

Jessica Claire

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SUMMARY

Learning Specialist – Partner with leadership and subject matter experts to design and develop instructor-led and eLearning content. Manage instructional design life cycle for large-scale, online professional development projects in government and non-profit institutions. Extensive experience managing projects with instructional design teams using the ADDIE instructional design model. Expert knowledge and application of adult learning principles. High-level consultancy skills and intercultural competence complement leading and working with diverse constituencies as both internal and external consultant.

EXPERIENCE

- 01/2018 to Current

INSTRUCTIONAL DESIGNER
Forrester Research, Inc. – Nashville, TN
 - Align course design to digital learning strategy.
 - Lead eLearning instructional design projects working with SMEs using three platforms: Blackboard, Canvas & Moodle.
 - Design digital learning blueprints for quality, accessibility, and consistency using Backward Design and UDL principles.
 - Manage project timelines, schedules, and checklists.
 - Manage media production with internal and external teams.
 - Ensure WCAG 2.1 AA accessibility compliance.
 - Develop interactive eLearning using CourseArc and Captivate
 - Develop content style guides and course instructor guides.
 - Evaluate course design and effectiveness.
- 01/2016 to 01/2018

INSTRUCTIONAL DESIGNER (Consultant)
Christiana Care Health System – Newark, DE
 - Partnered with leadership to ensure course design aligns with strategic aims for content migration from classroom to eLearning.
 - Aligned course objectives, assessments, and instructional strategies using Backward Design.
 - Developed interactive content using CourseArc and Adobe Photoshop
 - Managed media production: instructional videos, graphics & animation, audio/video transcripts, and contributed to voiceover production
 - Designed for accessibility using Universal Design.
 - Onboarded faculty to the eLearning course development process.
 - Developed online facilitator readiness training.
 - Developed online program evaluations incorporating the Kirkpatrick Model®.
 - Oversaw project timelines, schedules, checklists, and storyboards.
 - Evaluated progress toward important milestones at every phase of project.
- 12/2011 to 12/2015

ONLINE FACILITATOR
The Chicago School Of Professional Psychology – Los Angeles, CA
 - Facilitated online professional writing and intercultural competence training for foreign nationals employed in various U.S. Department of Defense programs.
- 12/2012 to 06/2014

PROGRAM MANAGER
University Of Dayton – City, STATE
 - Conducted needs analysis to identify instructional performance gaps and improve program effectiveness.
 - Developed 4-level proficiency-based curriculum.
 - Recruited, onboarded, and mentored 12 direct reports.
 - Designed, developed, and implemented end-of-course evaluations.
 - Created and implemented faculty “brown bag” professional development workshops.
 - Revised staff handbook and policies and procedures manuals.
- 12/2009 to 12/2012

PROGRAM MANAGER Professional Training Programs
UMBC – City, STATE
Managed grant-funded U.S. Department of State (DOS) hybrid professional development program train-the-trainer program.
 - Aligned course design, development, and implementation to grant specifications.
 - Liaised with DOS program officers in D.C. and U.S. Embassy Officers worldwide.
 - Partnered with UMBC program director, technology coordinator, instructional technologist, online instructors, and online instructional assistants on program logistics and delivery.
 - Designed and facilitated the 10-week training course: *Methods: Survey of Best Practices*
 - Recruited, trained, and contracted online course instructors and online teaching assistants.
 - Developed and distributed online training evaluations to global stakeholders.
 - Managed \$500,000 grant budget for the 3-week campus hybrid training program for participants from across the globe.
- 08/2002 to 12/2009

ADJUNCT FACULTY
UMBC – City, STATE
Developed and facilitated English language training for seven language proficiency levels and two diverse program tracks:
 - Intensive English Program
 - Professional Development Program (Sponsored by U.S. Department of State)

EDUCATION

- 12/2021

Master of Arts: Learning Performance & Technology
UMBC - Baltimore, Maryland

Instructional Systems Development, Post Graduate Certificate
UMBC - Baltimore, Maryland

Master of Arts: Teaching
Notre Dame of Maryland University - Baltimore, Maryland

Bachelor of Arts: Liberal Arts
Notre Dame of Maryland University - Baltimore, Maryland

CERTIFICATIONS

- Instructional Systems Development, UMBC Graduate Certificate
- Project Management for Instructional Designers, Online Learning Consortium (OLC)
- Quality Matters: Applying the QM Rubric (APPQMR)
- Quality Matters: Evaluating Your Course Design (EYCD)

PROFESSIONAL ASSOCIATION MEMBERSHIPS

- Quality Matters, (QM)
- Online Learning Consortium, (OLC)
- Association for Talent Development, (ATD)
- International Society for Performance Improvement (ISPI)

TRAINING WORKSHOP FACILITATION (MOST RECENT)

- How Two Institutions use Quality Matters and CourseArc for Course Design. Webinar Presenter. February 2020.
- Agile Management Overbooked: Prioritization in the Age of Agility. Co-creator. Maryland State Libraries. Leadership Development Workshop Series. Maryland. December 2019.
- Learning as a Leadership Competency to Enable an Agile 21st Century Workforce. Co-presenter. ISPI Potomac Chapter Professional Development, World Learning, Washington D.C. May 2019.
- Learner Readiness for Future Leaders and Learners. Co-presenter. ISPI/EMEA Leadership Professional Development Conference: Exploring the Future of Organizational Performance. Gothenburg, Sweden. September 2018.
- Using Effective Language for Compliance Reporting. Co-presenter. DC METRO Professional development workshop. Landover, Maryland. December 2017
- CourseArc for Content Creation. Co-presenter. Baltimore County School System headquarters. Towson, Maryland. July 2017.

COMPETENCIES

- Instructional Design
 - Content Authoring Tools
 - Project Management
 - Learning Technology Tools
 - Multimedia Production
- Learning Management Systems
 - Quality Assurance
 - Training Evaluation
 - Voiceover