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Learning Management System and Learner Support System

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Abstract

An LMS is a digital platform to enable and improve the delivery of material, resources, tools, and activities to students both in and out of the classroom environment. Not even educational institutions but corporate too can improve Learning & Development programs through e-learning. It has been globally accepted and we can see a vast shift of customers from traditional learning practices to Cloud-based platforms. An LSS (Learner Support System) make LMS more effective. We can say, Institutes back their LMS through efficient LSS. And that's what the primary goal of any educator is – “effective teaching”.

Keywords: e-learning, learning practices, effective teaching.

Learning Management System

Learning Management System provides a framework through which learning content is delivered and managed and can be improvised for an optimal output in order to meet the organization's objectives and online training strategies for achieving the desired outcomes. In addition, it can deploy and track online training initiatives.

The LMS : What should it ideally be?

- Capability of generating Reports And presenting authentic Analytics

The organization must be able to monitor the online training initiatives to determine if it is proceeding well on target or require minor adjustments. The same rule also applies to individual learner performance. LMS provides all the information needed to achieve the learning objectives by way of incorporating a robust reporting system built into the proposed LMS. It can easily deliver the analytics right to the authentic user's inbox via an automated email report.

➤ Responsive Design

Multiplatform-friendly online training resources give everyone the chance to benefit from the online training course. Even those who prefer to use their smartphones or tablets to access the learning materials. Thus, the LMS should be responsive, enabling you to create a master layout that features distinct breakpoints. The Learning Management System automatically displays the most suitable version of the online training course based on the user's device. It would be prudent to look for a tool that allows corporate learners to download the learning materials and view them offline.

➤ Intuitive User Interface

Feature-rich systems aren't of much use if the eLearning team is unable to use the user interface and navigate the LMS platform. The same goes for the corporate learners. Does the tool make it easy for them to access the coursework, or does it present its own set of challenges? The LMS should have an intuitive user interface that aligns with your eLearning team's skill sets and abilities.

➤ Supportive of Services

LMS should have a bouquet of different support services matching with the desired levels of assistance for the eLearning community.

➤ e-Learning Assessment Tools

It is needed to assess to identify gaps and intervene as and when necessary. LMS must be able to support a broad range of eLearning assessment methods. Many even offer built-in eLearning assessment tools, such as eLearning templates. Lastly, there must be LMS reports dedicated to eLearning assessment tracking.

➤ Gamification Features

Some employees require extra incentive to actively engage in the online training course. Game mechanics give them the motivation they need in the form of badges, points, and leader boards. The key is finding an LMS that has built-in gamification features so that one can easily incorporate these rewards.

➤ Compliance and Certification Support

This is an essential feature for organizations who provide company policy and compliance online training, as well as those who require more advanced certification features, such as the ability to track individual skill and performance gaps.

➤ Social Learning Support

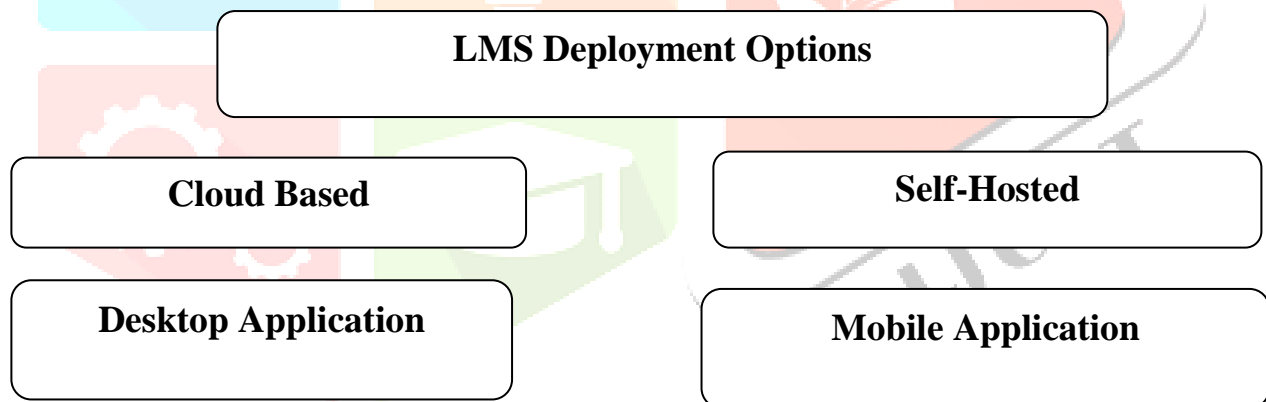
Social learning gives corporate learners the chance to interact with peers and share their experiences. Learning Management Systems should have the option for an integrated social media tool. For example, the ability to track online discussion participation, or incorporate a news feed into the eLearning course design.

