THE STATE OF VIRTUAL TRAINING 2020

Virtual training - live, online, facilitator-led classes - has been around for over 20 years. Yet 2020 has ushered in a new era for the virtual classroom. Organizations have moved to virtual training en masse and embraced it as an effective way to learn. Participants have increased expectations, and platforms have updated with new capabilities. This year's State of Virtual Training report includes survey data collected in May-July 2020. Over 870 global respondents provided insights into their virtual training initiatives. How do these numbers compare to your own? Read more about the survey details, and join the conversation here:
https://www.cindyhuggett.com/blog/2020sovt

COVID EFFECT

90% MORE VIRTUAL TRAINING

90% OF ORGANIZATIONS ARE OFFERING MORE VIRTUAL TRAINING DUE TO COVID-19

"Like many organizations, we were forced to go to virtual (100%) and now we realize it's the way to do business going forward."
~ Survey Participant

DURATION

60 MINUTES MOST COMMON LENGTH OF VIRTUAL CLASSES

58% OF VIRTUAL CLASSES ARE UNDER 90 MINUTES

19% OF VIRTUAL CLASSES ARE OVER 2 HOURS [1]

45% OF RESPONDENTS SAID MORE THAN HALF ARE PART OF A BLEND

PARTICIPANTS

MOST VIRTUAL CLASSES (77%) HAVE UNDER 25 PARTICIPANTS

DEFINITIONS

DEFINITIONS OF VIRTUAL TRAINING

78% live online interactive training class

15% live online presentation with one or more speakers

7% both of the above, or something else altogether

WEBCAMS

66% REPORT USING WEBCAMS MORE IN 2020

83% OF FACILITATORS USE WEBCAMS [2]

55% OF PARTICIPANTS USE WEBCAMS [3]

OF THOSE WHO DON'T USE WEBCAMS, THE MOST COMMON REASON (11%) IS BANDWIDTH CONCERNS

"Virtual is now replacing onsite training. Using webcams provides a more face-to-face experience, with greater interaction and engagement, as well as accountability for participants."
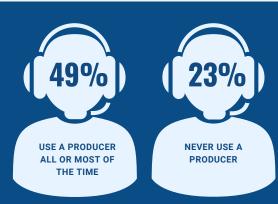~ Survey Participant

ORGANIZATIONS

What do you wish your organization did differently?

45% had more buy-in & support from organizational leaders

25% had approval to use a different/better platform

12% provided tech resources to participants (i.e. webcams, headsets, etc.)

11% provide more training to facilitators and designers

PRODUCERS

49% USE A PRODUCER ALL OR MOST OF THE TIME

23% NEVER USE A PRODUCER

PLATFORMS & CHALLENGES

MOST POPULAR PLATFORMS USED ARE:

51%	ZOOM
28%	MICROSOFT TEAMS
25%	WEBEX TRAINING CENTER
24%	ADOBE CONNECT
17%	WEBEX MEETING CENTER
13%	GOTOMEETING/GOTOTRAINING

TOP CHALLENGES OF VIRTUAL TRAINING:

43%	TECHNOLOGY CHALLENGES
35%	UNENGAGED PARTICIPANTS
18%	LACK OF BUY-IN/NOT ENOUGH RESOURCES
16%	UNSKILLED FACILITATORS
11%	LACK OF SUFFICIENT BANDWIDTH

DESIGN TIME

Average amount of time spent developing one hour of an interactive virtual class: 9 hours

9 HOURS

FUTURE

7% are incorporating use of virtual reality (VR) and/or augmented reality (AR) into virtual classes

1. Most noted that break times are built into these longer events
2. 47% keep them on the entire class, 36% use them some of the class
3. 23% use them the entire time, 32% use them some of the time

For help with your virtual training programs, and for more resources, visit www.cindyhuggett.com

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