

Giant Campus, Inc. ***Capabilities Statement***

Technical Factors

Since its beginning in 1997, Giant Campus, Inc. has been an innovator providing state of the art technology education and training. Since 2001, Giant Campus has brought a comprehensive education solution to military bases across the country. The services we provide range from top-notch live and web-based courses, to outcomes reporting, and a dedicated customer service team. The combination of our educational and administrative expertise makes Giant Campus an excellent choice for the management of a technology based education program.

Military Installation Education

Today, Giant Campus has contracts with the Army, Navy, USMC and the Air Force to deliver technology education and training to children, youth, and adults through both live and online instruction. We currently serve the diverse communities at Fort Lewis, MacDill and Nellis Air Force Bases, MCB Camp Pendleton and the Pearl Harbor Naval Base.

Our popular programs have served over fifteen thousand military participants with the highest standards of quality being met. The result is more than 96% of participants rating Giant Campus instructors as excellent or above average, and 97% of participants rating our customer support as excellent or above average. In fact, the popularity of our program has resulted in a 250% increase in participants since program initiation.

The expertise of Giant Campus in deploying a comprehensive technology-training program combined with our efficient small business profile and HUB-Zone status provides the government with an excellent procurement opportunity.

Public Programs and Training

Throughout the United States – and worldwide – Giant Campus clients have enjoyed use of our proprietary software and curriculum to enable them to provide in- and after-school programs. Children enjoy our Cyber Explorers™ program while pre-teen and teens enjoy our Cybercamps®, w00t!c@mp™, and Teen Leadership Program offerings.

Specifically, the Giant Campus Cybercamps® program, conducted every summer at more than 65 college campuses across the country, has had more than 50,000 students participate annually. Our courseware is taught in more than 3,000 Boys and Girls Clubs across America reaching nearly 2.5 million children. Additionally, our courseware has been used to reach more than 12,000 public school students in the state of Missouri, and across the country in virtual high schools. Giant Campus content has even been used by Fortune 500 companies for employee event programs.

Portal and Online Registration

The Giant Campus experience with portal management and online registration is as follows:

Military Registration Management System (MRMS)

Giant Campus has developed a portal to manage the military accounts called the Military Registration Management System or MRMS. MRMS is an account-based web portal for students, instructors and administrators to manage online courseware and on-site course

registration. Students can register for online courses or schedule an instructor-led on-site class. Administrators can manage course catalogue, on-site schedules and user management. MRMS application is written in the latest version of Microsoft .NET and is supported by a SQL back-end. WEP services are utilized for authentication and notification for our customers.

Functional Groupings:

- Courseware development/authoring
- Online courseware delivery
- Online registration for online (@Home) courses or on-site courses
- Account-based system, with varying levels of secured access

Customer Access:

- Create account
- Account Management
- Make single or multiple online payments (commercial Cybercamps only—does not apply to military personnel & families)
- Update customer contact information
- Include additional registrants in a single account
- Sign up to receive automated email notifications
- Course Management
- Register for specific courses, dates, times
- Cancel or reschedule existing course sign-ups
- Access course history
- Access to secured courses, photo galleries and e-commerce system (payments)

Administrative/Courseware Development/Instructor Access:

- Manage customer accounts
- All of the same access that is available to our customers, with additional functionalities for Administration/Courseware Developers/Instructors with increased security access
- Delete inactive accounts
- Create and edit user accounts
- Send automated emails
- All functions operate as part of our Customer Relationship Management (CRM) package
- Course Development/Authoring
- Internal courseware authoring tool utilized
- Template-driven
- Content versioning
- Course audits
- Testing
- Functionality
- Interactions
- Bugs

Cybercamps (commercial end)—In-Camp Management Portal

- 36 separate program locations being utilized between June 5 and August 18, 2006
- Over 1,200 computers utilized nationwide during that period
- 36 temporary labs set up with internet access, server, firewall and router
- Tracking customer satisfaction ratings through on-line parent and student surveys
- Portal access for Temporary Staff/Summer Instructor (Program Directors, Counselors, Trainers, Junior Counselors)
- Track student attendance
- Track staff attendance
- Payroll tracking—time sheet, stipends
- Customer payment tracking (on-site exchange of cash and checks)
- Reassigning students to different courses, as necessary
- Create one-on-one, daily and weekly student progress reports

- Staff evaluations

Live and Online Instruction

Giant Campus was an early pioneer in the web-based learning field. Our proprietary content development and learning management systems enable Giant Campus to deliver web-based and live instruction training that is up-to-date, learner-focused, and fun to use.

