

Training Modules

Regulatory Permit Application



US Army Corps of Engineers Headquarters

U.S. Army Corps of Engineers' Mission

Provide vital public engineering services in peace and war to strengthen our Nation's security, energize the economy, and reduce risks from disasters.

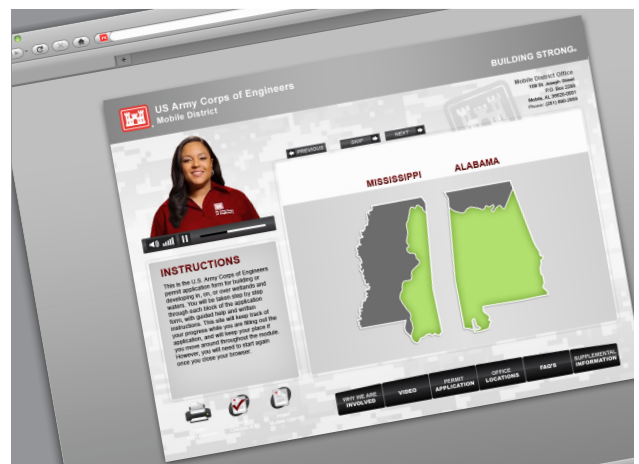
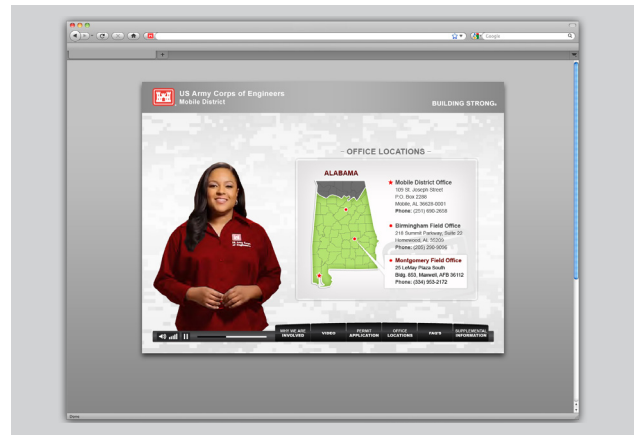
The Challenge

A training module can be a great resource for simplifying a complicated process or product. Since the U.S. Army Corps of Engineers (USACE) Regulatory Division requires the general public to obtain a permit for building or developing in, on, or over all waters of the U.S., it became a top priority to assist applicants with the permit application process. Multi Media Marketing Associates, Inc., was selected to develop an online training module for the Regulatory Division that would assist the public with the permitting process.

Work

In order to ensure the training module met the needs of the Regulatory Division, Multi Media collaborated with Corps HQ and Regulatory Administrators to review the existing tools for permit applicants and determine the concept and direction for the online training module. It was determined that the content and interactive tools should be developed to assist the first time applicant, i.e., dock builder, developer, single family resident and marina developer. Our creative team developed a variety of multimedia tools featured in the module, including a 3D Avatar that guided the applicant step-by-step through the module, an interactive permit application, interactive maps and graphics, a comprehensive FAQ section, and a checklist for supporting documentation required to submit a completed permit application. Multi Media also produced educational videos for the module that demonstrated the permit application process and shared the Corps' role in regulating and protecting the Nation's water resources. Upon completion, English and Spanish versions of the module were delivered.

Photos: (top to bottom) Modules for USACE Headquarters and Mobile District.



The Results

The final training module reduced the amount of time regulatory project managers spent on the phone and e-mailing applicants, allowing them to efficiently focus on regulatory duties and reviewing permit applications. This significantly reduced the amount of pending actions. The success of the first training module resulted in the South Atlantic Division, Jacksonville District, Mobile District, Charleston District, Portland District, and Savannah District requesting training modules be developed for applicants in their service area.

Photos: (top to bottom) Modules for USACE Charleston District Regulatory Division, Savannah District, South Atlantic Division, Portland District.

