integrating With Seesaw**

6

Seesaw is one of the most popular teaching platforms for teachers and schools. While it's not a traditional LMS, it became one of the most widely used remote learning tools during the COVID-19 pandemic. In fact, many teachers (especially those teaching younger grade levels), essentially use Seesaw as their LMS. While Seesaw currently has no method to allow third-party applications to integrate with the platform, it would not be surprising if integrations were on Seesaw's development timeline.



LMS Integration in 2021: What You Need to Know

23



## What's New for LMS Integration in 2021?

One of the biggest and most recent new stories in the K-12 LMS space is Google's announcement of Google Workspace for Education. This package of services replaces G Suite for Education. However, the name is not the only thing that will be changing. Google announced that it will release a variety of new features to Google Classroom.

The most important of these changes to Google Classroom is the introduction of add-on applications. Based on Google's description of the service, schools and teachers who are paying for the higher tier versions of Workspace will be able to access Google Classroom add-ons.

As of March 2021, Google has not yet released exactly how the add-ons function or how app developers will be able to serve their software as a Google Classroom add-on. Since Google is touting that add-ons will be able to be used directly within the native Classroom interface, it is possible that the add-ons are supported through some implementation of the LTI standard. However, Google has not yet made any comments concerning LTI, so this would be a premature assumption to make.

## **G** Suite for Education

Google Workspace for Education





## **Conclusion: Where To Go From Here?**

LMS integration is tricky. Each LMS has a different architecture and has quirks that can make integrating with the platform more challenging than one might expect. Each school district also requires vendors to integrate with their LMS in a certain way, which is not necessarily standardized. With so many platforms and methods to provide integrations, it can be overwhelming to try to support them all.

#### This is where Edlink comes in.

Edlink was conceived from years of experience working with vendors and districts on data integrations. Schools need edtech solutions that can easily integrate with their existing learning platforms. Meanwhile, vendors want to maintain their user experience and focus on their core products. Traditionally, LMS integration is not the main focus for developers at edtech companies.

Edlink simplifies this process by providing a unified API that connects to all platforms. Our team has written integrations for several systems and can properly handle the exchange of data between apps and each LMS. Instead of writing an integration for each LMS, vendors only have to write one to Edlink.

With Edlink's API, vendors can connect to Schoology, Canvas, Google Classroom, and most other major learning management systems that districts use. Edlink also supports standards such as LTI and can connect to non-LMS data sources, such as Classlink, Clever, and platforms that support the OneRoster standard.

Finally, Edlink provides tools and services to the development and support teams of our clients, like a <u>streamlined way for vendors to onboard schools</u>. To read more about <u>what the developers we serve think of us</u>, check out this interview.

If you've taken the leap into integrating your app with a K12 LMS, or you're just starting your <u>build vs buy</u> conversation, either way, we'd love to help how we can. You can reach us at accounts@ed.link or at our support page. We look forward to hearing from you!