

making the case

PebblePad: Reputable, Reliable, Supported...

Reputable...

PebblePad is the software of choice for universities, colleges and professional bodies who value and actively support independent, lifelong learners. When an institution purchases PebblePad, it is not buying an eportfolio system; it is buying a sophisticated Personal Learning Space designed to support both individual learners and institutional processes.

Pebble Learning, a British company, was established in 2003 by directors who have an impressive background in the use of technology in a higher education setting. We aim to support learning wherever it occurs with technology that helps and encourages learners. Pebble Learning has an excellent track record of working with institutions and the wider education sector, including the Joint Information Systems Committee (JISC). We have had significant involvement in over 15 JISC projects^[1]

“ If members of the [open source] community don't know how to solve a problem, you are left having to find a solution by yourself. This can take a lot of time and effort to solve or fix. ”

Phil Gravestock, Head of Learning Enhancement and Technology Support, University of Gloucestershire, UK.

with more than a dozen partner institutions. These projects have explored a wide range of areas including admissions, transition, accreditation, work based learning, and integration with institutional systems.

In less than ten years PebblePad has become the most widely used Personal Learning Space in UK and Australian Higher Education. This rapid uptake is due, in no small part, to the rich feature set of the system, developed through working closely with a very active

user community. Pebble Learning invites and responds to user feedback, resulting in a system that users enthusiastically recommend to colleagues across the sector. The impact of PebblePad in education has received international recognition, including winning the prestigious IMS Global Learning Impact Platinum Award 2010.

Reliable ...

PebblePad is a robust and secure Personal Learning Space designed with the needs of the individual learner at its core. It is a mature and evolving system supporting large scale, sophisticated and complex elearning and e-assessment. Institutions can be confident that in PebblePad they have a stable, reliable system that supports summative assessment for the whole of the institution's student population, whilst simultaneously allowing for learners to author their own materials, participate in group work, and invite formative feedback from relevant others

(such as mentors, lecturers or peers).

PebblePad integrates with other important institutional systems such as Blackboard, Moodle, Turnitin, student management systems, and membership databases, ensuring that the learning experience is holistic, connected and unified.

PebblePad offers its customers the following peace of mind:

- High quality technical support;
- Cost effective hosted services;
- A service level agreement that guarantees outstanding performance;
- Robust backup of all data;
- Integration with existing systems;
- Escrow agreement protection.



[1] <http://www.pebblepad.com/jisc.asp>

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Supported...

One of the many advantages of being a PebblePad customer is the high quality support provided by Pebble Learning. Our customers tell us repeatedly that we offer a superlative customer support service. In 2010 we surveyed our customers and the overriding message was that our customer support service delivers exactly what organisations need to run an effective system^[2]. Unlike open source alternatives, Pebble Learning has the responsibility to maintain and update the system. With a clear development road map, customers can be sure that we are investing in, and planning for, the future.

Our range of support is designed to meet your needs and includes:

- Tip Sheets & documentation to support practice
- Active Online Community
- Telephone Support
- Email support
- Regular Workshops
- Regional User Group meetings
- Newsletters
- International Conference
- Intensive Two Day Retreats
- Bespoke Training
- Consultancy services to support implementation

With our excellent customer service and our comprehensive training programme, any institution will quickly be making best use of PebblePad. New customers are joining a well-established community of practice using a robust system that is well supported. All this means that staff can focus on pedagogy and learning design rather than technical support and maintenance.



“ We really like PebblePad for the customer service which is simply first class. ”

Dr Anne Wheeler, Aston University, UK.

“ I just wanted to drop you a line to thank you for the efficient and rapid implementation of our needs with PebblePad towards meeting the outcomes of our JISC project. It's always a pleasure to work with a supplier who understands the context and is committed to finding solutions so amenably and efficiently. ”

Mark Gamble, Head of Learning Technology, University of Bedfordshire

Our institutional customers, when surveyed in 2010^[2] about our customer service, gave us this feedback:

- Excellent in all areas.
- Above and beyond the IT support we receive from other companies.
- The quality of your support is superb and is why we stay with PebblePad.
- The support was one of the main reasons for choosing the system.

Contact



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[2] <http://www.pebblepad.co.uk/survey2010.asp>