

# 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