



FEMA NFIP Training Quarterly Review



SumTotal Systems / H2O Partners
August 17, 2011



Agenda

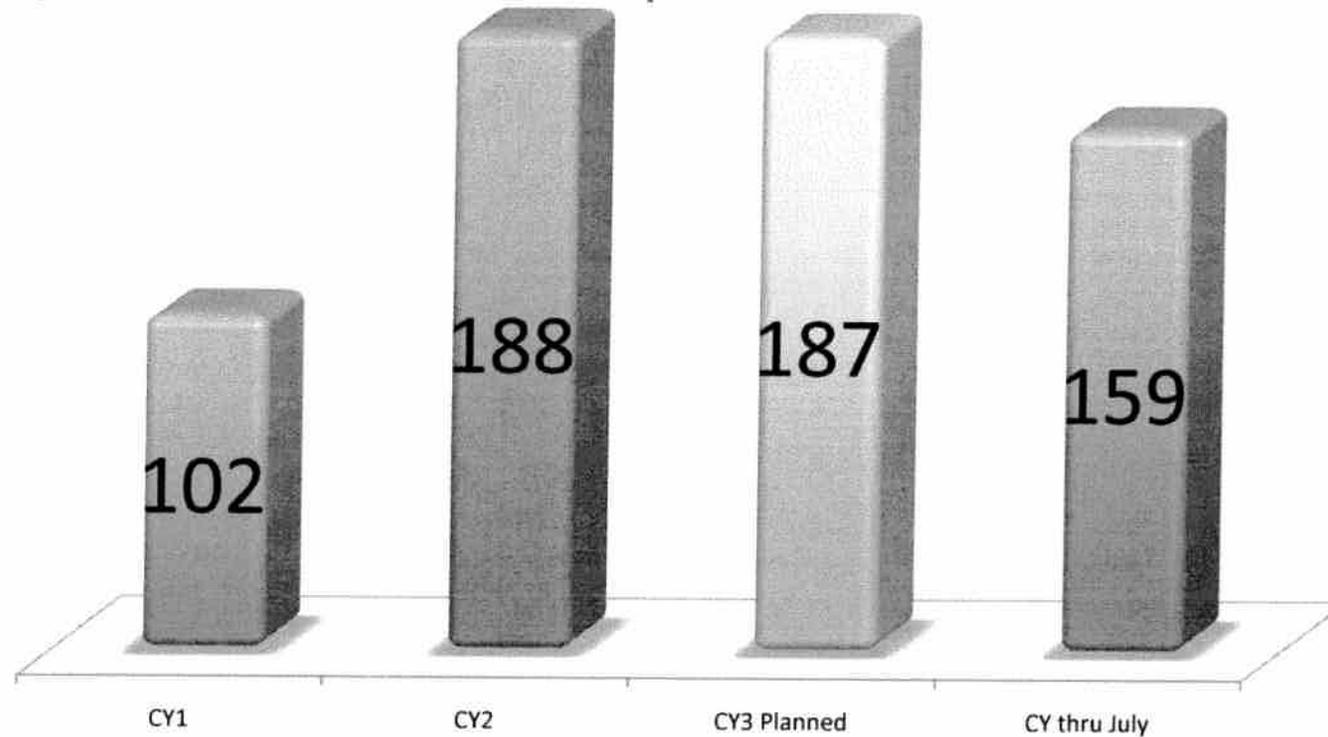
- Introductions / Meeting Objectives *Sanders*
- Progress Against Delivery Plan *Martin*
- Progress Against Development Plan *Martin*
- Wrap-up *Sanders*

Progress Against Delivery Plan

- Workshops Delivered
- Seats Delivered
- Attendee Feedback
- Financials
- Innovations and Continuous Improvement

