Virtual Reality/Augmented Reality Training - The Basics

Maximizing participation and value of training programs to ensure long-term information governance success!

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The History of Job Training

 >>>> - Apprenticeship and other on-the-job training

1910's - Role Play Training introduced

1940's - World War II, systematic Job Instruction Training (JIT) commissioned

1950's - Individualized learning materials

1960's - Corporate "Universities"

1980's - Technology arrives with Computer Based Training (CBT)

1990's - Blended learning (combining On-Demand & Live)

2000's - eLearning brings CBT online

2010's - micro-learning with Mobile Apps (mlearning)

Source - https://www.allencomm.com/blog/2016/04/history-training-development-infographic/

The Case for Training

- Should be viewed as an investment in human resources, as opposed to an expense
    - Turnover is expensive; Studies show training investments impact employee retention, resulting in lower costs and higher productivity
    - Training improves RIM skills, and we NEED to improve RIM awareness to mitigate RISK
- When employees DO transition, they need to understand
    - New employees - types of information assets and how to manage and protect
    - Exiting employees - smoothly transition information assets (no dumping of files willy-nilly for successor; no whole-scale deletions of records, etc.)
- Technologies (and processes) change often – and Training can assist

Speaking of Technology, it continually evolves ... and so should our training

How we write

Becomes how we type

Morphs into how we e-write

Images Source: Freeimages.com

How can technology be inserted into user training?

The very basic
- Digitized slides
- Built in animations
- Enhanced access
- Automated tracking

Multi-Media
- Videos
- Sound / Voice overs
- Virtual Reality / Augmented Reality
- Animation

Gaming
- Quizzes / Tests
- Puzzles / Challenges
- Escape Rooms
- Trivia games

Apps!
- 1-on-1 interaction
- 24/7 access
- Gaming apps
- Brain teasers
- Guides / prompts

Images Source: freeimages.com

Apps for mLearning

Mobile Apps make training easily accessible for employees. Gartner predicted that 45% of businesses would have a BYOD policy by 2020

According to LearnDash, 70% of learners felt more motivated when training on a mobile device, as opposed to a computer.

Trainers can design their own apps or use ones already created - many are free to use

Apps Use for Organizations/Companies

- There are many companies which develop mobile apps (software developers, web developers, even training companies)
  - Some of these companies also develop VR & AR
    - Depending on the complexity of the design, these technologies can be created and implemented in as little as a few months
- Your organization may also have an in-house ability to do so

VIRTUAL AND AUGMENTED REALITY

Taking experimental learning to whole new levels!

Image Source: Pixabay.com

What is Virtual Reality (VR)?

- 3D environments that a person can experience through the use of hardware such as a headset
  - Immerses the user in a world or situation that isn't really happening
  - Some Virtual Reality sets also have controls for them to use their hands to interact with the environment around them

Image Source: Pixabay.com

Virtual Reality (VR)

Source 3D Render
https://pixabay.com/users/imaginemaw-4338149
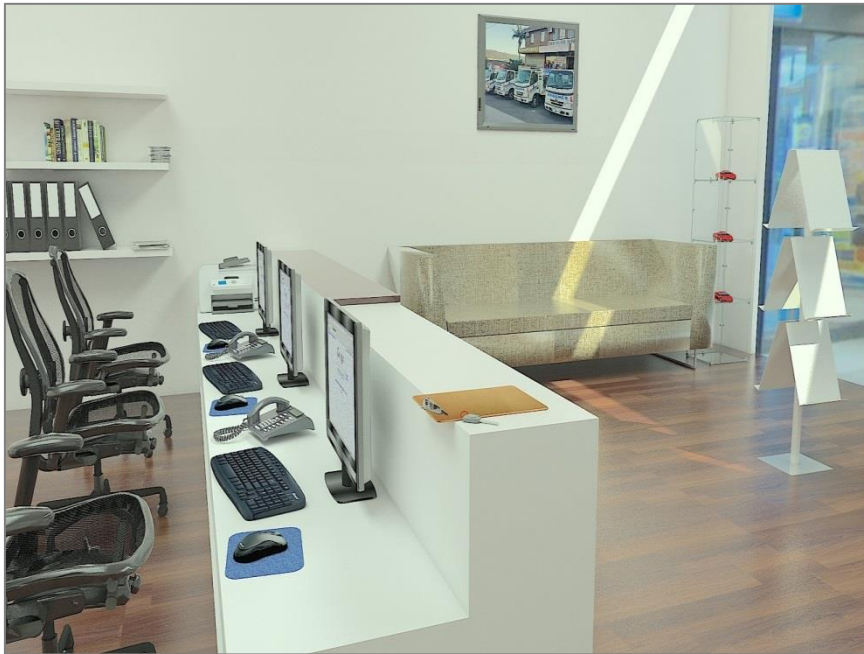
- Virtual Reality can be a great way to put someone in a situation or position and allow them to react according to their training
- Being told not to leave sensitive information on a desk is one thing, but having to actually look around a virtual room for compliance issues is more effective
- Virtual Reality can add an immersive aspect to your training, grabbing the trainee's attention and helping retention

The Reality of Virtual Reality (VR)

Pros:

- Immersive
- Fun and exciting for employees
- May foster empathy
- Effective – employees can learn by experiencing
- Enhanced retention rates

Cons:

- You need equipment to create/run the software for full immersion
- There are expenses involved
  - Costs of a virtual reality headsets ($15 - $400)
  - Costs to develop - expertise and tools needed

Ten Uses of Virtual Reality (VR)

Space Exploration – simulations of life on Mars, Space Station, etc.