Embedded throughout our hundreds of courses, Giant Campus offers more than 200 years of combined experience in the design and delivery of targeted curriculum. Our instructors have personally taught thousands of students in international locations including Japan, China, South Korea, and Saudi Arabia. In addition, we have dedicated more than 1 million hours to in-person instruction. This gives us a coveted leadership position in the technology education and training industry.

Combined with an industry-leading service level agreement, Giant Campus also provides extra features including “MyWork” for online storage of student files and projects, and “MyWeb” which allows Giant Campus students to publish their projects on the World Wide Web, yielding web sites that contain animations and photo galleries.

At present, Giant Campus maintains nineteen fully equipped computer labs created and deployed on Ft. Lewis/MacChord AFB joint base, Ft Richardson, Ft. Wainwright, MacDill and Nellis Air Force Bases to deliver technology education and training courses to active duty, dependents, DOD civilians and retirees. In addition, Giant Campus recently held summer long Cybercamps programs at USN Pearl Harbor and Camp Pendleton in June, July and August 2006.

Marketing, Customer and Technical Support Services

Giant Campus has in-house support teams to ensure the effective and efficient execution of our contracts.

Full Service Marketing and Communications

Our marketing and communications department provides comprehensive marketing services from strategy to implementation. We believe each military community is unique and requires a fresh approach. Therefore, customized marketing and communications programs are created for each installation. This ensures a targeted and efficient deployment of resources.

Customer Service

Our U.S.-based customer service department is only a world-wide telephone call or email away. With dedicated staff providing support to our learners, Giant Campus is able to foster high course success levels amongst participants. This kind of dedicated support is what helps Giant Campus achieve a 94% above average or excellent service rating amongst military populations.

Technical Support Services

Our in-house technical support department provides Giant Campus learners with personal attention when questions arise. Whether it is an installation question for our @Home™ students or a set-up solution for an on-site classroom, we have the necessary expertise to solve issues the first time. This decreases learning distractions and increases student achievement.

In addition, Giant Campus has several partnerships with system integration and logistical support firms with US Army support experience. Giant Campus also has experience with the Blackboard LMS, the PeopleSoft SA product, Cognos reporting system, and SMARTTHINKING.com tutoring program.

Giant Campus – Proprietary Technologies

Giant Campus, Inc. has two proprietary technologies, CyberLab and LaunchPad, which allow us to competitively service the complex world of technology training. CyberLab is our content and courseware development system. This technology allows content authors to quickly and easily package course content into stand-alone modules. With the amazing pace of innovation, new products, and new developments in technology, it is important to rapidly build and deploy relevant training content. CyberLab gives content authors the flexibility to build content using a wide variety of media assets including Flash, Windows Media, and many other file types and formats.

LaunchPad is our fully hosted Learning Management System that offers robust course management, student management, assessment, and reporting tools. LaunchPad enables the delivery of both online and CD-ROM courses and allows Giant Campus to dynamically update its courseware as new content becomes available. It provides Web hosting for individual student projects year-round. The run-time learning environment provides additional resource files and project samples to users, and is supplementary to the actual instruction. LaunchPad is completely scalable, accommodating the individual learner, or the enterprise with 500,000+ users.

These exclusive technologies allow Giant Campus to create innovative, Web-based training programs that increase learning retention while enhancing the quality of learning.

Technology Education Compliance Standards Met

As a leader in technology education, Giant Campus meets or exceeds the following requirements:

SCORM Compliance

This is a Department of Defense standard, which enables students to find, import, share, reuse and export learning contents through compliant web-based learning systems.

NETS Compliance

All Giant Campus courses meet or exceed the National Educational Technology Standards.

508 Compliance

This Federally mandated requirement identifies features and components that electronic products must contain to equip impaired individuals with access to products.

Point of Contact

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