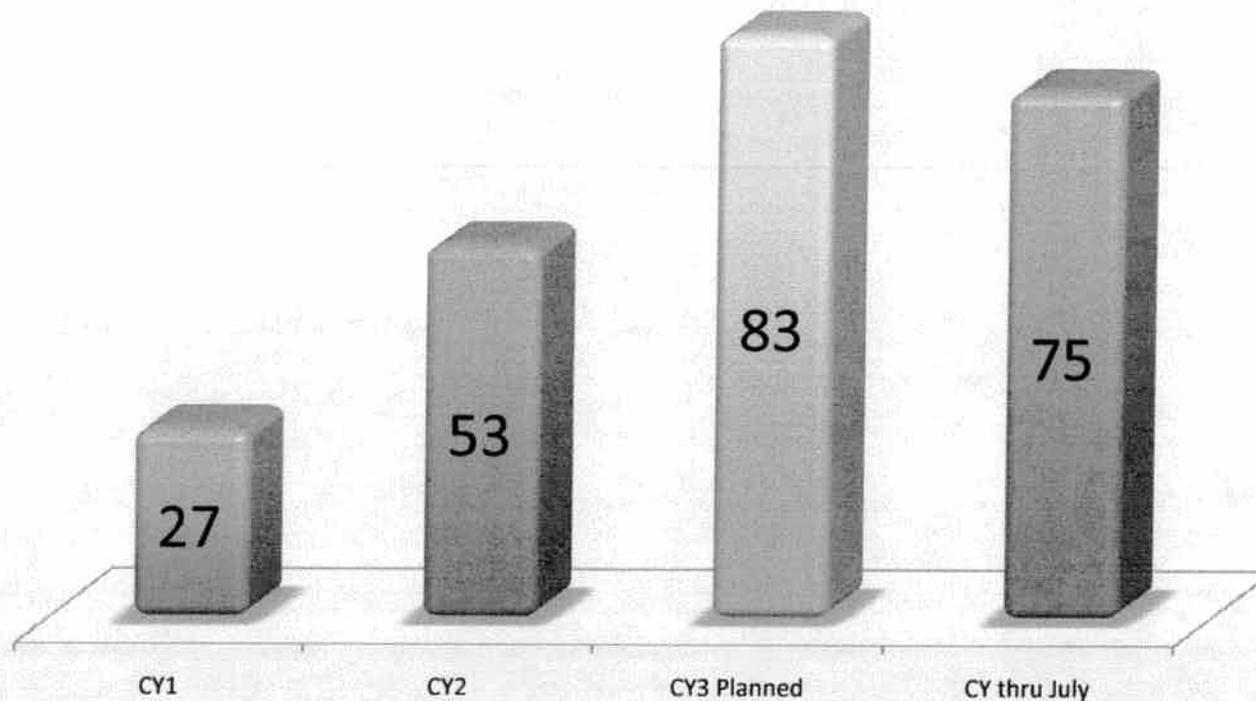
Workshops Delivered

- **Agent Audience** – Comparison to Prior Years



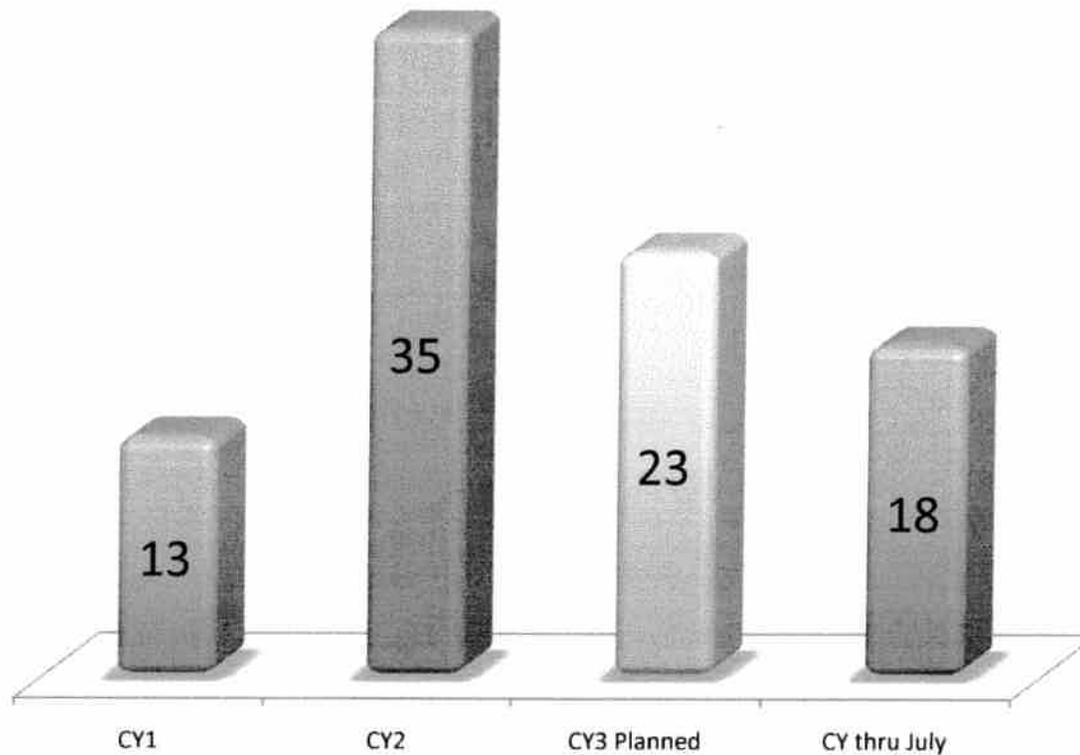
Workshops Delivered

