Web-Based Crime Victim Compensation and Restitution Management System RFP No. 2017-12 A Cost Proposal from Elightenment Learning, Inc.

Written by Monica Ezell at Elightenment Learning, Inc.
Response to RFP:

Victim Training Academy (VTA)

Iowa Department of Justice, Crime Victim Assistance Division

Lucas State Office Building

321 E. 12th Street

Des Moines, Iowa 50319

Elightenment Learning, Inc.

319 Highland Drive

Box 274

Kohler, WI 53044
Fee Summary

VTA training modules must comprehensively address the following:

- Education for Iowa professionals to better understand rights provided to victims under Iowa law
- Services and resources available to victims a trainee may interact with
- Expectations for conduct and duties of those who serve victims, within their professional roles
- Ethical considerations for working with victims
- How to effectively assist victims with planning for their safety after a crime has occurred

All VTA training modules must recognize, address and incorporate the following:

- Adult learning techniques (kinesthetic, visual, and auditory)
- Interactive learning options
- Dynamic educational learning tools such as quizzes, games, etc.
- Multiple forms of media (slides, video, audio)
- An evaluation component during and at the end of each module
- A learning assessment component
- Cultural diversity
- Intersectionality
- Trauma-informed practice
- The VTA must be able to accommodate the following:
  - User tracking
  - Evaluative measures
  - Reporting features

The web-based system must allow professionals to access the
VTA online. All modules must be accessible via a learning dashboard. The VTA must also allow CVAD to track users, create reports, view and track evaluations/surveys.

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Management</td>
<td>$1,875.00</td>
</tr>
<tr>
<td>Complete management of project</td>
<td></td>
</tr>
<tr>
<td></td>
<td>25 @ $75.00</td>
</tr>
<tr>
<td>Learning Management System</td>
<td>$7,500.00</td>
</tr>
<tr>
<td>Development of 4 courses</td>
<td></td>
</tr>
<tr>
<td></td>
<td>100 @ $75.00</td>
</tr>
<tr>
<td>Learning Management System</td>
<td>$11,250.00</td>
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<tr>
<td>Portal- one-time deployment, setup, and configuration</td>
<td></td>
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<tr>
<td></td>
<td>150 @ $75.00</td>
</tr>
<tr>
<td>Learning Management System</td>
<td>$5,250.00</td>
</tr>
<tr>
<td>Annual License Fee</td>
<td></td>
</tr>
<tr>
<td>Training</td>
<td>$375.00</td>
</tr>
<tr>
<td>Additional hours available upon request</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5 @ $75.00</td>
</tr>
</tbody>
</table>

**One-off Total** $26,250.00

**Deposit**

A 50% deposit will be invoiced at the time of SOW/contract acceptance and is required to be paid within 7 days for the project to commence.

**Total**

<table>
<thead>
<tr>
<th>Deposit Required</th>
<th>$10,500.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yearly Fees</td>
<td>$5,250.00</td>
</tr>
<tr>
<td>Total Cost of Project</td>
<td>$26,250.00</td>
</tr>
</tbody>
</table>
Web-Based Crime Victim Compensation and Restitution Management System RFP No. 2017-12 A technical proposal from Elightenment Learning, Inc.

Written by Monica Ezell at Elightenment Learning, Inc.
Response to RFP:

Victim Training Academy (VTA)

Iowa Department of Justice, Crime Victim Assistance Division

Lucas State Office Building

321 E. 12th Street

Des Moines, Iowa 50319

Elightenment Learning, Inc.

319 Highland Drive,

Box 274

Kohler, WI 53044
Executive Summary

At Elightenment Learning, Inc., we propose an engaging, interactive learning experience that will help encourage your audience to participate. It is presented in an easy to understand and implement way. We will provide a variety of scenarios and interactions to bring your content to life. Our learning designers and professional team will design the course with a focus on innovative training.

Elightenment Learning, Inc. will keep the audience in mind and help organizations move learning to the heart of business strategy, which is why we believe it is so critical to find the right partner to collaborate with learning services.

We are committed to the quality of our work and have proposed a methodology and team that we feel will deliver amazing results.

Thank you for the opportunity to participate in the RFP. I look forward to introducing you to our team and demonstrating the excellence that makes Elightenment Learning, Inc. the most innovative learning solutions provider in the world.

