



# TRAINING, EDUCATION AND OUTREACH SOLUTIONS

## APV Prime Contracts Project Information

### DEPARTMENT OF DEFENSE (DOD)

#### U.S. Air Force (2018 – present)

- **Air University, Global College of Professional Military Education (GCPME):** Providing an on-site instructional design team to maintain and deliver content for **100-plus eLearning courses** on the Arizona State University Canvas Learning Management System. Courses are accessible to officers and non-commissioned officers across the U.S. Air Force as part of their professional military education. Some officer courses are **accredited for college-level credit** by the American Council on Education. APV also has provided reach-back support to update several Student Learning Activities using gaming techniques to enrich eLearning course content with engaging and interactive knowledge checks and/or historical context. <https://www.apvit.com/apv-portfolio/us-air-force-university-eschool-professional-military-education>
- **Air University, Squadron Officer School (SOS):** Providing an on-site instructional technology and design support to maintain and deliver content for the 6.5-week, in-residence SOS course serving 600-700 USAF Captains eight (8) times annually. **Facilitating a 1-week live computer-based “wargame”** for each class to drill students on applications of Air Force and Joint doctrine. During COVID, assisted client in converting SOS courses into 100% synchronous (instructor-led) online delivery via MS Teams and the Canvas LMS. Used APV reach-back for **remote development of 3 serious gaming Apps** that drill students on fundamental USAF knowledge in leadership and warfare. Made major enhancement to an AR/VR app that tours Maxwell Air Force Base’s outdoor Air Park museum. Provided **reach-back support for four special projects** involving immersive learning, institutional assessment, and educational military wargaming. [http://s3.amazonaws.com/APV/Promo/AFMAX\\_Squadron\\_Officer\\_School\\_Video\\_SOS.mp4](http://s3.amazonaws.com/APV/Promo/AFMAX_Squadron_Officer_School_Video_SOS.mp4)
- **Air Force Civil Engineer Center (AFCEC):** Using the ADDIE process to **develop and update 40+ eLearning courses (over 1000 hours)** providing critical certification, proficiency, and familiarization training for Air Force and DoD firefighters on the USAF’s SCORM 1.2 conformant Total Force LMS and the new MyLearning LMS. Integrating performance standards promulgated by the International Fire Service Accreditation Congress, the National Professional Qualification System, and the National Fire Protection Association. Developed a new, 40-hour course to teach firefighters how to properly inspect, operate and maintain live fire training aids and safely perform live fire evolutions. Currently providing a Firefighting SME to advise client and provide subject matter expertise to ongoing course updates and development. eLearning courseware is at **Integrated Multimedia Instruction (IMI) Levels 2 and 3 of interactivity**. <https://www.apvit.com/apv-portfolio/afcec-video-case-study>

#### U.S. Army (2018-2021)

- **Army Training and Doctrine Command (TRADOC):** Provided instructional design, programming, and multimedia expertise to convert five (5) online courses (representing over 280 hours of courseware) from Adobe FLASH to HTML-5 format for **CASCOM, USAACE (2 courses), HQDA G2, USAREUR**. Ensured SCORM 1.2 and Section 508 compliance for each of the **IMI Level 2 and 3 interactivity** courses. Shepherded all revised courseware through the Army University’s rigorous review and acceptance process to deliver courses for the **Army Learning Management System (ALMS)**.
- **U.S. Army Aviation Center of Excellence (USAACE):** Provided instructional design, interactive multimedia instruction development, programming, and Army Aviation subject matter expertise to convert an 11-hour classroom-based course for Air Traffic Controllers into an **online course with Level-3 multimedia interactivity**. Integrated Army and FAA standards for air traffic control to **create an interactive animated model of the airspace surrounding an actual Army Airfield with 3D models of fixed- and rotary-winged aircraft** landing and taking off under varying weather conditions. Provided a Virtual Reality (VR) version of the courseware using Oculus technology, enabling learners to simulate working in the Air Traffic Control Tower and better visualize aircraft in air traffic control pattern. Used the ADDIE design method enhanced with Agile techniques to create, develop, test, and implement the courseware through **individual user and group trials**. <https://www.apvit.com/apv-portfolio/army-atc-40>.

