



# 2017 Annual Awards Program

*Celebrating the Association's 22<sup>nd</sup> Anniversary*

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## About the FGDLA

**Vision.** To be the premier professional Association supporting distance learning in the Federal Government

**Purpose and Goals.** The purpose of the Association is to promote the development and application of distance learning (DL) for education and training, primarily within the Federal sector.

- **Facilitate** the exchange of information regarding the current application of and potential further uses for DL in the Federal government.
- **Guide** the appropriate application of DL in the Federal Government through the sharing of best-practices, and fostering research in DL theory & practice.
- **Develop** opportunities for the Federal Government in partnering with industry and academia.
- **Lead** efforts to promote Federal interagency cooperation and collaboration.
- **Advocate** the use of DL for training and education within the Federal Government, and provide recognition of outstanding achievements

**History of the FGDLA.** The FGDLA has a long and rich history with its roots originating at the 1993 TeleCon Conference and the parent organization, the United States Distance Learning Association, which granted the FGDLA charter in 1995. For the past two decades, the FGDLA has been a leading advocate of distance learning in the Federal Government.

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## **Individual Awards**

**Pioneer Award:** In recognition of an individual for demonstrating initiative and leadership in the development and implementation of distance learning in the Federal Government.

***Cindy Caltagirone, Federal Probation and Pretrial Academy, U.S. Courts***

Ms. Caltagirone implementation of numerous distance learning and leading edge technology initiatives has been invaluable in meeting the educational needs of the Federal Probation and Pretrial Academy. These innovative techniques include not only distance learning courses, but mobile apps, mass communication capabilities, and integrating new instructional tools in the classroom as well.

Cindy's continued efforts, professionalism, and enthusiastic support of distance learning in the Federal Probation and Pretrial Academy of the U.S. Courts embody the spirit of the Federal Government Distance Learning Association.

***Nina A. Watson, MSN, RN, Diabetes Center of Excellence, Wilford Hall Ambulatory Surgical Center***

Ms. Watson's role in assisting the establishment of the Diabetes Center of Excellence (DCOE) and leadership has contributed significantly in supporting vital health related courses for the Department of Defense (DOD). Her exemplary management of the Air Force Knowledge Exchange, combined with her expertise in curriculum development, has resulted in numerous offerings of both in-resident and distance learning courses that provide vital information supporting continuation education for health professionals in the DOD.

Nina's continued efforts, professionalism, and enthusiastic support of distance learning in the Diabetes Center of Excellence at the Wilford Hall Ambulatory Surgical Center, embody the spirit of the Federal Government Distance Learning Association.

***Candace Trotti, Office of the CIO, U.S. Dept. of Treasury***

As part of the Treasury Shared Services Center, Ms. Trotti's oversight of the Treasury Learning Management System, Talent Acquisition, and Integrated Talent Management is commendable. Her leadership in directing the Training Solutions team has resulted in the development of innovative distance learning solutions supporting the Treasury Shared Services Center's end-users. This innovative training which included integrating distance learning strategies ensured its continued growth and success

Candace's continued efforts, professionalism, and enthusiastic support of distance learning of the Chief Information Office, U.S. Department of Treasury, embody the spirit of the Federal Government Distance Learning Association.

***Connie C. Morrow, U.S. Air Force Diabetes Center of Excellence***

For the past several years, Connie has overseen the health care staff development that encompassed distance learning course design and development. Her leadership and collaboration in developing, implementing, and maintaining several diabetes related course has been exemplary. Particularly noteworthy are the development of semi-annual video conferences that focused on continuing education for physicians and nurses, as well as outreach activities to include active duty physicians, fellows, and residents.

Connie's continued efforts, professionalism, and enthusiastic support of distance learning at the U.S. Air Force Diabetes Center of Excellence embody the spirit of the Federal Government Distance Learning Association.

***Lindsey Fredman, Distance Learning Center, Office of Training and Development, U.S. Customs and Border Protection***

Ms. Fredman's support of the Office of Training and Development's (OTD) mission and wealth of knowledge and resources regarding enhanced distance learning training products, leading-edge techniques, and industry standards is truly exemplary. This is evidenced by her partnering with the U.S. Army's Training and Simulations Command enabled the Distance Learning Team (DLC) to embed DLC training developers to learn techniques in 3D art and animation, modeling, and serious game development.

During that time period, Lindsey also organized a four part workshop with George Mason University's Virginia Serious Games Institute (VGSI). This workshop provided training and hands-on assistance for OTD training developers to create three prototype simulations. This initiative resulted in Customs and Border Protection (CBP) executive stakeholders supporting future gaming and simulations capabilities.