Sincerely,

Michael D. Finney,

CEO
Transmittal Letter

January 10, 2018

Elightenment Learning, Inc.

319 Highland Drive,

Box 274

Kohler, WI 53044

RE: Victim Academy Training

Dear Lindsey Hornbaker,

Elightenment Learning, Inc. is pleased to submit our proposal to Iowa Department of Justice, Crime Victim Assistance Division in response to the request for proposal of Online Victim Training RFP NO. 2017-12.

In the last nine years, Michael Finney has built Elightenment Learning, Inc. It went from initially providing online training and resources for government agencies, to expanding to the private sector in 2013. This company focuses on eLearning and instructional design for small to large companies and organizations around the globe. Some of our notable clients include United States Department of Defense, United States Department of Homeland Security, Singapore Government, and Lockheed Martin, among many others. He is also on the faculty of three distinguished universities where he teaches online courses within his field.

The individual authorized to contractually obligate and negotiate contracts for Elightenment Learning, Inc.: Michael Finney, CEO, phone: 920.214.8744, fax: 920.694.0993, email: michael.finney@elightenmentlearning.com
The individual who will serve as Elightenment Learning, Inc.’s representative relating to RFPs: Monica Ezell, Business Manager, phone: 920.214.8744, fax: 920.694.0993, email: monica.ezell@elightenmentlearning.com

Please do not hesitate to contact me or Monica Ezell regarding any questions or requests for information. We look forward to continuing to serve you.

Sincerely,

Michael Finney

Michael D. Finney, CEO

Elightenment Learning, Inc.
Background

Elightenment Learning, Inc. provides both public and private sectors with Web-based, e-Learning solutions. During our 10 years in business, we have continued expanding and offering exceptional virtual learning environments through our professional educational technology. In addition, we are educators ourselves, who understand how to best utilize innovative technology and design techniques to make e-Learning understandable, easy to use, and available to everyone at a cost-effective price.

Elightenment Learning, Inc.

319 Highland Drive,

Box 274

Kohler, WI 53044

Phone: 920.214.8744

Fax: 920.694.099

Incorporated in the State of Wisconsin

DUNS # 827725214

Cage Code: 55KU7

The individual authorized to contractually obligate and negotiate contracts for Elightenment Learning, Inc.: Michael Finney, CEO, phone: 920.214.8744 ext 100, fax: 920.694.0993, email: michael.finney@elightenmentlearning.com

If we are the successful Contractor, we will immediately register to do business in Iowa.
The individual who will serve as Enlightenment Learning, Inc.’s representative relating to RFPs and all business matters: Monica Ezell, Business Manager, phone: 920.214.8744 ext 101, fax: 920.694.0993, email: monica.ezell@elightenmentlearning.com

Working with Enlightenment Learning, Inc.

With headquarters and incorporation in Glendale, Wisconsin, we have a full-time corporate staff of 30 individuals providing learning solutions, web development skills, and course seminar design, along with administrative support and quality assurance operations.

Additionally, we are proud to operate Moodle and Totara, a professional open-source e-Learning management system or e-Learning platform that serves educators and learners across the globe. They are the most widely used e-Learning systems in the world, and currently, have over 68 million users worldwide and growing.

Our mission is to help the public and private sectors to create online courses with a focus on interaction and collaborative construction of online learning solutions while providing quality assistance, support, and guidance. All the way back since our inception in 2007, our vision has not changed. We stand by our initial intention to change the model of e-Learning and in doing so, provide a winning opportunity to educators, students, and trainees around the globe.

At Enlightenment Learning, Inc., we believe that success derived is from competence and hard work, we believe that an outstanding customer service is of the utmost importance for
the development of a professional and attentive relationship with a clear and concise communication. Our employees, educators, and affiliates have a personal commitment to what we do professionally with constant training and feedback opportunities. Our employees enjoy an environment of personal growth that encourages independence, promotes our international vision, e-Learning professionalism, and facilitates the accomplishment of their own dreams.

We have a global perspective and we are keen to share ideas among different nationalities and cultures to facilitate wholesome learning solutions with no limits while fostering great ideas for the rejuvenation of the educational system.

The fully trained Elightenment Learning, Inc. workforce implements a staffing plan which assures efficiency and efficacy of our eLearning platforms since each member of our staff owns their responsibility in each task of our different operational
processes in order to provide only the best services at hand.

