
Biographical Sketch

Julie A. (Babyak) Collier, B.S.

Current Position: Instructional Designer

Education: B.S., Elementary Education, Bucknell University

Julie Collier has more than 16 years experience in the field of education and instructional design. She has worked for Human Technology (HT) for the past 13 years. During this time, she has been responsible for the design and development of hundreds of hours of instructional materials intended for classroom-, web-, and computer-based instruction. She is responsible for overseeing all aspects of course development, from the initial requirements or performance needs analysis through course development, measuring project deliverables against quality standards, and evaluating the effectiveness of the training.

Prior to joining HT, Ms. Collier taught elementary school. Her responsibilities included planning and implementing classroom instruction and evaluating instructional materials and programs.

Recent Experience

- Developed a print training manual and web-based training for the U.S. Food and Drug Administration (FDA) State Tobacco Compliance Check Inspection Program. The materials describe inspection strategy and procedures. The program aims to prevent youth tobacco use and reduce the impact of tobacco on public health by enforcing the Federal Food, Drug and Cosmetics Act, as amended by the Family Smoking Prevention and Tobacco Control Act.
- Designed the Implementing the Defense Priorities and Allocations System (DPAS) course for the Federal Emergency Management Agency (FEMA). This web-based training is for DPAS Officers and those who work directly with DPAS priority-rated contracts and orders (e.g., acquisition staff). Through direct instruction and case studies, the course describes procedures for placing DPAS-rated orders, the roles of FEMA employees in the DPAS process, and how to address DPAS challenges.
- Composed the Introduction to DPAS web-based training for FEMA. This awareness-level course is designed for FEMA's executive-level managers, program officials, and DPAS Officers. The course describes how DPAS supports the FEMA mission by helping to ensure the timely delivery of critical materials and services to meet program requirements.
- Managed the development of the Multihazard Emergency Planning for Schools course, a classroom course delivered at FEMA's Emergency Management Institute. The course is designed for school district teams that are comprised of representatives from the school district and community disaster response and recovery organizations. The course prepares the teams to review, enhance, and sustain an all-hazards district/school Emergency Operations Plan.
- Updated FEMA's Earthquake Safety for Schools course, which describes the effects of an earthquake; how to mitigate those effects; the key elements of an earthquake plan for preparedness, response, and recovery; and the procedures for conducting training and exercises related to that emergency plan. These non-resident course materials are available for States to instruct independently. To maximize flexibility for schools, this course is modular and may be presented all at once, or separately, as time permits.
- Designed and developed Finance and Administration Section Chief classroom training for FEMA Comptrollers deployed to large-scale disaster response and recovery operations. The course focuses on the financial management challenges of large-scale disasters and effective leadership techniques for overseeing Finance and Administration Section staff at a Joint Field Office.

Recent Experience (Continued)

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- Supported the development of FEMA's Basic Training for Community Relations (CR) Specialists. Using direct instruction, discussions, job aids, activities, and disaster-based scenarios, this course provides a basic understanding of FEMA programs and the CR function. It prepares participants to perform effectively as CR Specialists. The course was later incorporated into FEMA's mandatory 4-week orientation program for all new External Affairs employees.
- Managed the design and development of mission-critical cross-training for U.S. Customs and Border Protection (CBP). Developed schedule-responsive processes for creating a series of cross-training courses on determining admissibility of travelers arriving at U.S. ports of entry. Established objective, measurable performance requirements and quality standards. Ensured that best practices and evaluation results were incorporated into each phase of the cross-training initiative to promote continuous improvement. Within 2 years of the onset of the cross-training initiative, developed and implemented the following classroom-based training courses, totaling 11.5 weeks of classroom training:
 - Unified Primary Cross-Training
 - Unified Immigration Processing—Land
 - Unified Immigration Processing—Seaport
 - Unified Immigration Secondary Processing—Airport
 - Basic Admissibility Secondary Processing

Training methods include classroom-based instruction on immigration policy and procedures; video-based case studies, indepth role-play exercises on processing travelers; hands-on systems training; and an electronic performance support system that provides enterprise-wide intranet access to relevant memorandums, directives, and job aids.

- Developed multiple modules on the detection of fraudulent travel and identity documents. The modules focus on security features (for passports, nonimmigrant and immigrant visas, permanent resident cards, reentry permits, U.S. Travel Documents, birth certificates, and other documents), document examination techniques, and procedures for the detection of impostors. Developed fraudulent document modules for the following courses:
 - CBP immigration cross-training initiatives (listed above)
 - CBP Vessel Boarding training
 - Anti-Terrorism Passenger training for CBP Officers at airports, seaports, and land borders
 - Pocket Guide Reference to Document Security Features and Printing Techniques for CBP Officers and the Forensic Document Laboratory (FDL)
 - Anti-Terrorism training for CBP Border Patrol Agents
 - Passenger Analysis Unit training for CBP Officers working at seaport ports of entry
 - CBP Basic Training Curriculum at the Federal Law Enforcement Training Center
 - Counter-Terrorism Airport Primary Training for CBP Officers
 - Passenger Enforcement Rover Team (PERT) training for CBP Officers
 - Customs Inspection Anti-Terrorism Training for the U.S. Customs Service (USCS)
 - Inspection and Interaction Skills Enhancement Workshop for USCS Inspectors (now CBP Officers)
- Conducted a comprehensive job task analysis for CBP Border Patrol Agents. Conducted site visits in Border Patrol Sectors along the United States/Mexico border to observe Agents on the job and conduct one-on-one and group interviews in the field. After developing the job task list, administered focus groups and an online survey to validate the job tasks. The validated tasks describe the behaviors required for successful job performance of entry-level Agents.