➤ Localization

Multilingual support is crucial for organizations who plan to deliver worldwide online training resources. Every member of the team should have the same opportunity to develop their professional skills. LMS's should feature geolocation features that automatically display the appropriate version of the online training course.

LMS IN EDUCATIONAL AS WELL AS CORPORATE SECTOR

Learning Management System is beneficial for educational institutions and corporations alike. For example, companies are able to deploy online training resources to external sales channels, franchisees and even customers. Before start the LMS selection process, identify the institutional or organizational objectives, as LMS vendors typically handle to different consumer groups. Some specialize in ecommerce, while others are known for their sales online training features.



LMS Deployment options:-

1. Cloud Based (Saas)

These LMS platforms are hosted on the cloud.

The LMS system vendor maintains the system and carries out any tech upgrades and updates. Online learners and collaborators login to the learning Management System with a user id and password. There is no need to install any kind of software to run this.

2. Self-Hosted

Learning Management System that requires software downloads. The LMS vendor offer direct download from their website or you must request physical software discs. The disadvantage of this LMS is you usually have to pay for updates, and the system may require IT know-how.

3. Desktop Applications

This LMS app is easily installed in any desktop. Some apps are even accessible on multiple devices, making it easy for your entire eLearning team.

4. Mobile Application

A kind of software which is accessible anywhere, wherever via mobile devices. After launching mobile applications institutions and learners both benefitted by a huge modern education system. Today's youth is highly attracted by modern technology and high-tech system of different countries.

Benefits of Learning Management System

Organizes and safely Stores Big Data

Monitors Learner Progress and Performance

Improve e-learning Accessibility

Organizes and Safely Stores Big Data:-

Learning Management System allows buyers to gather all data in one place, this also helps to maintain and update all learning materials. With this you ensure that your data is in safe hands.

Monitors Learner Progress and Performance:-

Virtually all LMS platforms feature built-in reporting and analytics so that you are able to track many aspects of online training program. If the learning management system lacks sufficient reporting capabilities, you can typically purchase add-ons and plug-ins to boost its functionality. With this you can track everything.

Improve eLearning Accessibility:-

We are live in Digital India and our modern learners expect online training resources on demand. Where information is always on our fingertips, thanks to Smartphone and wearable tech. Learning Management System allow deploying and tracking online training courses without geographical limitations, through these learners improve their skills and knowledge.

Learner Support System:-

Learner support system is the backbone of any open and distance learning (ODL) system. The credibility of a distance mode institutions depends on the extent to which such varies is easily made available to the learners and the quality of services. The learner support services begin from the pre-entry stage where the learners may be inquiring about institution, course offered, their recognition and accreditation. At the post-entry stage, the learner expects other kind of LSS which can help the learner with ease and efficacy. To provide learners facilities institution adopt so many strategies.

Institutional approach to learner support:-

In India, The distance educational institutions have set different kinds of support services centers to provide help to learners. Centers are set up in different mode: regional, study, programmes and partner institution.

In India, our services are structured based and less flexible. Our Services are group-based and mostly provided through the study centers.

Another level, The British University sets an example for student support services. The university provide a wide structure of learner support services, which have a concern for its learners right from the stage he/she join the course/programme. The tutor and the counselor remains in constant touch with learner to facilitate his/her study, which is popularly called by David Sewart, as a 'Continuity of concern for the learners studying at a distance'.