- **Lender Audience** – Comparison to Prior Years



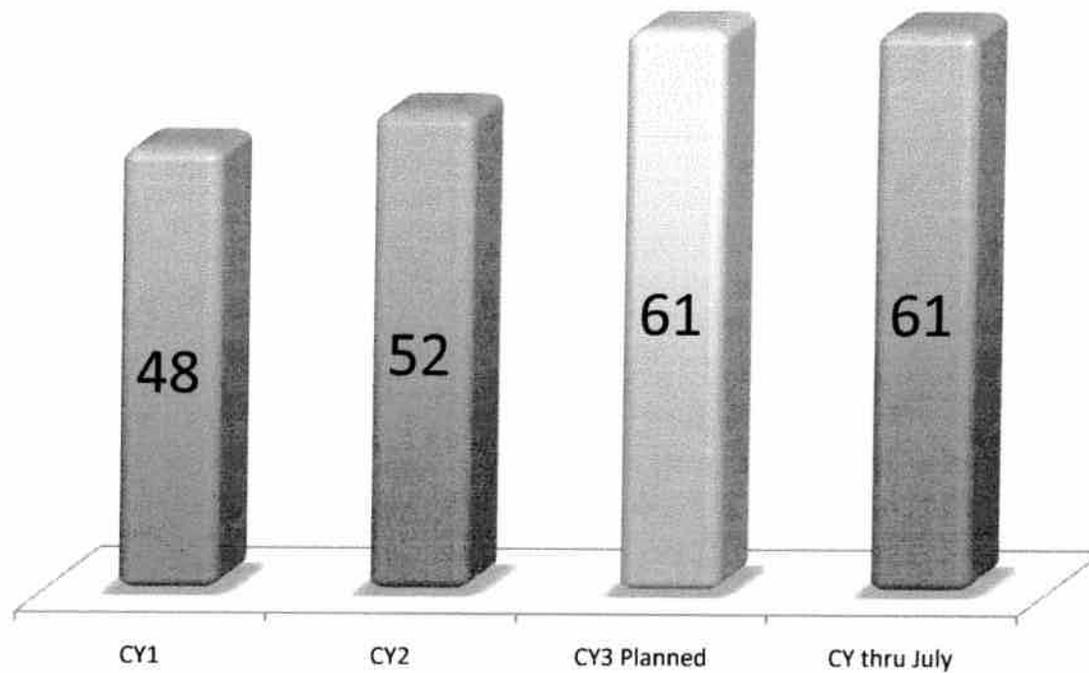
Workshops Delivered

- **Combo Audience** – Comparison to Prior Years



