
Biographical Sketch

Eileen M. West, M.A.

Labor Categories: Senior Analyst, Instructional Systems Designer, Facilitator, and Technical Writer
Education: M.A., Education and Human Development, The George Washington University

Eileen West has more than 28 years of experience in all facets of Instructional Systems Design, development, delivery, and evaluation. She has worked for Human Technology (HT) for the past 23 years. During this time, Ms. West has been responsible for the design, development, and evaluation of several thousand hours of instructional materials using all types of instructional methods and media. Ms. West has extensive expertise in the design, development, and delivery of training programs for frontline workers in homeland security, hazardous materials, emergency preparedness, and incident response.

Prior to joining HT, Ms. West served as a Technical Training Program Coordinator with the American Society for Training and Development. While on active duty with the U.S. Army, she served as an Education Specialist, designing and developing evaluation mechanisms for Army personnel.

Recent Experience

- Designed and developed mission-critical, enterprise-wide web-based and classroom-based training programs for the Department of Homeland Security to support the National Incident Management System. To date, more than 1 million Federal, State, and local officials have completed this course.
- Designed and developed a mission-critical classroom-based training program for U.S. Customs and Border Protection (CBP) Enforcement Officers. The program employs criterion-referenced instruction methodology based on agency best practices to ensure requirements traceability and the ability to evaluate, measure, and validate the effectiveness of the training solution. Training methods used include classroom-based instruction, subjective audio and video, and extensive simulations. The program also includes an on-the-job training component to ensure that all personnel meet the required outcome standards.
- Designed and developed the classroom-based Homeland Security Planning training program for the Federal Emergency Management Agency (FEMA). The target audience for this training program is State and local emergency planners with responsibility for developing preparedness and response plans for terrorist incidents. Training methods include classroom-based and video-based instruction to train State and local personnel in the techniques and methods required to conduct comprehensive risk analyses; develop terrorism response plans; and train, test, and exercise their plans. The program concludes with a capstone tabletop exercise to evaluate and validate the effectiveness of the training solution.
- Designed and developed the web-based and classroom-based Community Emergency Response Team (CERT) training program for FEMA, to provide citizens with the skills they need to prepare for and respond to emergencies in their communities. The training methods for the CERT program include classroom- and web-based instruction, web-based job aids, and performance-support information to train citizens in emergency preparedness, basic fire suppression, emergency medical assistance, light search and rescue, and the Incident Command System. This program has been translated into Spanish. To date, more than 400,000 citizens are actively involved in local CERT programs established throughout all 50 States and 6 Territories.

Recent Experience (Continued)

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- Managed the design and development of the enterprise-wide classroom-based Hazardous Materials Coordinators training program for CBP. Training methods include classroom and video-based instruction to train CBP Officers in the regulatory requirements and practical considerations for developing a hazardous materials response plan for U.S. ports of entry. This training concludes with a capstone exercise that was developed to evaluate and validate the effectiveness of the delivered training solution.
- Managed the design and development of the Mass Fatalities Incident Response course, a classroom-based training program for State and local personnel with responsibilities for planning for, responding to, and managing incident response to mass-fatalities incidents.
- Assisted with the design, development, and delivery of enterprise-wide anti-terrorism training for CBP. Training methods include classroom-based instruction on terrorist threats and trends, electronic performance-support systems for identifying terrorist weapons, and video-based instruction on the terrorist threat and weapons of mass destruction. CBP Officers report that the skills they have acquired from these courses have helped stop terrorists from entering the country.
- Managed the design and development of the web-based Hazardous Materials Prevention training program for FEMA. The program includes web-based instruction and job aids to provide State and local hazardous materials planners with the skills and knowledge they need to plan for and respond to hazardous materials incidents.

Publications

- Technical Training Facilities and Equipment. The ASTD Technical & Skills Training Handbook, McGraw-Hill, Inc.
- The Human Factor in Technical Training, Technical & Skills Training, American Society for Training and Development Press.