#### DoD Education Activity (2017 – 2018)

- **DoD School System (DoDSS):** Applied ADDIE-Agile processes and adult learning theory (Gagne, Knowles) to analyze existing DoDEA training resources and then **create 28 online, asynchronous (self-paced) model units** (skills- and content-based) **for 6<sup>th</sup>-12<sup>th</sup> grade teachers** in DoDSS. The **168 hours of courseware** assist teachers in designing classroom instruction. Also developed two asynchronous training modules for administrators and parents focused on effective instructional leadership. All units and modules included facilitator guides, job aids, videos, and downloadable resources to support professional learning.

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### HEALTH AND HUMAN SERVICES (HHS)

#### *Food and Drug Administration (FDA) (2017 – present)*

- **Platform Strategic Communication, Outreach & User Training (DQSA):** Manage *real-time, ongoing online Platform Guide updates throughout the year*, ensuring ready user access to current learning content, microlearning and hands-on, participant-driven learning activities, training sessions for 730+ Platform end users, support and maintain SharePoint site as knowledge repository. <https://www.apvit.com/apv-portfolio/fda-dqsa-platform>.
- **CDER Meeting Management:** Providing management consulting and meeting management services to the Center for Drug Evaluation and Research (CDER). On this highly visible program, APV brings unique strategic communications, outreach, and public relations support services that span across the health services industry.

#### *Centers for Medicare & Medicaid Services (CMS) (2019 – present)*

- **Consolidated Support Services (CSS):** Supporting the Center for Medicare in its mission to improve the quality and efficiency of beneficiaries' programs, services, and care by providing technical, operational, and project management support services, training, and outreach support services regarding risk adjustment and encounter data submission and processing for Medicare Advantage (MA) (Part C) and Prescription Drug Plans (PDP) (Part D). <https://www.apvit.com/apv-portfolio/centers-medicare-medicaid-services-css>.
  - Assessed CMS's organizational learning requirements and applying the ADDIE instructional design method to develop new and updated existing training materials using published HPMS memorandums, announcements, webinars, and other guidance. It ensures that all developed training materials use consistent formatting, follow communication standards, and are Section 508 compliant.
  - Uploading, testing, and validating new and revised content on the CMS designated website. This training is offered to MA and Prescription Drug Plans and contains up-to-date policy and operational guidance, frequently asked questions, system updates, and enhancements.
- **Office of Acquisition and Grants Management (OAGM):** Developed *customized training courses* for the acquisition staff at OAGM. Contracting Officers and Contract Specialists benefit from tailored online training resources in small, manageable chunks that managers can assign as needed for just-in-time training. These Section 508-compliant 90-minute training modules are scenario-based, interactive, and include job aids, case studies, and pre- and post-assessments. **Hired leading Subject Matter Experts (SMEs) in the field of acquisition** and collaborated with OAGM leadership to ensure content relevance and accuracy. The content-rich modules feature in-depth explanations of contract types; short, animated scenarios highlighting common issues in the pre-award stages; video interviews with Contract Specialists and Contracting Officers; alignment to learning outcomes related to job performance; references; and job aids for staff members. For information on the demo link, contact [apvbd@apvit.com](mailto:apvbd@apvit.com).
- **Centers for Medicare & Medicaid Innovation (CMMI):** Developed a *web-based Knowledge Management Solution/Enterprise Portal* for 400+ CMS employees, as well as six 508-compliant online training modules and four videos. The Enterprise Portal is *hosted using Amazon Web Services* with system enhancements that include customized search capabilities and intuitive ways to find resource information. APV expanded its audience for face-to-face training by filming and editing the on-site University Day presentations and hosting them on an APV-customized LMS. For more information on viewing the link, contact [apvbd@apvit.com](mailto:apvbd@apvit.com).

### OTHER FEDERAL AGENCIES

#### *U.S. Department of Agriculture, National Organic Program (2018-present)*

- **Organic Integrity Learning Center (OILC):** Providing instructional design, programming, multimedia, and subject matter expertise to assimilate *courseware residing on multiple host platforms into a single integrated cloud-based Learning Management System*. Developing/maintaining online courseware supporting the ability of USDA Organic Food Inspectors to certify farmers across the \$40B organic food industry worldwide. Using SharePoint-based project management site for instructional designers and course developers to collaborate with government SMEs and end users to iterate course improvements and provide a project Dashboard. Use of the learning site has tripled to over 12,000 users worldwide. <https://www.apvit.com/apv-portfolio/USDA-IT> and <https://www.apvit.com/apv-portfolio/usda-nop>.