Additionally, Lindsey's efforts in integrating high resolution video streaming capability into CBP's courses have proven to be effective and efficient, resulting in more realistic assessments of student performance. Because of her efforts, a Learning Technologies Program has been created in the DLC to integrate serious gaming, 3D modeling, simulations, and video content into CBP training.

Lindsey's continued efforts, professionalism, and enthusiastic support of distance learning at the Office of Training and Development Distance Learning Center, U.S. Customs and Border Protection, embody the spirit of the Federal Government Distance Learning Association.

**Hall of Fame:** In recognition of an individual who has made significant contributions in promoting and developing distance learning in the Federal Government.

***Timothy J. Carrier, Justice Television Network & Media Services, Office of Legal Education, U.S. Dept. of Justice***

The Justice Television Network (JTN) Media Services is the major component of the Office of Legal Education's (OLE) Distance Education team. The OLE is the primary

training arm of the Department of Justice (DOJ) for Federal prosecutors, litigators and legal support staff, as well as supporting the mission of the DOJ's major law enforcement bureaus, offices, boards and divisions. The JTN is the primary distance learning platform in support of OLE's mission.

Over the past several years, Tim's leadership of the JTN has produced and distributed hundreds of hours of critical legal training to a target audience of over 100,000 DOJ employees and other federal legal staff. In addition to Tim's JTN responsibilities, his oversight of the Media Services operation supports Audio-Visual classroom technology for on-site classes at the National Advocacy Center (NAC), located on the University of South Carolina (USC) campus in Columbia, South Carolina, has been exemplary. Since its inception in 1998, Tim has managed the daily operations, design, installations and contracts associated with JTN/Media Services.

Tim's continued efforts and enthusiastic support of distance learning within the U.S Department of Justice exemplifies the spirit of the Federal Government Distance Learning Association.

***Jay A. Cooper, Office of Training and Development, U.S. Customs and Border Protection***

As an online course developer/instructor for the past several years, Jay has overseen the production of a series of significant accomplishments for the US Customs and Border Protection (CBP) Office of Training and Development Distance Learning Center (DLC) in supporting CBP's 65,000 employees.

A significant accomplishment was recently made when he developed and implemented the "prescriptive pre-test" for online courses, which allows learners to be tested prior to taking an online course. This prescriptive testing method is currently being used in several CBP mandatory courses, resulting in a potential savings of millions of dollars.

With Jay's collaborative leadership style, he spearheaded the DLC's team developing serious game simulations, including solving the challenge of embedding animated 3D Game/Simulations into the DLC's primary courseware. Furthermore, Jay managed the development of the Department of Homeland Security Office of Health Affairs Anthrax Preparedness and Protection course in support of the First Responders Vaccine Initiative, the first time in the history of the DLC that a course has been developed for an outside agency.

Jay's continued efforts, professionalism, and enthusiastic support of distance learning in supporting the Office of Training and Development, U.S. Customs and Border Protection, embody the spirit of the Federal Government Distance Learning Association.

## Organizational Awards

**Pillar Award:** In recognition for outstanding service or significant contribution to the FGDLA by an organization not affiliated with the Federal Government.

### ***Broadcast & Video Group, NewBay Media***

The Broadcast & Video Group's enthusiastic and unrelenting support of the Association's annual Government Learning & Technology Symposium exemplifies the spirit and ideals of the Federal Government Distance Learning Association.

**Innovation Award:** In recognition of an organization for demonstrating excellence in the *innovative* use of technology and/or video-based content in the development and delivery of distance learning in the Federal Government

### ***Distance Learning Center, Office of Training and Development U.S. Customs and Border Protection***

In early 2017, the Distance Learning Centered partnered with George Mason University's Virginia Serious Games Institute (VSGI) to provide simulation/gaming training and assistance with prototype development to Customs and Border Protection (CBP) personnel.

Over several weeks, the participants in the VSGI course learned about serious game development, concepts, and integration into existing courseware to provide experiential learning opportunities for students. Upon completion of the course, three prototype games and associated internal marketing materials were created to garner additional interest in serious gaming in the CBP training community. Shortly thereafter, leaders from across the training components in CBP began reaching out to the Distance Learning Center requesting additional information, consultation, and development of new games and simulations to modernize training programs while creating concrete learning experiences for abstract concepts.