Support provided by institute:-

Information Support:-

Information is one of the important elements for the successful completion of the course as per the norms of the distance institution. Whole information is provided by the teacher and the peer group. In case of distance education mode, institution and university is located at different places, there is a need of smooth communication channel to meet the need of learners. Information can be provided through newsletters, induction meetings, website, e-mails, teleconferences, interactive radio programme and programme guide.

Guidance and support

Institution provides continues guidance and support to their learners so that they can easily access everything by a quick call or message or through mail. Guidance is an important support service in distance education.

Library Support

As you know, Library is as work as "blood in human"

The library system is set up in a manner that learner access every book from everywhere Or they can borrow books. The library services divided into three levels, which are:

- Material Facilities
- Informational Facilities
- User services.

Some institution provides e-Library/virtual library services to e-learning. E-library is considered as bright future of India.

Media Support:-

Media is a way to spread information quickly and in digital India almost education system is depending on media support. Learner register online, giving exam online and get their result online. Media support is the biggest support in today's era.

Counseling support:-

To make student satisfy counseling support includes advice, help and support to learner. Broadly, counseling aims at:

- Encouraging and developing right attitude
- Helping and advising learner to plan better learning strategies
- Giving right information about distance learning practices in the institution.
- Set mutual trust and understanding
- Built faith.

Looking Beyond: Envisaging LMS as a great tool to boost the business growth

Following futuristic aims can be fulfilled by way of using the LMS in an appropriate manner

❖ Employee Training

Employee training done right is a burden for plenty of L&D managers and HR managers. The Manager needs to have clear perception of the objectives and the factors affecting the overall performance. Employee training and development can bring immense advantages to the organization. If the LMS has gamification features, things can become even more exciting. By maintaining the employees engaged, the organization can increase their willingness to learn more and expand their skills. In the long run, this will lead to higher retention rates. It will also help talented staff get promotions as you cultivate leaders and experts within your teams. LMS can thus boost the creativity and innovation of the workforce.

❖ Compliance Training and Onboarding

Compliance training is essential in the fast-paced, modern workspace. Most corporations expect their employees to be able to adapt to their work environment rapidly. What happens though when someone is a new hire or when things change within the laid-down procedures, services, or products? Information technology might play a vital role in these changes, especially now that we have the chance to use limitless information. By using an LMS, you can help the staff may feel more empowered.

