Virtual Professional Practice Lab



Customer Service

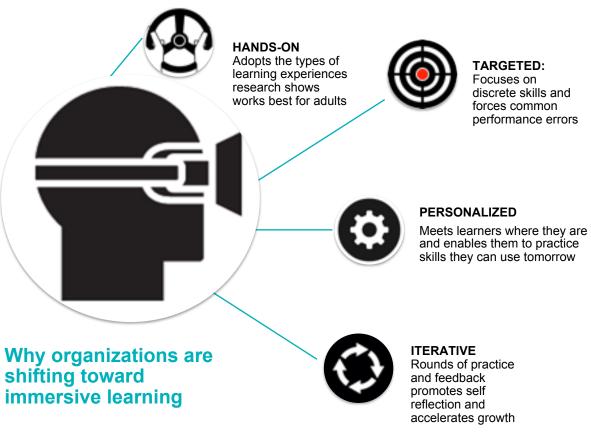


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Leveraging Virtual Reality Simulation to Improve Key Instructional and Leadership Skills

Reinventing how professionals master their craft



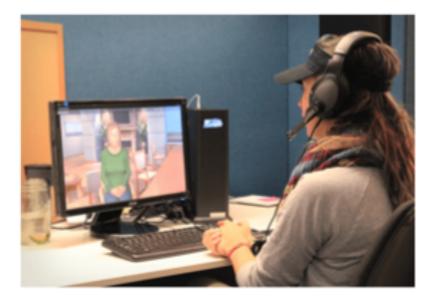
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How does it work?

Artificial Intelligence + Human Intelligence



Simulations provide an engaging, efficient and safe way to *learn by doing*.



Simulation specialist orchestrates the verbal and nonverbal interactions between the avatars and the trainee *during* the simulation.

Research Base

1. An indispensable training tool

Studies show that simulations are more effective than other instructional methods, because they simultaneously engage trainees' emotional and cognitive processes.

Tennyson, R. D., & Jorezak, R. L. (2008)

2. Suspension of disbelief

When the visual appearance, voice, and gestures of a virtual avatar are properly integrated, trainees experience a sense of "presence" in the virtual world or what some might call "the suspension of disbelief," wherein the human brain thinks of the virtual avatar as another human.

Slater, M., Khanna P., Mortensen, J., & Yu, I. (2009). Slater, M., Spanlang B., Sanchez-Vives M., & Blanke O. (2010)

3. Blending artificial and human intelligence

Artificial intelligence is simply not sufficiently mature as a technology to mimic human nuances, voice, vocabulary, and gestures. Human-operated simulations using virtual avatars are far more powerful than computer-generated simulations.

Fox, J., Ahn, S. J. G., Janssen, J. H., Yeykelis, L., Segovia, K. Y., & Bailenson, J. N. (2015)