

Biographical Sketch Donna B. Dietz, B.A.

Current Position: Research Analyst

Education: B.A., Organizational Psychology, George Mason University

Donna Dietz has 9 years of experience in instructional systems analysis, development, and training evaluation. Since joining Human Technology (HT) 9 years ago, Ms. Dietz has assisted in the development and/or managed the development process of numerous technical training products. She has been an active member in the development teams for products employing a variety of media, including classroom training materials, self-paced print instruction, computer-based instruction, and web-based products. Recently, Ms. Dietz has also conducted best-practice research, managed data assessments, and evaluated training effectiveness.

Recent Relevant Experience

Conducted literature searches and research to identify the critical challenges agencies face with today’s changing technologies. These research efforts resulted in:

- The creation of HT internal standards for usability testing of web products
- The development of standards for the Defense Acquisition University (DAU) distance learning program
- The identification of call-center best practices for the Health Care Finance Administration.

Conducted front-end analyses using a variety of techniques, such as telephone interviews and written surveys, for the following courses:

- Providing Disaster Services to the Elderly and People with Disabilities for the Federal Emergency Management Agency (FEMA)
- Risk Management Coordinator training for the U.S. Customs Service
- Community Rating System training for FEMA.

Assisted in the development of web-based resource centers, including the:

- **Retirement knowledge management web resource center for the U.S. Marine Corps:** This web resource provides information to benefits and activities for retired Marine Corps personnel.
- **Performance management website for the U.S. Office of Personnel Management (OPM):** This site provides access to informational resources for Federal managers, employees, and researchers in the area of human resources performance management.
- **Addressing and Resolving Poor Performance website for OPM:** This site provides guidance to Federal managers.

Developed Courseware Style Guide for DAU. This guide provides specifications on the design, development, and production of interactive courseware for DAU contractors. The purpose of the guide is to ensure that the courses developed for DAU have a similar instructional design.

Analyzed data and developed course evaluation reports for the following training projects:

- FEMA Evaluation of Training web-based course
- FEMA Disaster Field Operations Management
- DAU Fundamentals of Systems Acquisition (ACQ 101) web-based course.

Recent Relevant Experience

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Managed the development and production of the Project Leader's Guide for the Internal Revenue Service (IRS). This document provides IRS project leaders with guidance on managing the initiation, design, development, testing, and deployment of distance learning courses.

Managed a comprehensive program evaluation of FEMA's Community Rating System. The evaluation validated and recommended revisions to the current system of awarding credits to participating communities and suggested training and nontraining interventions to enhance the program's effectiveness. System evaluation processes included research, administration of written surveys, telephone interviews, focus-group session facilitation, and data analysis.

Programmed test(s) and remediation text for online courseware for three DAU courses. Input test questions directly to the DAU operating system using HTML code.

Produced a user's guide and accompanying survey materials for FEMA's Mitigation Directorate for Earthquake Awareness and Preparedness. Reviewed the user's guide for content accuracy and prepared surveys to ensure clarity and reliability. The user's guide provided guidance on how to administer the survey, tabulate results, and document findings.

Administered the distribution and collection of 50,000 Customer Service Surveys for FEMA. Processed data, analyzed results, and made recommendations based on statistical interpretation of the results.

References

Bret Gates, Hazard Mitigation Directorate, FEMA, 202-646-4133
Linda McBurney, Project Manager, IRS, 202-283-9103