
Biographical Sketch

Jocelyn Kroshus, M.B.A.

Current Position: Instructional Designer

Education: M.B.A., Information Technology, Old Dominion University

Jocelyn Kroshus has more than 12 years of instructional design and training management experience. At Human Technology (HT), she has been responsible for the development of both classroom- and web-based training materials.

Prior to joining HT, Ms. Kroshus managed and developed training for the Federal Government as well as public and private sectors. She developed training materials through the entire development cycle from needs analysis, to development, delivery, and evaluation. Ms. Kroshus has developed training using a variety of delivery methods including classroom, web-based, and video.

Ms. Kroshus has a working knowledge of Microsoft Office and the Adobe Creative Suite.

Recent Experience

- Developed a field-delivered 2-day course for the Federal Emergency Management Agency (FEMA). The classroom training describes the steps for schools to develop or enhance their emergency operations plans (EOPs). The course includes an optional third day for schools to participate in a tabletop exercise using their EOP and also an activity to develop a tabletop specific to their school. The training is designed with flexibility of delivery to allow schools to deliver it in a myriad of ways to fit tight, budget-limited schedules.
- Assisted in the development of a course for the State Tobacco Compliance Check Inspection Program for the Food and Drug Administration (FDA). This course includes policy and procedures to guide State contract employees in conducting compliance check inspections at retail establishments that sell tobacco products.
- Developed web-based training for FEMA's Defense Priorities and Allocations System (DPAS). The course is advanced training that provides detailed procedures for program officials and contracting officers on how to implement DPAS in support of FEMA program requirements and critical supply needs. The course incorporates case studies and real-world examples to emphasize DPAS implementation, the integration of roles throughout the process, and the process for addressing issues.
- Managed the design, development, and delivery of training for the Albuquerque Public Schools student information system. Implemented standards for development and evaluation to ensure the training continually addressed the needs of the audience.
- Managed the design and development of classroom- and OJT-based training for Customs and Border Protection (CBP) large- and small-scale Non-Intrusive Inspection (NII) systems. Developed a template of training requirements and objectives to be used by four original equipment manufacturers to ensure the training for each followed a consistent methodology for quality training. Reviewed all training documentation and audited training sessions to ensure training met CBP requirements and expectations. The training included radiation safety, system safety, system preparation procedures, software operation, software tools for anomaly detection, and mechanical operation.
- Developed video-based training segments to provide consistent and mission-based messages for NII and radiation equipment training. Reviewed script development, managed video shoots, and assisted in the editing for final video production. These video segments were included in radiation as well as small- and large-scale NII training.

Recent Experience (Continued)

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- Developed classroom training on Radiation Isotope Identifier Devices (RIIDs) that included practical exercises using live radiation sources. The training development process included review and coordination with CBP Laboratory and Scientific Services for training content and exercise development.
- Developed web-based refresher training for CBP Officers and Border Patrol Agents to maintain certification on the RIID.
- Managed the design and development of a 5-day classroom course for CBP Mobile Response Teams that included presentations by recognized CBP experts and practical exercises. The course included container and seal inspection processes, agricultural threats, CBP intelligence systems overviews, radiation principles, and inspection tools. The final day provided participants a full day of practice on the concepts and tools from the classroom with exercises at an active port with actual containers and threats.
- Assisted in the development of video segments on container and seal inspection procedures based on expert CBP Officer experience. The videos included success stories, best practices, tools, and animations to convey the importance of proper inspection techniques. The following videos were developed:
 - Seal inspection procedures
 - Sea container inspection procedures
 - Vehicle inspection procedures
 - Truck inspection procedures
- Developed classroom training and exercises for Customs-Trade Partnership Against Terrorism (C-TPAT). This training included exercises for participants to practice interviewing skills with industry executives.
- Managed the design, development, and delivery of training for the Secure Border Initiative Network (SBInet).