
Biographical Sketch

Jane L. Stanga, M.A., Ed.S.

Labor Categories: Senior Analyst, Instructional Systems Designer, and Technical Writer

Education: M.A., Organizational Communication, Ohio State University, and Education Specialist, Teacher Preparation and Special Education, The George Washington University

Jane Stanga has more than 15 years of experience in analyzing, designing, developing, delivering, and evaluating training and learning solutions. She has worked for Human Technology (HT) for the past 5 years. During this time, Ms. Stanga has been responsible for completing multiple classroom-based training programs and technology-enabled learning interventions.

Prior to joining HT, Ms. Stanga worked in the field of education. She served as a research associate and adjunct instructor at George Washington University and Georgetown University Medical Center (GUMC). At GUMC, she developed a video-based training program for home health nurses that was used nationally.

Recent Experience

- Designed and developed web-based training for the Flight Standards Service (AFS) of the Federal Aviation Administration (FAA). The AFS curriculum is a blended-training solution that will support training of key technical positions. The training developed so far includes the following courses:
 - Orientation to Flight Standards and FAA
 - Business and Interpersonal Skills
- Designed and developed a training program evaluation for the Office of Workforce (ATO) division of FAA. The evaluation included development of a web-based survey and an interview protocol. The evaluation feedback and results will be used to assist ATO in planning training and learning solutions to help employees accomplish the FAA's business goals.
- Designed and developed instructional modules of the Financial Institution Analysis School for the Federal Deposit Insurance Corporation. This blended-learning solution trains examiners in the knowledge and skills needed to successfully conduct their work. The materials include web-based lessons, classroom-based lessons, and associated job aids.
- Designed and developed a curriculum guide for the Centers for Medicare and Medicaid Services (CMS). The curriculum guide provides a framework for call centers to improve the performance of customer service representatives (CSRs) who provide Medicare information to beneficiaries and providers. The guide outlines a sequence for classroom-based instruction and describes additional performance-support strategies.
- Designed, developed, and conducted a web-based survey and interviews to identify knowledge required by Medicare beneficiary CSRs. The purpose of the study—the first of its kind at CMS—was to capture and distribute key knowledge areas, resources, and tools. HT collected information on nearly 2,000 references, and created CSR knowledge models to categorize all the required information.
- Managed the design and development of instructional materials for the FAA Aircraft Certification Service. The training includes classroom-based and on-the-job-training (OJT) materials. The training supports aviation safety inspectors in learning how to perform their job functions. The OJT materials also provide individualized instruction that can be delivered immediately to new inspectors.

Recent Experience (Continued)

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- Designed and developed web-based job aids and performance-support strategies for CMS to assist CSRs and their supervisors in identifying and planning optimal learning interventions. The materials include the following:
 - Web-based Individual Performance Planning Guide
 - Coaching Guide for Supervisors
- Designed and developed two web-based courses for the American Diabetes Association (ADA). The courses are used to train employees and volunteers of the ADA and include the following topics:
 - Understanding Diversity
 - Planning and Conducting Signature Events
- Conducted a performance needs analysis for managers in the FAA. Feedback and results were used to design and develop a classroom-based training program on the knowledge and skills needed by FAA managers to supervise employees.

Publications

- Providing Services to Young Children with Developmental Delays: A Video Training Series for Home Health Nurses. Georgetown University Medical Center.
- Training Child Care Providers on the Impact of the Americans with Disabilities Act. Virginia Department of Social Services.