<table>
<thead>
<tr>
<th>CEO</th>
<th>Director, Administrative Services</th>
<th>Project Manager</th>
<th>Web Development</th>
<th>Course Design</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assures correct initial set-up, account management, service provision, quality and change management. The role includes general direction of the company and service assurance.</td>
<td>Oversees daily operations of the business. Responsible for the overall contract execution, finances, and all administrative duties.</td>
<td>Responsible for the planning, implementing, and ongoing review of the day-to-day projects and deliverables. Ensures that projects are resourced and implemented correctly, to the satisfaction of the client, within budget and on time.</td>
<td>Develops and implements strategic and operational plans to ensure efficient development of web services, servers, tools, and systems to assure that the operations reflect the client’s project objectives.</td>
<td>Guided by the client’s need and requirements, develops and supervises the different courses, resources, and all associated course design activities and oversees all service design development milestones.</td>
</tr>
</tbody>
</table>
Experience

Elightenment Learning, Inc. has been in business for 10 years as a contractor.

We are at an expert level in providing eLearning/Learning Management System.

Similar Services Provided:

United Nations Moodle Customization

- Primary Contractor
- Project Schedule August 4, 2017 - December 1, 2017
- Total Project Cost: $38,800.00
- Scope of Work: set up a multi-tenant site with tenants utilizing one database.
- Services provided within schedule and budget.

Project Manager:
Christian Dungca

Information Systems Officer

EAC-NY/WSE

Office of Information & Communications Technology

Department of Management, United Nations

100 Metroplex Drive, Edison, NJ 08817

Office: +1-917-367-8201

Mobile: +1-646-789-2028

Email: dungca@un.org
Cynergies Consulting, Inc.

Steris Corporation LMS

- Subcontractor
- Project Schedule January 2, 2018-April 6, 2018
- Total Project Cost: $27,600.00
- Scope of Work: Including but not limited to LMS Developer with the essential responsibilities of:
  - Optimizing the operations of the current Moodle LMS system and fully leverage it to serve the vast learning needs of the client.
  - Contribute to the ongoing development and enhancement of the overall Moodle LMS system acting as a contributor to the open source community.
  - Create customized tests, assessments, surveys and evaluations within the LMS, as needed.
  - Troubleshoot LMS issues, discrepancies and online course testing.
  - Provide technical support, training and customer service to all LMS users, as needed
- Services provided within schedule and budget.

Project Manager:

Dan Hershman, CPSR
Sr. Talent Manager

Cynergies Solutions Group

26301 Curtiss-Wright Parkway, Suite 400, Richmond Heights, OH 44143

Direct: 440.565.0244

Phone: 440.918.9341 x114
Independent Contractor

Project Schedule January 22, 2016 – March 31, 2018

Total Project Cost: $127,037.50

Scope of Work:

- Customize LIVE Learning Management Platform
- AWS Infrastructure Setup
- Support the creation of the AWS environment, support the definition and configuration of the Domain Name
- Site Migration and Development
- Migrate LIVE Demo Site to the new infrastructure
- Develop LIVE login Page
- Integrate BigBlueButton (video connection) Session
- Moodle Development

Services provided within schedule including extension of contracts and within budget.

Project Manager

Shai Segall

1856 Old Reston Avenue, Suite 100, Reston, VA 20190
703.481.9581
ssegall@metrostarsystems.com
Termination, Debarment, Litigation, and Investigation

Elightenment Learning, Inc. declares that all statements below are false as applies to our status of Incorporation

- List any contract for services that the Contractor has had that was terminated for convenience, non-performance, non-allocation of funds, or any other reason for which termination occurred before completion of all obligations under the contract provisions.
- List any occurrences where the bidder has either been subject to default or has received notice of default or failure to perform on a contract. Provide complete details related to the default or notice of default including the other party’s name, address, telephone number, and email address.
- List any order, judgment, or decree of any federal or state authority barring, suspending, or otherwise limiting the right of the Contractor to engage in any business, practice, or activity.
- List any damages, penalties, disincentives assessed, or payments withheld, or anything of value traded or given up by the bidder under any of its existing or past contracts as it relates to services performed that are similar to the services sought by this RFP. Include the estimated cost of that incident to the Contractor with the details of the occurrence.
- List and summarize pending or threatened litigation, administrative or regulatory proceedings, or similar matters related to similar services sought by the RFP.
- List any irregularities that have been discovered in any of the accounts maintained by the Contractor on behalf of others. Describe the circumstances of irregularities or variances and detail how the issues were resolved.
Specifications and Technical Requirements

The following specifications for the Victim Training Academy (VTA) must be included in each proposal.

a. Name of Learning Management System (LMS) the Contractor proposes to use and why.