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### OTHER FEDERAL AGENCIES (CONTINUED)

- **Domestic Hemp Production Program (DHPP):** Supporting DHPP's ongoing development of Outreach and Educational Materials. Project management, training and development and systems administration of its Blackboard LMS and Genius Student Information System.

#### *U.S. Department of Education (2019 – 2020)*

- **Foreign Language Training:** As part of a Small Business Innovation Research program APV **developed a Virtual Reality (VR) prototype App to improve students' foreign language proficiency (Russian)**. Used Oculus technology to **immerse students in a single or multi-player gaming scenario** that required them to use their Russian language skills to solve an array of problems to complete their mission using VR headset Oculus Go® Link: <https://www.youtube.com/watch?v=gJN4OgG9QNA>.

#### *FEMA, National Fire Academy (2018-2020)*

- Converted a 6-day in-residence course—**Presenting Effective Public Education Programs**—into a new course taught completely online.
- **Applied Bloom's Taxonomy and the ADDIE process infused with Agile techniques** to redesign the legacy course into an asynchronous (self-paced) online format structured in weekly segments on the National Fire Academy's Learning Management System.
- **Repurposed existing course material and developed new content**, enabling the new online course—**Fire and Life Safety Educator Fundamentals**--to meet the standards required by the American Council on Education (ACE) to qualify for advanced level ACE credit based on the methods of instruction, activities, and evaluation; new course includes pre-course work, assessments, discussion boards, assignments, electronic delivery of material to students, email and chat features for instructor/student engagement.
- **Integrated performance standards specified in the National Fire Protection Association (NFPA) 1035**, the publication that identifies minimum job performance requirements for public fire and life safety educators, public information officers, youth fire-setter intervention specialists, and youth fire-setter program managers.
- **Piloted revised course** with 20 online students selected by NFA. Obtained course evaluations from students, used input to improve the course.

#### *U.S. Department of Housing and Urban Development (2019 - 2020)*

- **Housing Office of Operations (OPS) Housing Training Center (HTC): Conducted Front End Analysis workshops across Housing HQ and regional offices** and recommended competency areas, learning solution and instructional strategies to close the Program Office - specific performance gaps. Designed, developed, and implemented training solutions, and **trained HTC-Training and Development Services (TDS) staff** to assess the program office challenges and develop learning solutions. Provided consultation and support to build foundations for the newly formed HTC Training and Development Services Unit.

#### *Washington Metropolitan Area Transit Authority (WMATA) (2019)*

- Conducted a needs analysis of existing training and recommended the updated online program to include custom animated scenarios to increase participant engagement and content retention. Designed and developed these trainings using a hybrid Agile instructional design approach to deliver client requirements efficiently and effectively. **Used rapid prototyping to develop the concept and then build each segment of the program in an iterative approach** that allowed for WMATA at every step of the process, ensuring that content and design met their needs. Provided roll-out support and integration of the course on the WMATA's chosen learning management system. For more information on viewing the link, contact [apvbd@apvit.com](mailto:apvbd@apvit.com).

### OTHER STATE AND COMMERCIAL TRAINING PROJECTS

#### *Maryland Department of Education (MSDE) (2013 – 2016)*

- Awarded under federal "Race To The Top" grant, APV team **developed 18 SCORM-compliant competency-based and STEM courses totaling over 1,300 learning hours and over 1,000 multimedia assets** for Maryland educators and students. The content of these courses are aligned to the STEM standards of practice and Professional Development.

#### *Administrative Offices of Courts – Judicial College of Maryland (2018 – Present)*

- Providing **instructional and technical training onsite and via distance learning for Microsoft Office/Zoom platform and proprietary software** using platforms – GoToWebinar, Zoom for Government. Our **onsite Technical Trainers** develop professional and technical resources (e.g., Quick Reference Cards, Quick Reference Guides, etc.) and deliver customer training programs.