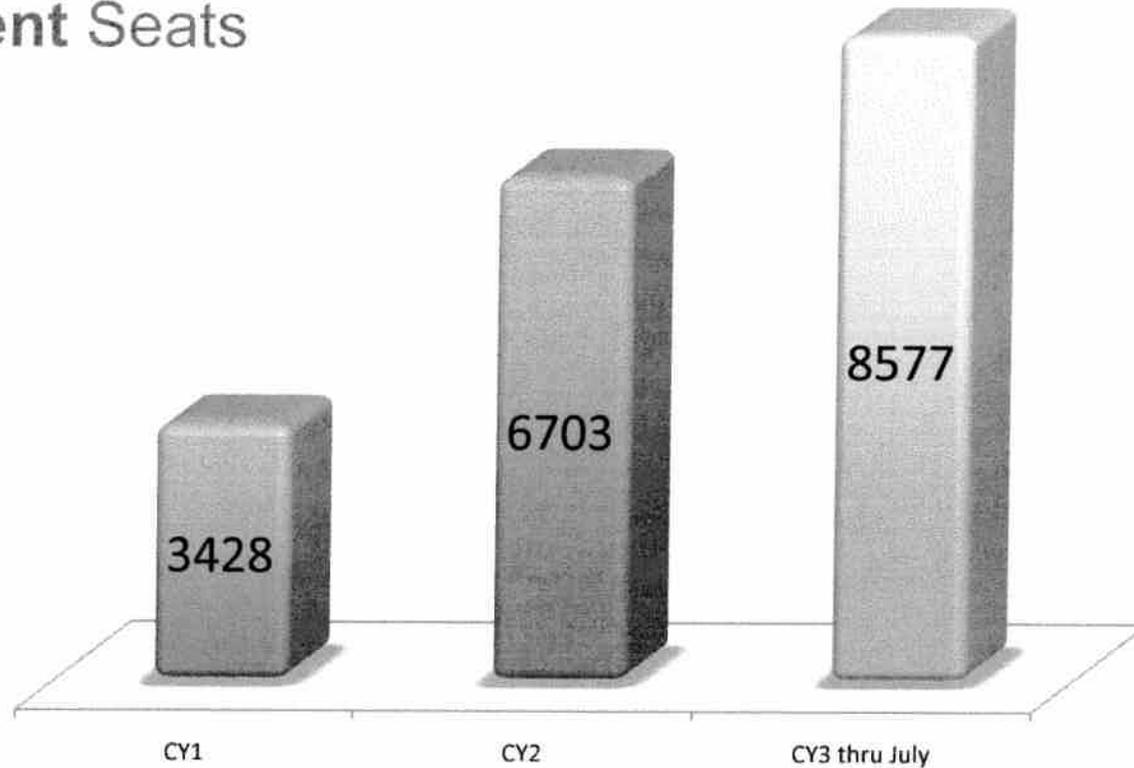
Workshops Delivered

- **Adjuster** Audience – Compared to Prior Years



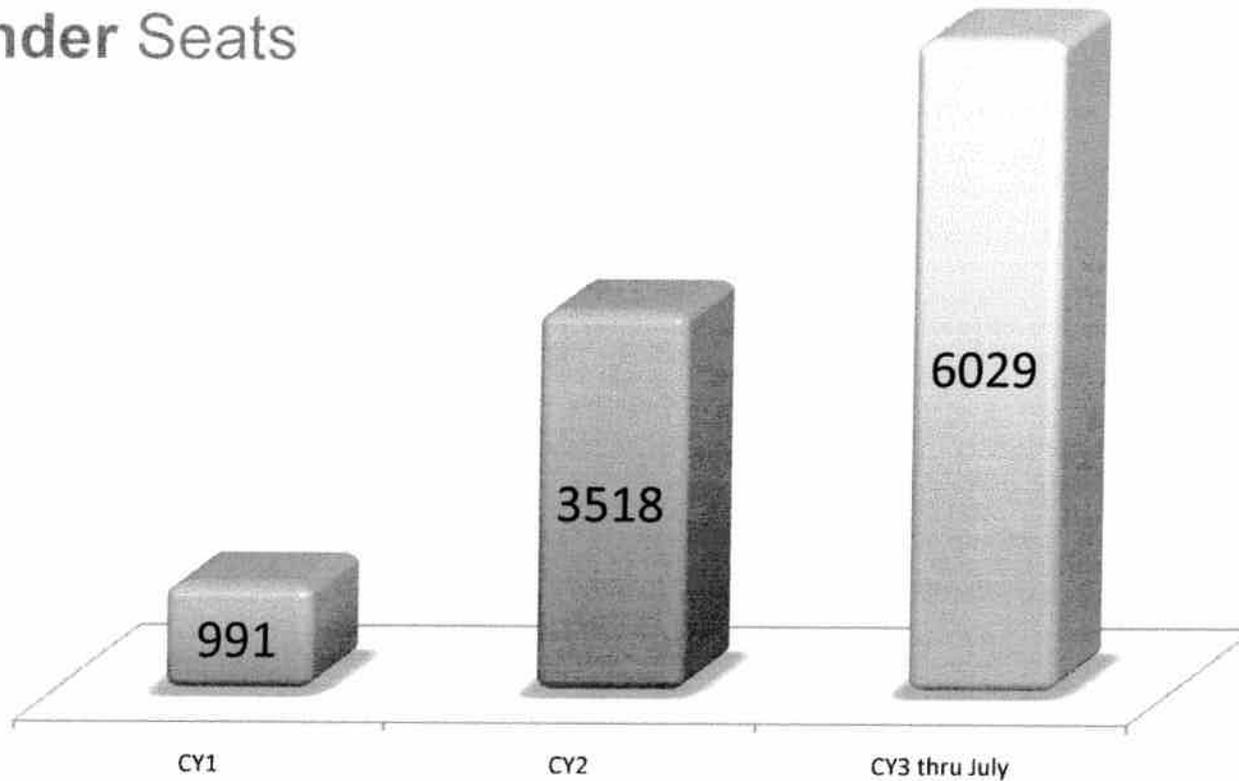
