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INSTANT MESSAGING IN DISTANCE EDUCATION: AFFECTING STUDENT SATISFACTION, PERCEIVED LEARNING AND PERFORMANCE

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Abstract

This study examines the use of instant messaging (IM) for student-teacher communication in distance education (DE) courses. IM is a simple Internet communication tool that may reduce the sources of dissatisfaction cited by many DE students and improve their performance, perception of the amount of information learned, and satisfaction with a class. Students will also evaluate their perception of the social presence of IM. Being a relatively synchronous communication tool, IM may reduce the DE student’s sense of social isolation, mediate quality interactions with the instructor, reduce the DE student’s perception of the dissimilarity between the DE course and the traditional course, and facilitate instructor immediacy behaviors. This research in progress will provide a literature review and detailed plans for conducting a quasi-experiment and analysis of the data collected.

Keywords: Instant Messaging, Distance Education, performance, course satisfaction, social presence