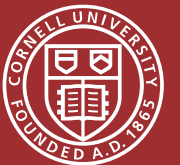


# VIRTUAL LEARNING: EVIDENCE, ISSUES, AND OPPORTUNITIES

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## PRE-PANDEMIC TRENDS

- Instructor-led, live, face-to-face classroom was the dominant delivery mechanism for corporate training
- Approximately 40% of training was delivered via technology-based methods
- A majority (about 60%) of technology-based training was self-paced vs. instructor-led

# COVID-19 & BEYOND

- 2020 Training Industry Report
  - Nearly all companies reported putting some classroom training on hold during the pandemic, while converting the remainder to remote
  - 54% of respondents plan to return to some classroom training post-pandemic while also maintaining some of the new remote training
- 2020 Learning State of the Industry Report
  - E-learning delivery is the top anticipated area of L&D technology spending over the next 12-18 months
  - Self-paced e-learning and mobile learning are the delivery methods expected to increase the most, while classroom-based ILT is at the bottom

# IS VIRTUAL LEARNING EFFECTIVE?

- Over a thousand studies have compared technology-based training to more traditional training
  - These studies have been done across many different types of technology (e.g., web-based, computer simulation games) and learners (e.g., K-12, college, working adults)
- Meta-analyses of these studies consistently reveal that, all else equal, learning outcomes are equivalent for technology-based and traditional training
- Virtual learning is not inherently better or worse than other methods of instruction, what matters is when and how it is used

# WHAT FACTORS INFLUENCE THE EFFECTIVENESS OF VIRTUAL LEARNING?

- Interactivity
  - E-learning programs offering moderate to high levels of interaction have been shown to lead to better learning outcomes than those offering less interaction
  - Programs offering student-student or student-content interaction lead to better outcomes than those offering student-teacher interaction
- Technology satisfaction
  - Usability of the technology interface has a significant influence on trainees' reactions and subsequent learning outcomes
- Blended learning
  - Training that combines virtual and face-to-face instruction generally produces stronger learning outcomes than training that relies on a single medium

# ISSUES & OPPORTUNITIES

- Issues
  - Supporting low-income and underprepared learners
  - Impact of virtual learning on retention and transfer
- Opportunities
  - Expanding access and democratizing learning
  - Leveraging new technologies

*Questions?*

# UPCOMING CAHRS EVENTS

- May 26 (1:00-3:00 EDT)
  - *CAHRS Virtual Spring Partner Meeting – Driving and Evolving the Diversity, Equity, and Inclusion Agenda*
  
- June 2 (12:00-1:00 EDT)
  - *CAHRScast – Preparing for Post-Pandemic Work and Workplace*
  
- June 9 (12:00-12:45 EDT)
  - *CAHRScast – How 2020 is Reshaping the HR Operating Model*



**THANK YOU**

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