Seats Delivered

- Agent Seats



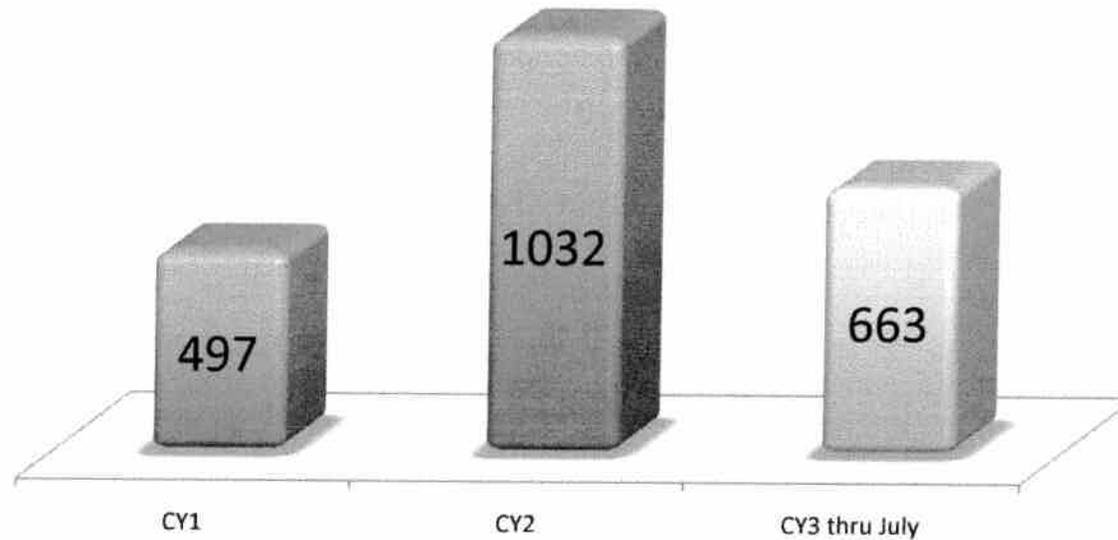
Seats Delivered

- Lender Seats



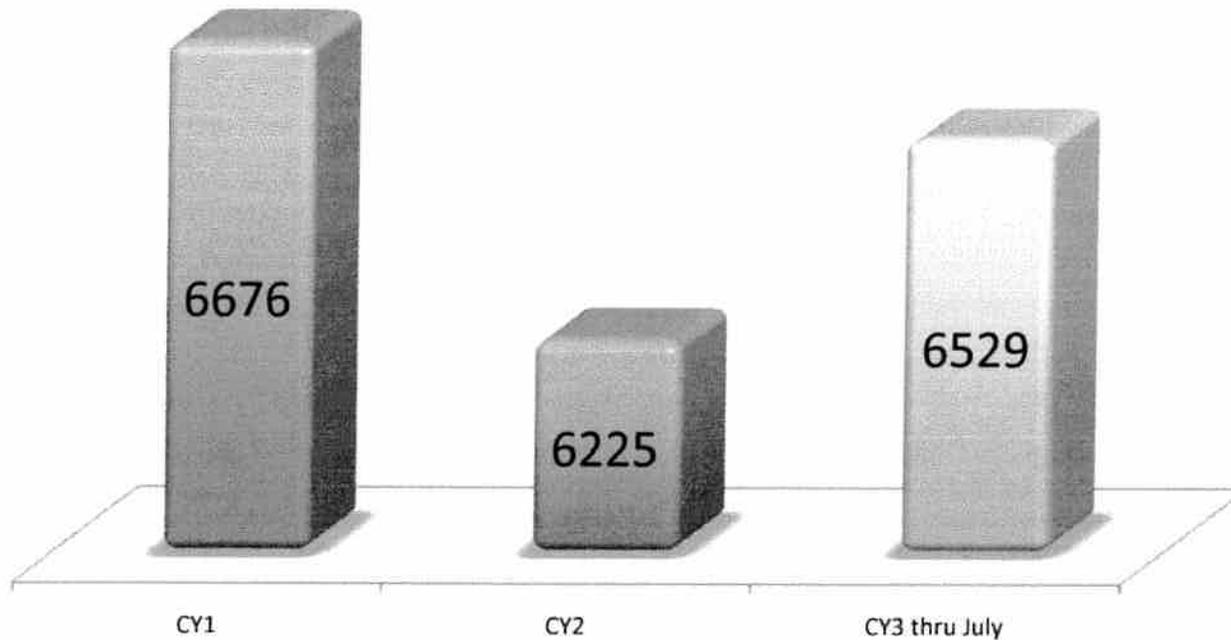
Seats Delivered