- Moodle because our experts are able to customize and maintain the platform to meet the client’s needs.
- Moodle is an open source platform and is widely used by various organizations across the world. It is like having a vibrant community which helps to enhance the functionality via modules, plugins, etc.
- Also, being open source, it is easier to customize based on the respective requirements.

b. What browsers will be compatible with the LMS selection?

- All browsers will be compatible.
- Moodle 3.4 is compatible with:
  - Microsoft Internet Explorer - Minimum 10.0. Please note – it is recommended to have IE12 otherwise many times it gives problems in SCORM scoring
  - Google Chrome – Minimum 30.0
  - Firefox - Minimum 25.0
  - Apple Safari - Minimum 6.0

c. How each of the four core modules (“Crime Victim Rights in Iowa,” “The Role of a Victim Service Professional,” “Ethics” and “Safety Planning”) will be created on the proposed LMS.

- Usually, we follow the below approach for building any course
  - Regular meetings with subject matter expert to get the
raw content and data
- Build a storyboard so that the learning for the user is easy. It will certainly have many engaging activities such as video, drag and drop, on-click activity, reveal activity, quick assessment, etc.
- Then we try to build assets such as images, icons. In most of the cases, our client also provides
- Now once all raw material is with our developer, and storyboard is approved, then the development starts.
- Even before we do the development a 10 slider prototype of the course will be developed so that branding, layout, colors, etc are meeting your expectation.
- Then the actual development starts.
- Along with this, regular meetings between the project manager and content experts will be offered to assure the modules are meeting the required objectives. Routine progress checks will be provided through storyboards and LMS testing.

d. How each of the four training modules will include:

i. Education for Iowa professionals to better understand rights provided to victims under Iowa law.

ii. Services and resources available to victims a trainee may interact with

iii. Expectations for conduct and duties of those who serve victims, within their professional roles

iv. Ethical considerations for working with victims

v. How to effectively assist victims with planning for their safety after a crime has occurred
• We will create the storyboard for all four modules after getting the raw content and information from your team. Then we will build the course.

e. How will all VTA modules recognize, address and incorporate each of the following:

   i. Adult learning techniques (kinesthetic, visual and auditory)

      • All content will be narrated, and all videos will be captioned. Interactive components such as games and scenarios will be provided for kinesthetic learners.

   ii. Interactive learning options

      • Various interactive knowledge checks, gamification, and relevant scenarios can be provided to offer a choice of learning options.

   iii. Dynamic educational learning tools such as quizzes, games, etc.

      • Quizzes and games will be developed beyond the traditional multiple-choice questions. Sequencing, matching, drag and drop, hotspot, and more are available for assessment purposes.

   iv. Multiple forms of media (slides, video, audio, etc.)

      • All forms of media can be incorporated into the learning modules to provide a variety of learning materials.

   v. An evaluation component during and at the end of each module
• A rubric, checklist, or writing assignment can be used as a self-evaluation tool and implemented directly through the LMS.

vi. A learning assessment component

• Each module can be accompanied by a quiz with a minimum score needed to move onto the next module.

vii. Cultural & linguistic diversity

• We will be using images from various communities. If you want, the modules can even be translated into various languages. The transcripts can also be built. However, the cost depends on the scope of the work.

viii. ADA compliant including but not limited to Deaf and Hard of Hearing individuals as well as Visually Impaired individuals.

• All courses will meet section 508 compliance and are reviewed by our ADA compliance expert. All videos can be captioned and transcripts can be provided.

vi. Intersectionality

• All images, language, and content will be diverse and not specific to one region, gender, or race.

vii. Trauma-Informed Practice

• Scenarios will be provided that ask the learner to identify the appropriate response based on their understanding of the trauma.

f. How the VTA is able to accommodate the following:
i. User tracking

- All user progress will be tracked through the LMS. An admin account will be created for the client to interact with this data.

ii. Evaluative measures

- All test scores and module progress can be tracked through the LMS. Evaluative tools and forms can be delivered and collected through the LMS.

iii. Reporting features

- A variety of reports can be generated through the LMS. We can tailor these reports to meet the client’s needs, including data presented and frequency of delivery.

g. How the VTA will provide accessibility to all professionals in a web-based format.

