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### Biographical Sketch

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**Lori Yacobi, M.A.**

**Labor Categories:** Project Manager, Senior Analyst, Instructional Systems Designer, and Facilitator  
**Education:** M.A., Human Resource Development, Marymount University

Lori Yacobi has more than 18 years of experience in all facets of Instructional Systems Design (ISD), development, delivery, and evaluation. She has worked for Human Technology (HT) for the past 14 years. During this time, Ms. Yacobi has been responsible for the design, development, and evaluation of hundreds of hours of instructional materials using all types of instructional methods and media. As manager of an instructional design team, Ms. Yacobi has established methods to effectively manage and control the development process to achieve cost-efficient, schedule-responsive solutions for HT clients. She has also established quality assurance systems for ensuring that projects meet or exceed performance standards. Ms. Yacobi's innovative training and learning solutions have been recognized with awards from the Government Training Officers Conference and the Brandon Hall Multimedia and Internet Learning Training Awards Program.

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### Recent Experience

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- Created a responsive, innovative learning solution design for new aviation safety inspectors for the Federal Aviation Administration's (FAA's) Flight Standards Service (AFS). The design recommended transforming the current 9-week classroom-delivered curriculum to improve the quality and timeliness of training delivery, more precisely meet the needs of individual employees, take advantage of new training technology, and enhance overall training cost effectiveness. Based on the results of a comprehensive, front-end requirements analysis and best-practices research, the design featured:
  - An integrated, performance-based series of learning events using a blend of e-learning, classroom training, on-the-job training, and interactive video teletraining.
  - Accelerated readiness through e-learning lessons, resulting in reduced, more effective use of classroom time.
  - Test-driven e-learning that allows learners to receive credit for skills and knowledge they already possess.
  - Access to learning and support when learners need it.
- Managing the design and development of five initial courses in the FAA/AFS curriculum transformation effort. These technology-enabled courses are being developed using leading-edge technology that accelerates the design and development process to allow new safety inspectors to begin their training immediately upon hire. These highly interactive, multimedia courses also include final assessments that new inspectors must pass in order to get credit for the course. The courses and assessments will be integrated into the FAA's electronic learning management system (LMS).
- Managed the design and development of multiple technology-enabled learning interventions for the Department of Commerce's International Trade Administration (ITA). As part of an overall knowledge management initiative, these first-of-their-kind courses are designed to harness the knowledge and skills of ITA's best and brightest analysts to be passed down to new and less experienced employees. In addition to instructional lessons, the courses include access to web-based resource centers and print-based job aids to support employee performance. Course topics support mission-critical tasks such as conducting industry analysis in support of U.S. trade negotiations, identifying best prospects for U.S. exporters, and issue-spotting to determine if these issues are in violation of international trade agreements.

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### Recent Experience (Continued)

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- Managed the design and development of a blended-training approach for the Financial Institution Analysis School for the Federal Deposit Insurance Corporation's (FDIC's) Division of Supervision and Consumer Protection. The curriculum teaches bank examiners how to analyze banks' financial information in order to assess their risk exposure and risk management controls. This hybrid-technology curriculum includes nine LMS-integrated, computer-based training (CBT) modules taken prior to attending a 5-day instructor-led workshop. The CBT modules and workshop are highly interactive and based upon measurable performance requirements, which are captured in a pre-workshop qualification exam that learners must pass prior to attending the workshop and graded written assignments throughout the workshop.
- Managed the design and development of a blended-learning solution for Pension Benefit Guaranty Corporation. Because the Federal Government must increasingly assume responsibility for corporate pension plans, the learning solution is designed to teach the mission-critical skills for determining the value of the plans' assets, which is necessary to ensure plan participants receive their benefits. The learning solution includes an LMS-integrated, web-based module on basic auditing procedures, a resource center with links to electronic and paper-based job aids, and a classroom-based module in which learners apply the procedures to a simulated case study.
- Managed the design and development of a set of six computer-based training (CBT) courses for the Department of Health and Human Services' (HHS') Office of Child Support Enforcement (OCSE). These multimedia courses use video, sound, animation, high-end graphics, and text to teach new caseworkers about their child support enforcement responsibilities. The foundation course, Child Support Orientation, won two awards for outstanding instructional design.
- Managed the development of an enterprise-wide, performance-based curriculum on financial analysis for the FDIC. This hybrid-technology learning solution included the establishment of objective, measurable performance requirements and quality standards for both print-based and technology-based products; a five-module, self-paced print course on financial statement analysis; a 30-hour computer-based instruction course on credit analysis; and a self-paced print course on cost-benefit analysis.
- Developed a 30-hour classroom-based training program titled Instructional Systems Design for Technology-Based Training, and facilitated the course several times for HHS' OCSE. The materials emphasize the practical application of ISD principles to the design and development of technology-enabled learning interventions. The materials include instructor guides, participant guides, job aids, and visual aids.
- Managed the design and development of multiple web-based courses for the American Diabetes Association (ADA). These courses were the first courses to be offered via ADA's Virtual University. The courses use sound, graphics, simple animations, and text to present information that will be accessed by ADA employees and volunteers across the country.