The Distance Learning Center's continued efforts and enthusiastic support of distance learning in the federal government exemplify the spirit of the Federal Government Distance Learning Association.

**Five-Star Award:** In recognition of an organization for demonstrating leadership and best practices in the development and application of *proven* distance learning technologies and/or video production supporting distance learning in the Federal Government

### ***Federal Acquisition Institute***

The Federal Acquisition Institute (FAI) operates in a dynamic, fast paced and results oriented work environment where acquisition professionals demand just-in-time information and learning resources available anytime, anyplace. To that end, the FAI created a distance-learning, micro-learning suite mobile application. This suite of

courses included utilized leading edge distance learning technologies such as mobile gaming application, micro-learning video application, and simulation and animation.

Consequently, FAI's acquisition workforce professionals benefitted from FAI's distance learning approach by acquiring new knowledge and skills, as well as receiving continuous learning points to maintain their federal acquisition certifications. These innovative learning tools promoted and instilled a culture that rewarded creativity and flexibility, resulting in a more capable and knowledgeable acquisition workforce taxpayer dollars.

The Federal Acquisition Institute continued efforts and enthusiastic support of distance learning in the federal government exemplify the spirit of the Federal Government Distance Learning Association.

***Communication and Education Branch, National Center for Immunization and Respiratory Diseases, Immunization Services Division, Centers for Disease Control and Prevention***

Since the mid-1990s, a multidisciplinary team of educators from the Centers for Disease and Control and Prevention (CDC), Communication and Education Branch (CEB) have consistently demonstrated leadership and implementation of best practices in distance learning and video production. From live satellite broadcasts to APP development, the team has adopted, implemented, and evaluated a variety of distance learning technologies to train and educate health care professionals providing immunization services.

Immunization recommendations change frequently, and maintaining health care professional's current in their medical specialization is challenging. Consequently, to ensure currency, the CEB synthesized, translated, and delivered complex immunization recommendations, guidance, and best practices using a satellite-based, distance learning technology. In 2016, the team increased the knowledge and skills needed to effectively implement immunization recommendations by delivering immunization education to more than 100,000 health care professionals using on-demand videos, e-learning modules, and webinars.

The Immunization Services Division of the National Center for Immunization and Respiratory Diseases' continued efforts and enthusiastic support of distance learning in the federal government exemplify the spirit of the Federal Government Distance Learning Association.

***Distance Learning Center, Office of Training & Development, U.S. Customs and Border Protection***

In support of micro-learning and point of need training, the Video Production Team in Custom and Border Protection's (CBP) Distance Learning Center (DLC) acquired video streaming services with YouTube-like features to deploy training content to all of CBP's 65,000 geographically dispersed employees. Historically, CBP's globally dispersed employees have not had the capability to view high resolution, engaging video content.

However, the Video Production Team developed the capability to transmit high-quality, video streaming content to those domestic and global locations. As a result, this capability became the corner stone of the video production team's current and future success of providing high quality, immersive and memorable training content to CBP employees.

The Distance Learning Center's continued efforts and enthusiastic support of distance learning in the federal government exemplify the spirit of the Federal Government Distance Learning Association.

**Eagle Award:** In recognition of an organization in the Federal Government that demonstrates unique leadership in serving the needs of the federal government distance learning community by providing advocacy, information, networking, and opportunity.

***U.S. Dept. of Veterans Affairs Acquisition Academy***

The Veterans Affairs Acquisition Academy is an integral component and key organization in supporting the U.S. Department of Veterans Affairs in providing federal benefits to more than 22 million military veterans and their families.

The Veterans Affairs Acquisition Academy (VAAA) was created to address the growing acquisition workforce challenge facing the Department of Veterans Affairs (VA) and the Federal Government. With downsizing from the last decade and the loss of institutional knowledge resulting from baby-boomer retirements, the acquisition workforce has been strained to keep pace with the increased complexities associated with outsourced work in support of the VA mission.

To meet this monumental challenge, the VAAA focused on two key initiatives: Continue to conduct outreach to internal and external stakeholders to include other government agencies, industry, and academia; and, expand online offerings and provide innovative solutions through technology.

The end result is a training system that makes an immediate and meaningful difference by improving work performance. The VAAA's fundamental learning strategy reflects a commitment to stakeholder engagement and value measurement methodologies to ensure business results that support the VA's major initiatives.

The Veterans Affairs Acquisition Academy's enthusiastic and unwavering support of veterans exemplifies the spirit and ideals of the Federal Government Distance Learning Association.