- LMS will be a website portal and will be accessible via the internet with any modern browsers

h. How the VTA will allow accessibility via a learning dashboard

i. How the VTA will allow CVAD to do the following:

i. Track Users

ii. Create Reports

iii. View and Track Evaluations/Surveys

- In our LMS, we have a learner dashboard where every learner can see the assigned and completed courses. Also, the administrator can track the progress of each
user and see the reports. In LMS we have the provision to create quizzes as well as surveys. So learner can attempt and complete those. So the above requirements can be fulfilled.

4.1 Storage of CVAD data on a CVAD server

- Yes, Elightenment Learning, Inc. agrees with this storage being retained on a CVAD server once CVAD shares the server details, our team will complete the deployment.
Acceptance of Terms and Conditions

Elightenment Learning, Inc. agrees that the Proposal is predicated upon the acceptance of all contractual terms and conditions stated in § 6 of the RFP.
Certification Letter

January 10, 2018

Lindsey Hornbaker, Issuing Officer
Iowa Department of Justice, Crime Victim Assistance Division
Lucas State Office Building
321 E. 12th Street
Des Moines, Iowa 50319
Lindsey.Hornbaker@ag.iowa.gov

Re: Web-Based Crime Victim Compensation and Restitution Management System Request for Proposal
RFP No. 2017-12

PROPOSAL CERTIFICATIONS

Dear Ms. Hornbaker:
I certify that the contents of the Proposal submitted on behalf of Elightenment Learning, Inc. (“Contractor”) in response to the Iowa Department’s Request for Proposal Number 2017-12 for Web-Based Crime Victim Compensation and Restitution Management System (“RFP”) are true and accurate. I also certify that Contractor has not knowingly made any false statements in its Proposal.

Certification of Independence

I certify that I am a representative of “Contractor” expressly authorized to make the following certifications on behalf of Contractor. By submitting a Proposal in response to the RFP, I certify on behalf of Contractor that:

1. Contractor has developed the Proposal independently, without consultation, communication, or agreement with any employee or consultant to CVAD, or with any person serving as a member of the evaluation committee.
2. Contractor has developed the Proposal independently, without consultation, communication, or agreement with any other contractor or parties for the purpose of restricting competition.

3. Unless otherwise required by law, Contractor has not and will not knowingly disclose, directly or indirectly, information found in the Proposal before CVAD’s issuance of the Notice of Intent to Award the contract.

4. Contractor has not attempted to induce any other Contractor to submit or not to submit a Proposal for the purpose restricting competition.

5. No relationship exists or will exist during the contract period between Contractor and CVAD or any other State of Iowa entity that interferes with fair competition or constitutes a conflict of interest.

Certification Regarding Debarment

6. I certify that, to the best of my knowledge, neither Contractor nor any of its principals: (a) are presently or have been debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a Federal agency or State agency; (b) have, within a three year period preceding this Proposal, been convicted of, or had a civil judgment rendered against them for: commission of fraud, a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction, violation of antitrust statutes; commission of embezzlement, theft, forgery, falsification or destruction of records, making false statements, or receiving stolen property; (c) are presently indicted for, or criminally or civilly charged by a government entity (federal, state, or local) with the commission of any of the offenses
enumerated in (b) of this certification; and (d) have not within a three year period preceding this Proposal had one or more public transactions (federal, state, or local) terminated for cause.

This certification is a material representation of fact upon which CVAD has relied upon when this transaction was entered into. If it is later determined that Contractor knowingly rendered an erroneous certification, in addition to other remedies available, CVAD may pursue available remedies including debarment of the Contractor, or suspension or termination of the contract.

Contractor also acknowledges that CVAD may declare the Contractor’s Proposal or resulting contract void if the above certification is false. The Contractor also understands that fraudulent certification may result in CVAD or its representative filing for damages for breach of contract in addition to other remedies available to CVAD.