Sports – Players can assess their moves; fans can feel in the action

Surgery – new doctors, new procedures

Crime Scene Investigations – 3D computer reconstructions for investigators and juries!

Military Training – simulated weaponry use, virtual combat situations, flight simulations

Therapy – Stroke or brain injury physical education on treadmills with VR viewers

Tourism – museums, city sites, libraries, historical reconstructions

Shopping – eCommerce (avatars, tours of stores, interacting with others)

Film – immersive Film Viewing

Porn – Yikes!

Source: Alltime Gaming, Top Ten Mind Blowing Uses of Virtual Reality, May 31, 2016

What is Augmented Reality (AR)?

- Not usually as immersive as Virtual Reality, but it still adds to reality or changing it in some way
- Superimposing a computer-generated image over reality
- Often uses cameras, like the one on cell phones/tablets, to add text and or objects to the world in front of the users
- Three main types

  - Web-based
  - Mobile-based
  - Kiosk-based
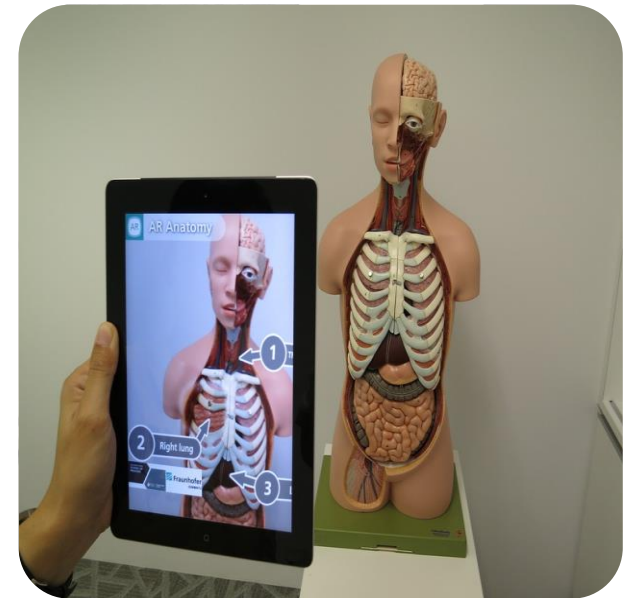
pixabay.com

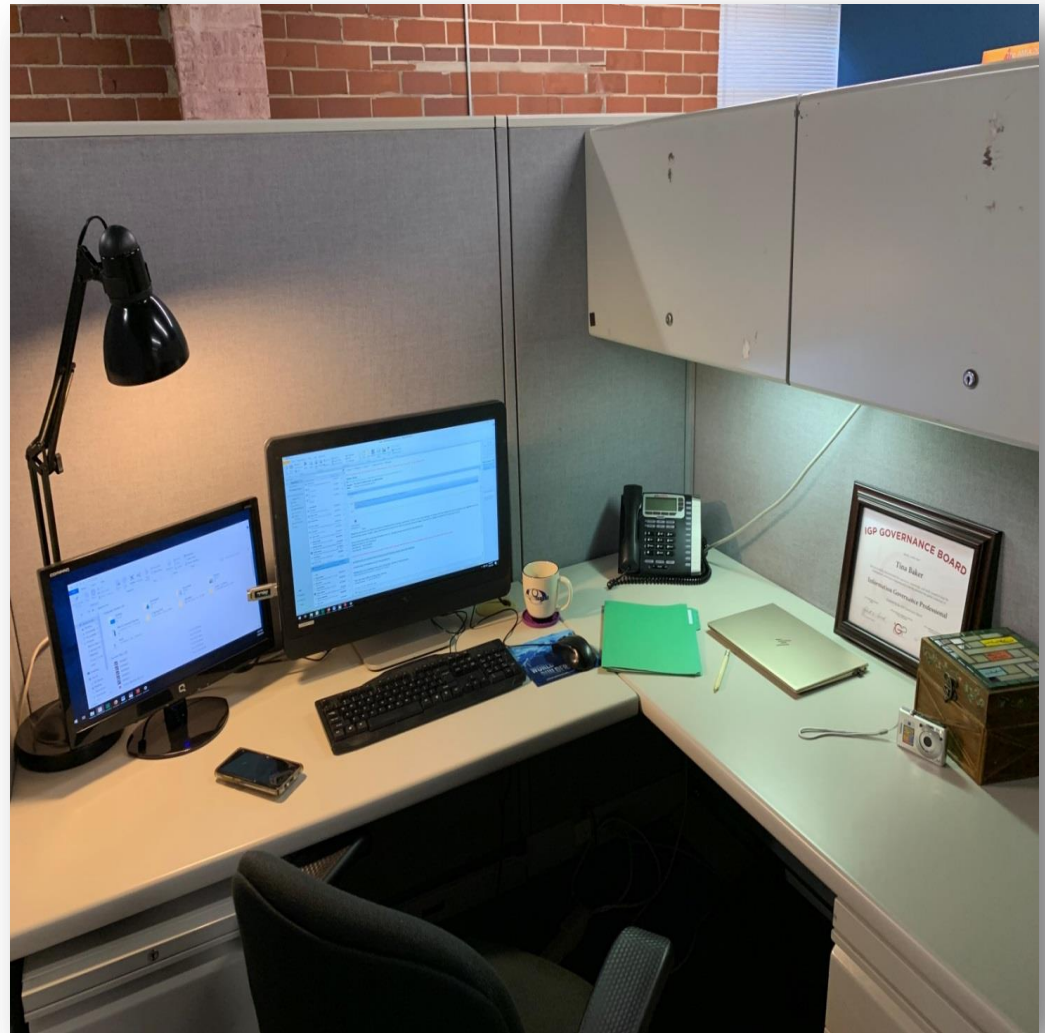# The Reality of Augmented Reality (AR)

