# Source Summaries

## [Source 1: Internet](Sources/What%20is%20Instant%20Messaging.pdf)

Instant messaging is a form of real-time communication between two or more people over the internet. It allows for the exchange of not just text messages, but various other media. Instant messaging is Synchronous which means responses are immediate.

## [Source 2: Internet](Sources/Monitoring%20instant%20messaging.pdf)

Any messages exchanged when using instant messaging for school reasons are to be classified as school records. This means that every message, video, photo or other form of media that has been sent out must be stored or archived. It is important that teachers use business accounts as most schools have archiving tools in place for students, teachers and third parties. Taking these measures will ensure that all messages sent amongst teachers and students are monitored easily and effectively.

## [Source 3: Research Article](Sources/Efects%20of%20using%20mobile%20instant%20messaging.pdf)

A study was done at a large university in Hong Kong. A professor had begun to integrate instant messaging, in this case WeChat, into his teaching. Out of class the professor would send videos and other resources to students and would also conduct pre-class discussions on the topic. In class they would then apply what was discussed. They would then have post-class discussions to strengthen their understanding. Students found this to be useful as they could engage with teachers outside of school and get a response immediately. This meant that any confusion they had was mitigated before coming back to class. Teachers can provide support, reminders and provide feedback to students all through instant messaging.

The study showed that 88% of students were involved in class discussions when using instant messaging as opposed to the 69% in another group that used an education forum called Moodle. The group of students using IM were more engaged as their questions were met with instantaneous responses. This engagement is important as it creates an inclusive and interactive learning environment. Students even claimed that when they saw other students participate they in turn felt the need to contribute, fostering a culture of learning.

Some students felt that it may have been too much to balance having a social life and school. They had to multitask with others claiming that they would feel pressured to engage in group discussions only to impress the teacher. This could have had a negative effect on their ability to focus. However the results showed that despite these feelings 82% of the IM group completed their tasks as opposed to 69% in the group using Moodle. This tells us that if used effectively instant messaging can have a positive effect on the students’ academic performance.

## [Source 4: Internet](Sources/IMs%20and%20Chatbots.pdf)

Instant messaging can be integrated with technologies such as chatbots to create a more interactive learning environment. Using chatbots allows students to work at their own pace. They can get assistance at any time of the day any day of the week. Students can access resources such as videos or past papers without the need to interrupt their teacher. All this can be done through the means of almost any instant messaging application.

## [Source 5: Internet](Sources/How%20can%20Chatbots%20help%20Educators.pdf)

Chatbots can provide the school with administrative support. This involves the admission of assignments, the payments of various fees, managing schedules or any other task that can be automated. Chatbots can answer frequently asked questions. This means that teachers do not have to repeat the same thing multiple times. Teachers will have more time to themselves to focus on individuals who need one on one assistance.

## [Source 6: Research Article](Sources/Exploring%20the%20role%20of%20social%20media%20in.pdf)

Collaboration as a result of instant messaging is seen mostly in the form of knowledge sharing. Students share various resources amongst each other which would lead to group discussions and collaborative learning. Instant messaging is accessible and allows for real-time communication. This means students can work on projects together using IMs. The use of IMs for collaboration leads to an overall increase in academic performance.

## [Source 7: Internet](Sources/Texting%20vs%20Instant%20Messaging_%20What%20Are%20the%20Differences.pdf)

SMS’s are charged per unit whereas instant messaging is free. You do not get charged to use the app or to send messages internationally. However it is important to note that you do need an internet connection to use IMs. This means that the main cost to take into account would be that of data or Wi-Fi.