Sincerely,

Monica Ezell

Monica Ezell, Business Manager
Authorization to Release Information

January 10, 2018

Lindsey Hornbaker, Issuing Officer
Iowa Department of Justice, Crime Victim Assistance Division
Lucas State Office Building
315 E. 12th Street
Des Moines, Iowa 50319
Lindsey.Hornbaker@ag.iowa.gov

Re: Web-Based Crime Victim Compensation and Restitution Management Request for Proposal
RFP No. 2017-12
AUTHORIZATION TO RELEASE INFORMATION

Dear Ms. Hornbaker:

Elightenment Learning, Inc. (“Contractor”) hereby authorizes the Iowa Department of Justice, Crime Victim Assistance Division (“CVAD”) or a member of the Evaluation Committee to obtain information regarding its performance on other contracts, agreements or other business arrangements, its business reputation, and any other matter pertinent to evaluation and the selection of a successful Contractor in response to Request for Proposal Number 2017-12 (“RFP”).

Contractor acknowledges that it may not agree with the information and opinions given by such person or entity in response to a reference request. Contractor acknowledges that the information and opinions given by such person or entity may hurt its chances to receive contract awards from the State or may otherwise hurt its reputation or operations. Contractor is willing to take that risk.
Contractor hereby releases, acquits and forever discharges the State of Iowa, CVAD, their officers, directors, employees and agents from all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the Contractor that it may have or ever claim to have relating to information, data, opinions, and references obtained by CVAD or the Evaluation Committee in the evaluation and selection of a successful Contractor in response to the RFP.

Contractor authorizes representatives of CVAD and the Evaluation Committee to contact any of the persons, entities, and references that are, directly or indirectly, listed, submitted, or referenced in the Contractor’s Proposal submitted in response to the RFP.

Contractor further authorizes all persons, entities to provide information, data, and opinions about Contractor’s performance under any contract, agreement, or other business arrangement, its ability to perform, business reputation, and any other matter pertinent to the evaluation of the Contractor’s Proposal. Contractor hereby releases, acquits, and forever discharges any such person or entity and their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting Contractor that it may have or ever claim to have relating to information, data, opinions, and references supplied to CVAD or the Evaluation Committee in the evaluation and selection of a successful contractor in response to the RFP.

A photocopy or facsimile of this signed Authorization is as valid as an original.

Sincerely,
Elighenment Learning, Inc.

Monica Gall
Your Investment

- Prices are valid for **120 days** and are based on the project commencing within **45 days** of acceptance of the proposal.
- Prices do not include reasonable travel and subsistence expenses, to be charged at cost.
- To ensure smooth communication Elightenment Learning, Inc. assumes a designated single point of contact for the project manager within the client project team.
- The budget assumes the project is continuous – delays may mean additional costs due to the need for standing down, re-resourcing and re-briefing project teams. For example, for a one hour piece of e-Learning, a delay or project pause of one month would be considered a delay.
- Production of media and graphics: included in our costs is the production/inclusion of artwork using a combination of stock, brand, and client provided imagery. This may include the rework of any diagrams or tables and the production of simple vector illustrations. Photo-shoots, audio, custom illustration, (including scenes and character designs), video and animation are priced separately.
- Review feedback should be collated into a single document and actionable.
- Elightenment Learning, Inc.’s standard **warranty period is 90 days** from delivery. Beyond that, it is difficult to ascertain whether any problems arising are caused by our work or by a change in the client’s IT environment. Our warranty ensures that the deliverables will be free from significant programming bugs and errors and will properly function in accordance with the specification when used appropriately.
- Assets that are specific to the technical subject matter (i.e. maps, photos, drawings, video clips) will be supplied by the client.
- Elightenment Learning, Inc. will source assets based on
stock imagery or create original assets (for example if a diagram needs to be drawn).
Our Development Process

Following a comprehensive production process, Elightenment Learning, Inc. will work closely with you to design, develop, and deliver a truly world-class project. We involve our client from the very start, providing a clear set of deliverables during the project, and working openly and honestly. We will meet project deadlines agreed on at project initiation.

After an initial meeting, a timeline including key project activities, deliverables, and where your involvement will be needed for review and sign off will be made available for your approval. Signing off at key milestones helps keep the project on schedule and within budget, while also ensuring that the highest quality achieved at every stage.
Team Members

Michael Finney, CEO

Founded eLearning company for small to medium size businesses, initially providing online training and resources for government agencies. The company expanded operations to the private sector, requiring our name change from OPS Institute to the more inclusive name Elightenment Learning. Michael is also a full-time faculty member for the accredited online university, American Public University and an adjunct faculty member at Fairleigh-Dickenson University and Grand Canyon University. At EL, Inc., we believe it is critical to find the right partner to collaborate with learning services. We look forward to the opportunity to work with you, and I look forward to introducing you to our team.

