

e-PMI Express Online Computer-Based Tutorial

As a leader in the mortgage insurance industry, PMI Mortgage Insurance Company is constantly pushing the envelope to improve existing products and develop innovative ways of delivering value to their customers. This constant commitment to improvement requires ongoing training of a large and widely distributed base of employees and customers.



The Challenge

Create an easy-to-use, just-in-time web-based tutorial and on-demand support program to motivate PMI's employees and customers to use the newly created, web-based **e-PMI Express** loan insurance application. This tutorial would be the first foray into online learning for a company that has traditionally implemented instructor-led solutions delivered in a classroom, one-on-one, or through a conference call. Success would be measured in terms of acceptance and use by end-users who have limited time for traditional training and no patience for technical manuals, and by whether the training transferred to the effective "real-world" use of **e-PMI Express**.

The Results

The **e-PMI Express Online Tutorial** is now a standard component of PMI's suite of employee and customer training materials. End-users find that the multiple modes of content delivery enable them to quickly learn the **e-PMI Express** application. The **e-PMI Express Online Tutorial** has set a high benchmark and provides a model for future e-learning offerings from PMI.

The Solution

The resulting **e-PMI Express Online Tutorial** integrates rich media, consisting of audio, animations, and interactive screens to provide motivating and effective activities that guide users through brief, but systematic tutorials on how to use the **e-PMI Express** application. End-users engage in realistic simulations with the tutorial before using the live application, thus ensuring that learners can practice in a safe environment and that the learning will transfer to effective performance with the live application.

Additionally, the online training is designed with a scalable information architecture to enable easy revision of the tutorial as additional features and functionality are added to new versions of the **e-PMI Express** application.