Pros:

- Cheaper than Virtual Reality (VR)
- Easier and faster to create
- Exciting and fun way to teach employees
- Lots of free apps with AR with development support tools

Cons:

- Not as immersive as VR
- If AR part of a Mobile App, it requires smartphone or tablet (may be an issue for some)
- Users have to download app prior to training
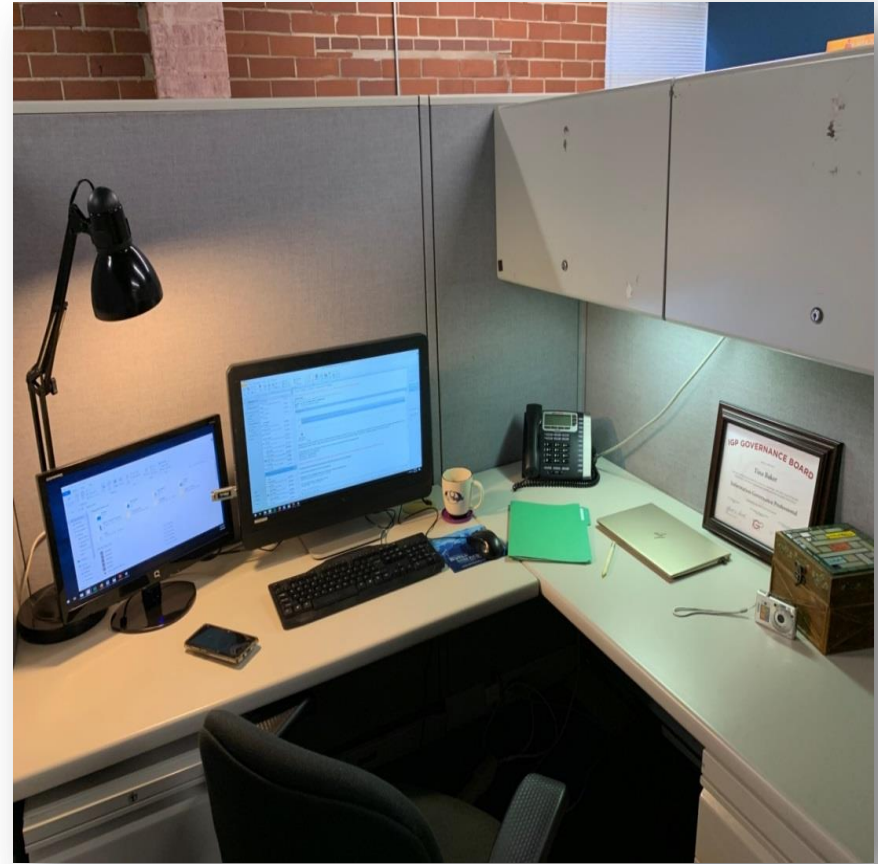
Let's Look at a Simple Records Example

How many containers for information and records
can you find in the image?

Source Image: Cadence Group©

Here are the answers …

- Physical Containers <u>7</u>

- Electronic Records Containers <u>6</u>

Source Image: Cadence Group©

Or Use AR to View the Workstation!

The trainee takes a 360 Augmented Reality Tour of an employee workstation with links to text, audio, images and test questions.

Source: Cadence Group©

In Conclusion

Source 3D Render
https://pixabay.com/users/imaginemaw-4338149

Training must evolve

- Virtual Reality (VR) and Augmented Reality (AR) are tools that can enhance retention and improve learning

- Though not required, 3D goggles can further improve immersion and retention

- VR and AR are accessible through Internet, and mobile apps

But Remember

- VR, AR, and mlearning are just techniques that leverage technology

- Content is still king
  - Relevant
  - Up-to-date
  - Engaging
  - Informative and accurate

- Training needs to be repeated to stick with users

Image Source: Pixabay.com