Email: michael.finney@elightenmentlearning.com

Phone: 920.214.8744

Monica Ezell, Business Manager

Monica is an Executive Assistant who is an active, behind-the-scenes partner of CEOs, contributing both to the administrative
side, day-to-day business operations and long-term business development planning and project management. Monica has 18 years’ experience in education and is passionate about her work, willing to tap into her knowledge to develop, coordinate and manage meetings and long-term projects.

Email: monica.ezell@elightenmentlearning.com

Phone: 920.214.8763

Corey Powell, Operations Manager

Corey is an experienced and certified Project Manager and Instructional Designer. He has earned an Education Specialist degree in Instructional Technology and has over 10 years of experience at the corporate and university levels. Prior to that, Corey has worked as a Video Game Design Instructor and Curriculum Author.

corey.powell@elightenmentlearning.com

Phone: 920.401.2266

Mihir Jana, Technology Manager
His professional summary consists of:

- 8 years of extensive experience in Moodle and e-Learning
- Keynote speaker at various universities, as well as in Moodlemoots
- One of the pioneers in implementing e-Learning via Moodle in many global enterprises from across the industry
- One of the world's finest MOOC platform developer and designers
- Total of 16 years of experience in project management and business analysis across various domains such as education, healthcare and life sciences, Transportation & Logistics, and retail domain with approximately 3 years in the USA and Canada, along with 9 years experience in Infosys Technologies, Ltd.
- He has been involved in Strategic Initiatives for the markets in Europe, Australia, and India
- He is also the Author of many articles and blogs related to e-Learning and Moodle

Education:

- S.P. Jain Institute of Management & Research
- MBA, major in Information Management, 2008-2009

Fabio Montiel, Web Development & Graphic Design
Computer Engineer who graduated from Rafael Belloso Chacin University in 2008 with extensive experience and expertise in distance learning and Moodle LMS platform capable of programming content to be dictated in the distance mode, capable of creation, management, and maintenance of portals for businesses and Moodle LMS corporations. Capable of administration, modification, and installation of modules in Moodle LMS creating portals (PHP, HTML, and CSS) for events and/or conferences. Standard knowledge of Blackboard Learn and collaborate platform. Management in Adobe Dreamweaver and Photoshop, Reload Editor, and others.

Fabio was a teacher at Rafael Belloso Chacin University.

He has a diploma in Web Master, Local Area Networks, and Structured Wiring from Universidad Rafael Belloso Chacin

Kate Glass, Instructional Design

As an Instructional Designer, Kate Glass has developed online learning interactions for elementary, and higher education, along with corporate and government training. She has experienced great success in education for over ten years prior to her transition to the instructional design aspect of learning.

Kate holds a Masters Degree in Instructional Design, plus multiple undergraduate degrees in other areas of education. She is currently working on her dissertation for he Ph.D. in
Fraser Koch, Marketing & Client Relations

Fraser has a diverse background with 16 years of Informational Technology experience, which includes designing, building, managing and supporting web-based applications. Prior to working in technology, Fraser worked as a policy analyst where he was secretariat to the provincial roundtable on environment and economy, public relations, writing, coordination, marketing, and communications for various programs.

Fabio Giraldo, Sales Manager

I am hardworking, dedicated and open-minded. Due to my vast experience in sales, and working with various people from all walks of life I am capable of dealing with objections quite well. I have experience in Sales and data entry, Software Sales Representative, Debt settlement, Sales Manager. I have also taught at Evans Community College as an English Professor in Los Angeles, California and Belmont High School as an English Teacher also in Los Angeles California.
Nathan Greene, Sales Representative

Nathan is an accomplished Sales Manager with over 13 years doing sales for different companies in the United States and also Europe. He has done Online Ads, Account Management, Headed operations for a UK based company and also a Sales manager for a Rental platform which caters to the international market. He has confirmed excellence in quality, volume, and revenue based on his certifications. The pressure of sales is something Nathan understands very well and has used this to deliver the best results for the companies he has been with.