



prop-wash (präp'-wôsh) n. the surge or eddy of water from a propeller. Never an end in itself, prop-wash is essential for ships and airplanes to move and do their work for the American people. PTC provides "prop wash" in many forms - all of which help human performers do their job.

Maritime Safety Security Team (MSST) Online Training

Background:

In the aftermath of the 9-11 tragedy, the Coast Guard has been standing up Maritime Safety Security Teams (MSST's) in strategic ports around the country. A first requirement for all newly stood up teams is to provide the entire team with Initial Stand-up training (IST) to familiarize them with the Coast Guard's newest mission. IST is provided at the Coast Guard's Special Training Mission Center (SMTC), Camp Lejeune, N. C.

Problem Statement:

The first two MSST's went through IST at SMTC during the summer of 2002. The original IST was an intense 4-week course, including much of the training SMTC provided to the Port Security Units who conducted similar missions overseas in combat areas. However, was IST the "right" training? The office of Coast Guard Workforce Performance and Training (G-WTT-1) wanted to ensure IST was the performance support new MSST's needed.

Analysis:

Analysts from G-WTT-1 conducted an in depth evaluation of the first two IST's. Students at those IST convenings were pre-tested on their entry-level skills and knowledge, and then post-tested on their skills and knowledge once they returned to the field. Additionally, G-WTT-1 evaluated MSST doctrine and determined which skills were required for the varied missions the MSST's conduct. They also culled out which capabilities were performance-based and which ones were knowledge-based.

Solution:

Analysts determined approximately one week of the IST was primarily knowledge-based and could therefore be trimmed out of the curriculum and provided via alternative delivery. The program directorate (G-OPD) responsible for the MSST's and G-WTT-1 agreed that these knowledge-based pieces could be provided via e-learning prior to a team's arrival at SMTC. That strategy allowed performance-based training to start earlier and SMTC staff to concentrate primarily on the IST's skills-based aspects.

G-WTT-1 tasked the Performance Technology Center (PTC) with creating e-learning modules on Port Operations and Communications, Command and Control, Operational Capabilities and Planning and Tactics. As an added driver, the PTC was told this intervention had to be designed, developed and implemented in less than 3 months.

To achieve that goal, PTC merged the three modules with a previously developed module on Use of Force to complete the e-learning portion of the training.

Performance Improvement:

The compressed project timeline was one of the most challenging aspects of this development project. It compelled the development team to deliver progressively improved versions of the CD to successive teams -- making changes, adding features, and clarifying content based on feedback received from learners and subject matter experts. The combined use of contractor support and flexible PTC staff made this surge effort possible.

The PTC successfully delivered training on time, within budget and conveyed the learning objectives in a captivating format. The learners who viewed the completed version improved their score by an average of 67%.

Return on Investment:

According to data provided by G-WTT-1, the first two MSST IST's cost approximately \$250,000 each. However, with the rollout of e-learning and appropriate changes to the IST curriculum, they estimate subsequent IST's for remaining MSST's will cost \$140,000 each. These savings, multiplied by the remaining MSST's, convert to \$1.4M! Production costs for the e-learning product totaled \$90,000, resulting in an astounding ROI of 1556%.

Other benefits are that the information can be used to indoctrinate follow-on crews that arrive and as reference material for operational MSST's. Portions of this material are currently being used by the Area Training Teams, the Maritime Law Enforcement School and the BM 'A' School.

For more information, contact [Ms. Rebecca Palmore](#) at (757)856-2241, or visit the [Performance Technology Center's website](#) to view other issues of Propwash.