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### Biographical Sketch

Diane L. Swan, B.A.

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**Current Position:** Instructional Designer

**Education:** B.A., English Literature, Knox College

Diane Swan has more than 24 years experience in the field of education and instructional design. She has worked for Human Technology (HT) for the past 24 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. Swan taught secondary school and worked as an analyst for the Air Force. Her responsibilities included documenting procedures, planning and implementing classroom instruction, and evaluating instructional materials and programs.

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### Recent Experience

- Designed and developed training for the Federal Emergency Management Agency (FEMA) for Direct Housing program managers, who are responsible for installation and management of temporary housing units for disaster survivors displaced from their usual residences.
- Designed and developed training for FEMA to train local officials to manage development in floodplains and reduce flood losses. Courses are individual modules designed for delivery at State and local levels.

The following classroom-based training courses were developed and implemented, totaling 8 days of classroom training:

- Advanced Floodplain Management Concepts II
- Advanced Floodplain Management Concepts III

Training methods include classroom-based instruction on the legal basis for floodplain management, applicable regulations, and mapping exercises; hands-on demonstrations of storm probability and hydraulic principles, and use of electronic floodplain management tools; and electronic toolboxes with relevant references and job aids.

- Designed and developed web-based training for FEMA for the Emergency Food and Shelter Program. The training audience consists of local agencies that provide services in communities with significant needs due to unemployment and poverty. Individual modules in the training include an introduction to the program, and modules addressed to different audiences that manage local programs and deliver services.
- Assisted in the development of FEMA's Continuity of Operations training for tribal governments. Assisted in creating a video introducing tribal audiences to the concept of Continuity of Operations. Identified adaptations to Continuity of Operations elements for application to tribal governments.
- Assisted in the development of FEMA's Unified Hazard Mitigation training, which addresses States and communities that apply for hazard mitigation grants to reduce damages from hazards such as earthquakes, hurricanes, and floods. Created case studies that provided simulations of the application process for different grant programs.

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**Recent Experience (Continued)**

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- Created grants management training suitable for States and local governments, per FEMA Inspector General request following Hurricane Katrina. The training reviewed requirements that grant recipients needed to fulfill to avoid audit findings and Inspector General Citations.
- Designed and developed an exercise-based course for FEMA's disaster workforce leadership. Created or adapted two disaster scenarios and created situations that required coordinated decisionmaking. Created evaluation instruments utilizing Homeland Security Exercise and Evaluation Program models.
- Assisted in development of training for FEMA's External Affairs disaster workforce, including outreach and local and State government coordination. For both audiences, developed exercises based on disaster scenarios. Created simulated documentation that raised appropriate issues for each group to resolve.
- Revised/updated a FEMA independent study course on hazard mitigation for homeowners and business owners. Included information depicting relative risks in the United States for flood, wildfire, hurricanes, and tornados, and provided information on steps to reduce vulnerability.