- **Combo Seats**



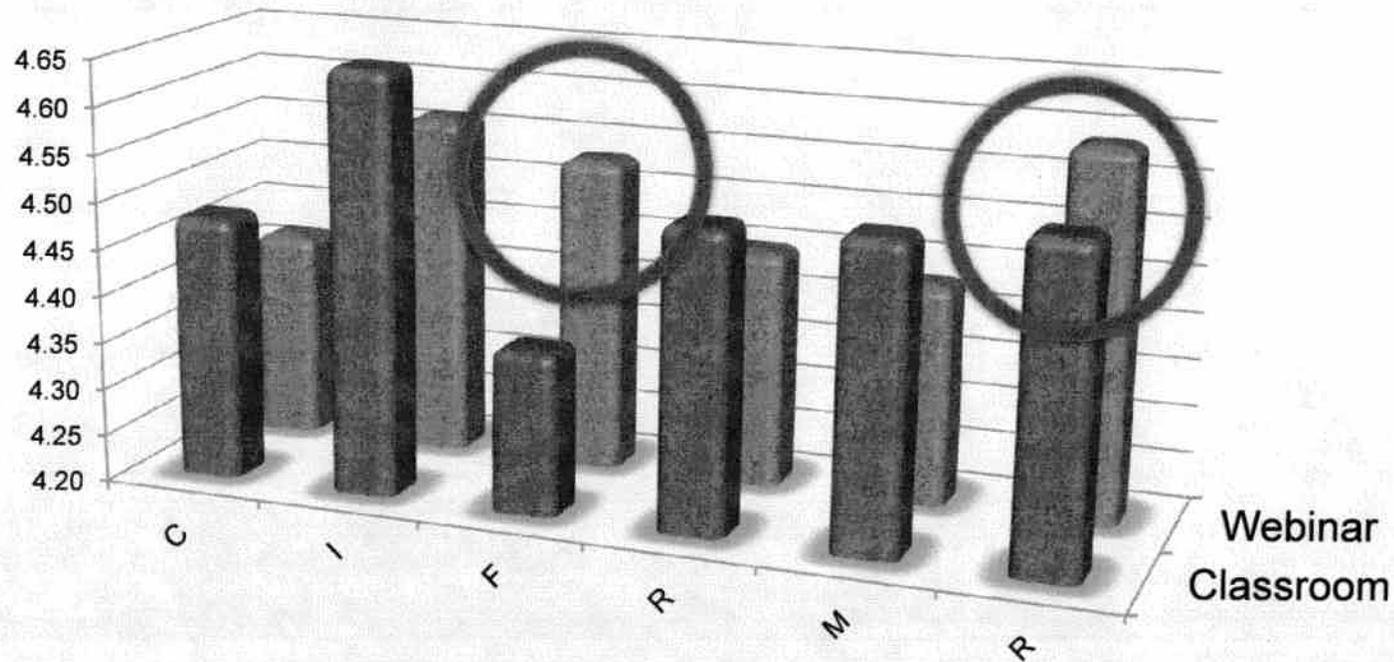
Seats Delivered

- **Adjuster Seats**



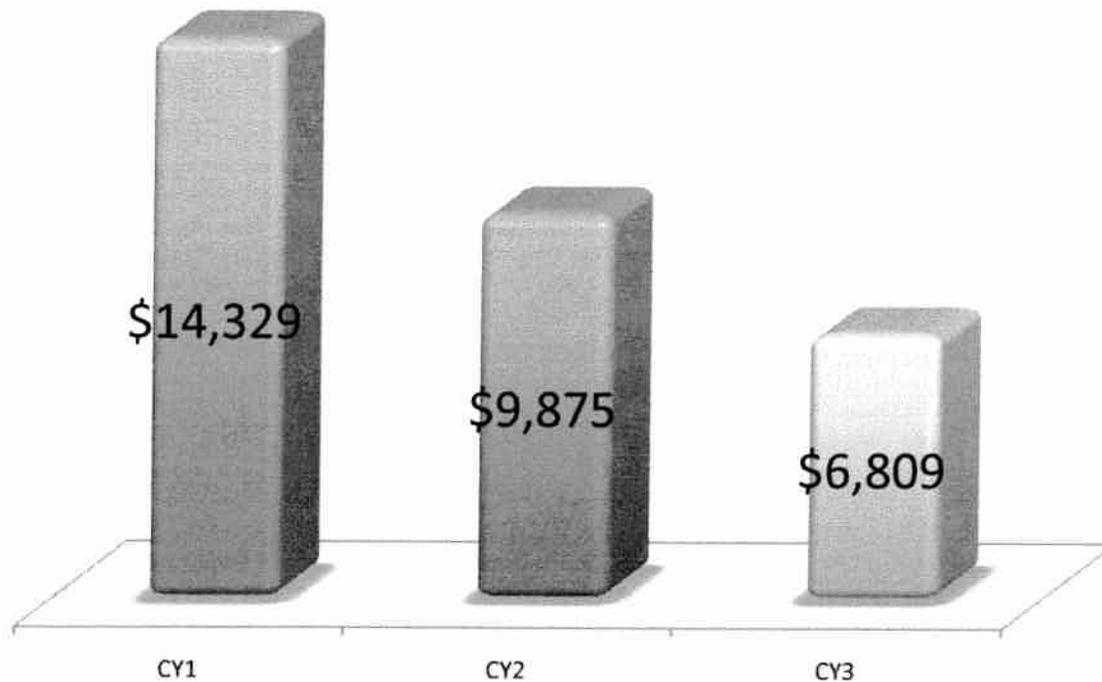
Attendee Feedback

