ELEARNINGNEWS ARTICLE

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Is the future of eLearning in speech recognition?

What are the benefits of an LMS activated by a virtual assistant? How can a voice command be useful for creating inclusive online courses, for example, for staff and students with disabilities?

There is a quick way to find answers to your questions, perform simple tasks and find useful information: voice recognition. This technology, already used daily to interact with your smartphone or to make your homes "smart", is not just useful for searching for useful information, but also for learning. By applying speech recognition to an LMS (Learning Management System), in fact, you can access training content using the voice only, without having to use the keyboard. The result? eLearning platforms that can be activated through voice commands, making life easier for all students, especially students and staff with disabilities. Is this the future of an LMS that wants to be inclusive and allow anyone to access education and training?

The advantages of voice commands in an LMS at school

In addition to simplifying access to an LMS, a voice assistant also offers numerous other educational advantages. For example, he can summarize the highlights of the lesson of the day or prepare tests to practice for the test in the classroom. In addition, an LMS with built-in voice recognition can answer students' questions on organizational issues, such as assignments in the classroom, appointments with parents ... For students who do not have help available for performing tasks, the virtual assistant is a reliable support to keep up with school lessons. The only unknown factor concerns the privacy of the student (think of the data on school performance that may be available to third-party companies that provide the virtual assistant).

Speech recognition for corporate training in eLearning mode

When business training is based on virtual reality, speech recognition allows employees to practice managing probable work conversations and recurring or new problems. Think of call center employees, sales and in general, and customer relations. Thanks to practical exercises, employees can respond in the best way to complaints and requests or they can learn to negotiate. Analyzing the keywords, the system is automatically able to assess the correctness of the answers and adapt the training content accordingly through artificial intelligence. Even the company personnel, therefore, can find in the voice recognition a valid tool for access to training, especially those who give their best with practical exercises rather than with theoretical concepts.

Virtual assistants and eLearning, pros and cons

Enhancing an LMS with voice recognition technology is certainly a way to make training more inclusive, with particular regard to people with disabilities and students in difficulty who do not have support in helping tasks. In the workplace, it strengthens training based on role-playing games and virtual reality, particularly in the areas of sales and customer relations. In this sense the future of eLearning, if it wants to be more inclusive and to personalize training as much as possible, could also be based on voice recognition. The only open question is that of privacy, with millions of data on the way of learning and on the trainees that will inevitably be transmitted also to any third parties that provide artificial intelligence technology.