**Literary Review**

**On**

**Communication platforms**

***Abstract***

The goal of this platform was to make communication easier for students. According to our research findings, students tend to use multiple platforms to cover their workload from classes and lectures. When we were building our platform, we wanted to help students eliminate the need to use multiple platforms and reduce that need to a single platform that could meet all of a student's needs.

Our main finding from our research was that students required multiple platforms to complete their daily workloads. If a student could complete all of these tasks on a single platform, it would be easier, less stressful, and save time overall.

***Introduction***

Adapting to new online learning methods is one of the most significant changes for students during this pandemic. In this day and age, communication is the most important factor in education. Online learning and communication between students and lecturers are at the forefront of planning and discussion, thanks to platforms such as **Microsoft Teams, Learn Online,** and **Discord,** to name a few.

Even in these difficult times, students must be able to continue their education. People can stay in touch and continue their education thanks to technologies that connect to the internet. Students are currently communicating with one another through the platforms mentioned above.

In this literary review, we will look at creating our own communications platform for students as well as discussing other platforms from which we drew inspiration to create our own more specialized platform. We will discuss the platforms that students are currently using to learn online, as well as the benefits and drawbacks of using these platforms, as well as what students need from these platforms and how they help students.

***BODY***

**Online Learning**

Prior to the pandemic, online learning was used whenever a student was unable to attend a class or lecture for any number of reasons; however, it was only since the pandemic outbreak that online learning has taken on a more prominent role within the education system. One of the main disadvantages of online learning is the requirement for a stable internet connection and the devices that allow students to work remotely.

The **Discord** platform was created to allow gamers to stream their games to their fans and communicate with them directly via video, voice, and text boxes. Users can set up their own servers for their own use and invite people to join their servers in order to build a fan base on private servers. This allows the streamer to control the server and control who and where they join, which can cut out some of the toxic content and attitude some players may display.

**Microsoft Teams** is designed primarily for use by lecturers to share content with their students. Microsoft Teams is a popular workplace application for video conferencing, chat boxes, and file storage. Teams has some great features that Discord does not have, such as a calendar that tracks meetings and classes. Teams also has a feature that allows control to be passed to another user from their computer remotely. This is a great feature when a student is stuck on a subject, the student can allow their lecture to control their computer to solve their issue.

From researching different papers online such as: <https://link.springer.com/article/10.1186/s12909-019-1701-0#citeas> – CITE HERE

When compared to students who were given the same quiz after an in-class lecture, education taught online using a gaming style teaching practice, such as “Kahoots,” showed a higher percentage of students participated and successfully completed the quiz. This demonstrates how difficult it can be to keep a student focused on their work and projects during lectures. Moving all lectures, labs, and classes to an online platform can be challenging, not to mention the hardware required to get students and lecturers set up to handle online teaching. When compared to students who completed in-class one-time quizzes, these gamification scenarios produced very high results. This may be due to the format of the questions used in the online quizzes, multiple choice and true or false, but students reported that using this format was easier to learn.

<http://journal.umg.ac.id/index.php/jetlal/article/view/2528> - CITE HERE

This article discusses how well Discord could be used in an online learning environment, how students feel about its use, and whether Discord could be used more practically with its features.

The interface, interactivity, feedback, and interaction sections in Discord were some of the most popular features among students. Students expressed dissatisfaction with the unstable internet connection and the device capability, which could be on the low side at times. According to the findings of this study, the benefits of using Discord outweigh the drawbacks of using this platform.

<https://ojs.library.queensu.ca/index.php/PCEEA/article/view/13882> - CITE HERE

When it comes to online learning and using the platform to communicate with fellow students and keep in touch with lecturers, most students have found Microsoft teams to be extremely helpful. Teams also has some fantastic features, such as a calendar, chat and share files. Emails that will be used to schedule Team meetings can be used to update the calendar. Students can use this to organize their workload and manage their time on projects and assignments.

<https://www.porto.ucp.pt/open/curso/modulos/doc/Definition%20of%20Terms.pdf> – CITE HERE

There are numerous terms that can be used to describe online learning, and one of them is virtual education. When the pandemic hit, lectures and classes went virtual. Virtual environments are intended to bring people together and allow them to interact virtually with their peers as well as their teachers/lecturers. E-learning does not appear to be the best way to describe online learning because it appears to be too narrow a term and does not explain enough about online learning and what is involved, such as hardware, software, and stable internet connections.

What they all have in common

*Conclusion*

This study has revealed what students want and require in a communication platform. With the pandemic, it was critical for students to continue their studies as normally as possible. When it comes to a student using a communication platform, we want to cover all of their bases, and if we can provide all of their needs in one platform, it will be a huge help and time saver for students.