All Audiences:



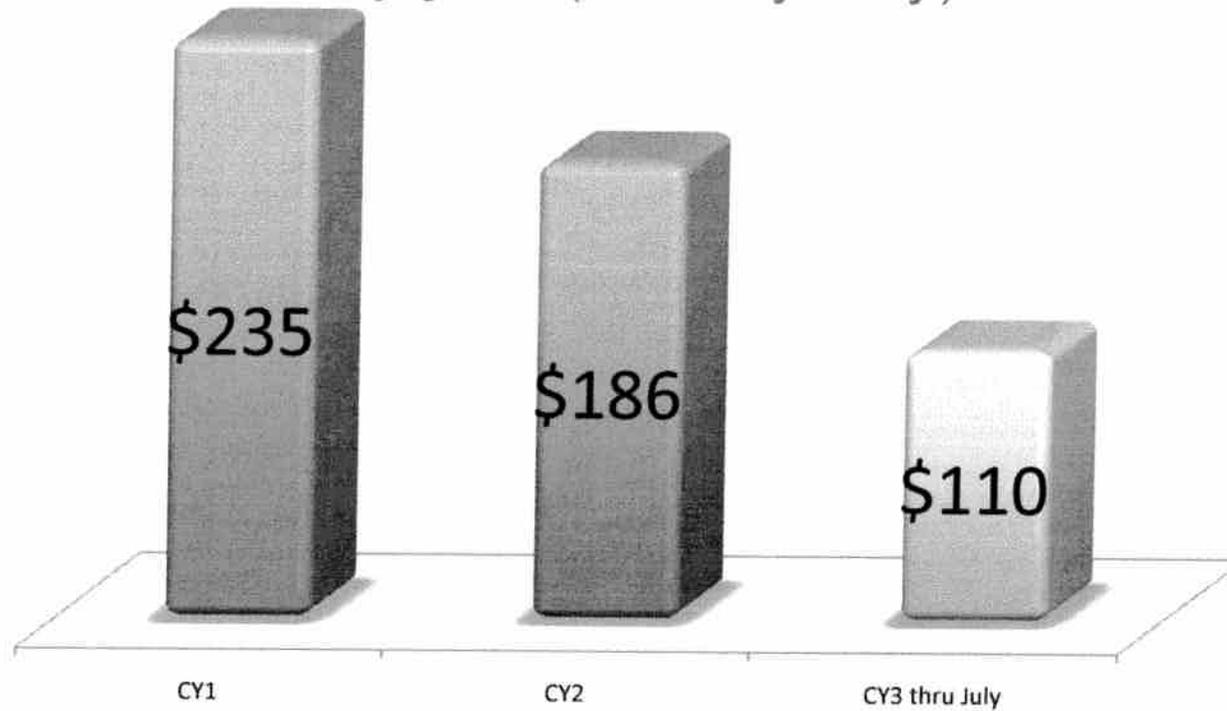
Financials

Cost per workshop by year (delivery only)



Financials

- Cost per seat by year (delivery only)



