Virtual Learning in the COVID-19 Era

COVID-19 has forced agencies to review their training programs, with new virtual initiatives being offered to ensure valued skills are maintained and professional development aligned with business needs to be provided.

Virtual learning is on the rise. In March 2020, Cornerstone conducted a survey and found a 40% increase in Cornerstone Learning clients logging in for training and a 164% uptick in one.tf.ss107% agency’s programs since March 2019.

Eighty-six percent expect their agency will provide more virtual courses in the future. Virtual training is often more budget friendly, and employees can determine their own pace. Virtual learning is on the rise. In March 2020, Cornerstone conducted a survey and found a 40% increase in Cornerstone Learning clients logging in for training and a 164% uptick in one.tf.ss107% agency’s programs since March 2019.

Virtual Learning: What’s to Come?

On a positive note, over half of respondents ranked their agency’s ability to conduct virtual training as good to great. But the results showed more progress might be necessary:

- 39% said virtual training was a key goal for their agency.
- 58% said their agency gave them the necessary preparation before they were forced to telework.
- 55% said their agency offered some or all virtual offerings before the COVID-19 pandemic.
- 73% favor choosing online programs over in-person options.
- 35% felt their agency was somewhat prepared for telework.
- 48% were somewhat prepared for virtual training.
- 13% had been preparing for virtual offerings since before the COVID-19 pandemic.

Virtual learning hinges on customer experience. Agencies that provide experiences suited for in-person or online experiences and effectively operationalize these initiatives will have better business outcomes.

The Rough Road to Virtual Learning and Training

Over half (51%) of respondents said their agency gave them the necessary preparation before they were forced to telework. But 16% said their organization hasn’t been prepared for every agency.

- 43% were unprepared for any initiatives before teleworking.
- 39% were somewhat prepared for virtual initiatives before teleworking.
- 16% were prepared for virtual initiatives before teleworking.
- 7% said their agencies gave them the necessary preparation before teleworking.
- 46% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 40% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 22% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 25% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 28% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 21% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 19% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 17% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 15% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 14% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 13% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 12% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 11% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 10% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 9% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 8% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 7% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 6% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 5% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 4% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 3% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 2% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 1% were unprepared for any telework initiatives before the COVID-19 pandemic.
- 0% were unprepared for any telework initiatives before the COVID-19 pandemic.

Virtual Learning: What’s to Come?

On a positive note, over half of respondents ranked their agency’s ability to conduct virtual training as good to great. But the results showed more progress might be necessary:

- 39% said virtual training was a key goal for their agency.
- 58% said their agency gave them the necessary preparation before they were forced to telework.
- 55% said their agency offered some or all virtual offerings before the COVID-19 pandemic.
- 73% favor choosing online programs over in-person options.
- 35% felt their agency was somewhat prepared for telework.
- 48% were somewhat prepared for virtual training.
- 13% had been preparing for virtual offerings since before the COVID-19 pandemic.