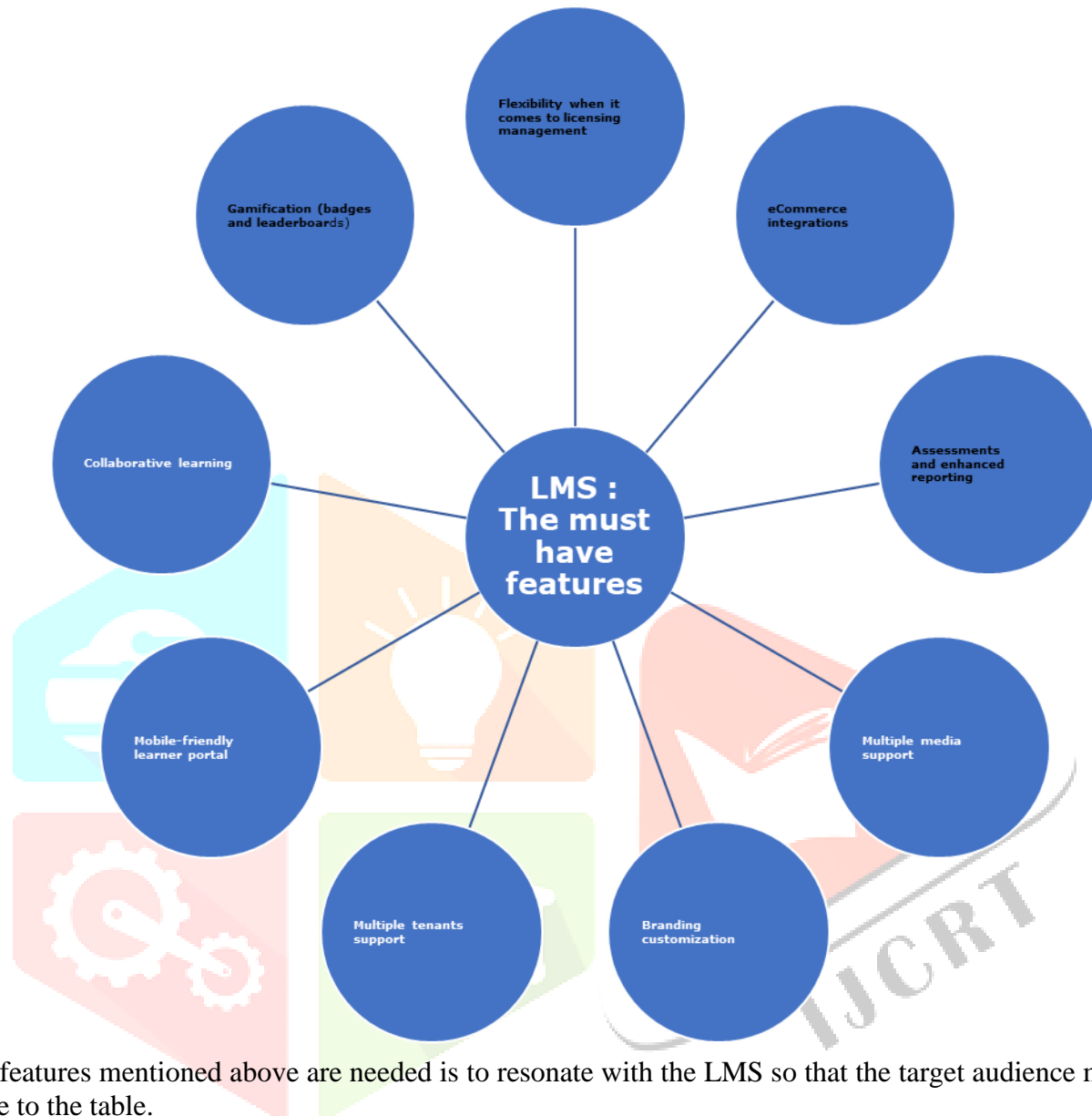
Onboarding and compliance training will undoubtedly help the staff to learn from past mistakes. Developing critical thinking skills is a great way to make things work for the better. The team will be able to resolve issues that come up with flexibility. When employees and training managers both have a knowledge-sharing mentality, you'll notice an improvement in your organization's internal procedures.

The training program will offer insight into each employee's role within the organization. Such a strategy will also create an environment that has a constant learning and evolving base. All these add up to creating a safer working status by minimizing the risk of having employees who stay behind when it comes to business growth and transformation.

❖ Sales Training & Employee Skills Development

Most companies need to boost their revenue. Upping your sales game by using an LMS for sales training is the key to this. If you are looking to train your sales reps for success, there is no better way.

If you're starting your sales training efforts or if you need to improve your current sales training techniques, an LMS is a great tool. Such an LMS solution can help design and implement courses that will bring results. By choosing the right LMS tool for sales training, the organization can set up a sales training program pretty quickly. The goal-oriented mindset is needed to be developed from the very beginning.



The features mentioned above are needed is to resonate with the LMS so that the target audience may bring value to the table.

Therefore, when selecting an LMS, consideration of the following step are vital:

- The objectives, vision and mission of the organization
- Training Needs Analysis
- The desire to learn
- The selection of an LMS which has the essential features the organization needs.
- The LMS's ability to meet the future needs.

Conclusion :-

The LSS and LMS are considered as an essential component of any open and distance learning system. The learners can get best quality of services to pursue their study. In this article we have discussed how the mechanism of LMS and LSS works and impacts both learners as well as educators. The ‘Delivery mechanism’ component holds the important part of discussion as the entire distance education is dependent on it, through this system millions of students educate themselves by studying at home or at workplace. It is accessible to every learner from anywhere. In educational sector, especially in remote areas, implementing LMS is a bit challenging as people find it difficult to blend it with their traditional learning’s. But I assure you, it doesn’t have to be this way as LSS got its back! As the world progresses and is transforming digitally, educators need to adapt smart teaching skills. It also provides one stop solutions to educators and learners for assignments, evaluations, etc. Having said that, “Modern problems require Modern solutions”.

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