Innovations/Continuous Improvement

- Average class size increased approx. doubled (35-70)
- Total seats increased by 88% Y3 over Y1
- Broad adoption & satisfaction of webinar format
- Closer collaboration / improved communication with FEMA Regions
- Continued cost containment (materials, postage, travel)

Why 3 for webinars

Progress Against Development Plan

- Status of Development Projects
- SME/Pilot/Learner Feedback
- Innovations/Continuous Improvement
- Financials

*Recor
- maily
- Barbis*

*Advance
Agt. msm
Creep
Bill*

Status of Development Projects

- Adjuster Workshop Revision
Completed
- Non-cert Adjuster Briefing Webinar
Completed
- PRP Extension Webinar
Completed
- Impact of Map Changes Webinar
Completed
- NFIP Grandfathering Webinar
Pilot/Aug.

Status of Development Projects, continued

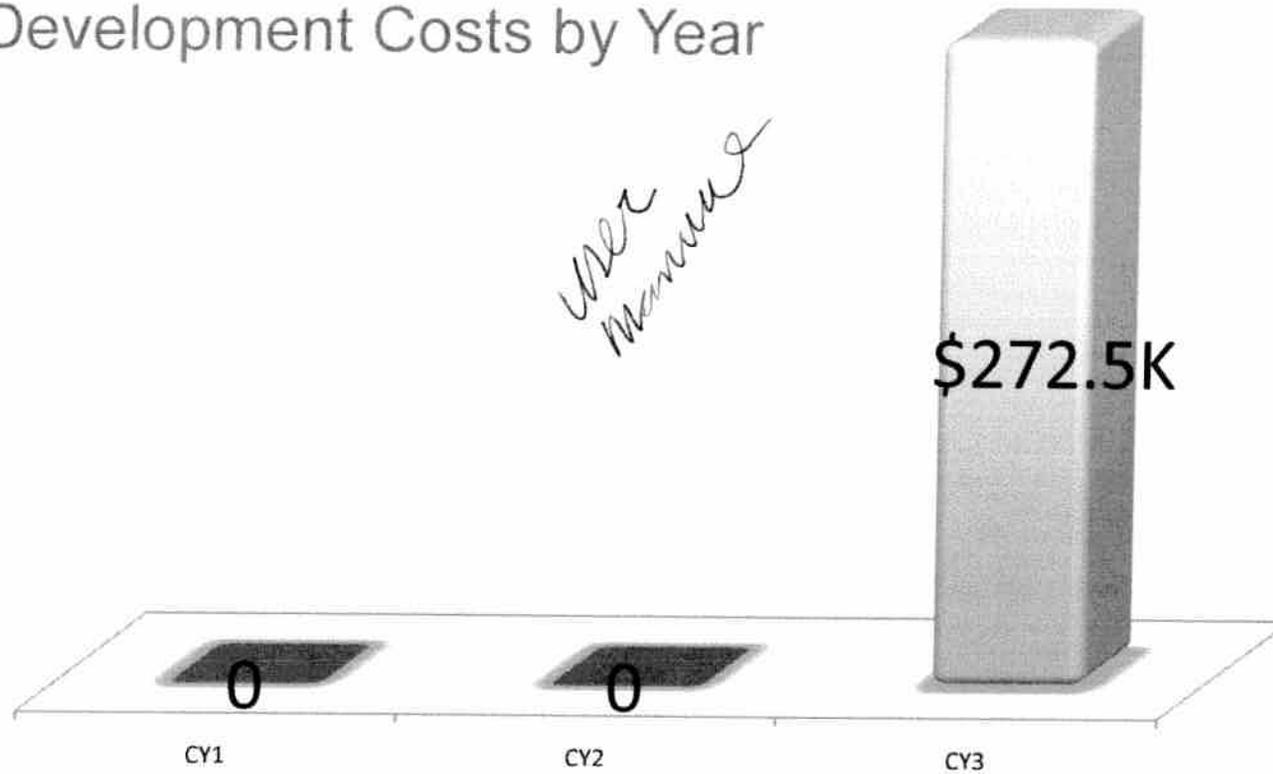
- EC Made EZ Webinar Completed
- Elevation Rating Webinar
Pilot/Aug

Innovations / Continuous Improvement

- Developers / Instructors more facile with webinar environment
- Higher quality “look and feel” of presentations
- Webinar portfolio increased from 2 courses to 9
- Addition of a webinar producer

Financials

- Development Costs by Year



Wrap-Up

- Questions / Clarifications
- Recommendations /
Suggestions for Improvement
- Recommendations /
Suggestions for CY4