



Educational Issues

Communication Tools in eLearning

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Communication

- **Communication** is the process that allows organisms to exchange information by several methods
- **Communication** is a comprehensive issue in knowledge transfer
- **Communication** can be performed by
 - Written means
 - Auditory means
 - Physical means



Aspects of Communication (in E-learning)

Direction

- unidirectional
- bidirectional
- multidirectional

Relation

- 1 : 1
- 1 : n / n : 1
- n : m

Response Time

- synchronous
- asynchronous

Content

- organisational
- technical
- informal

Media

- text
- illustrations
- audio
- video

Number of Channels

- verbal
- nonverbal

Level of activity

- active
- passive

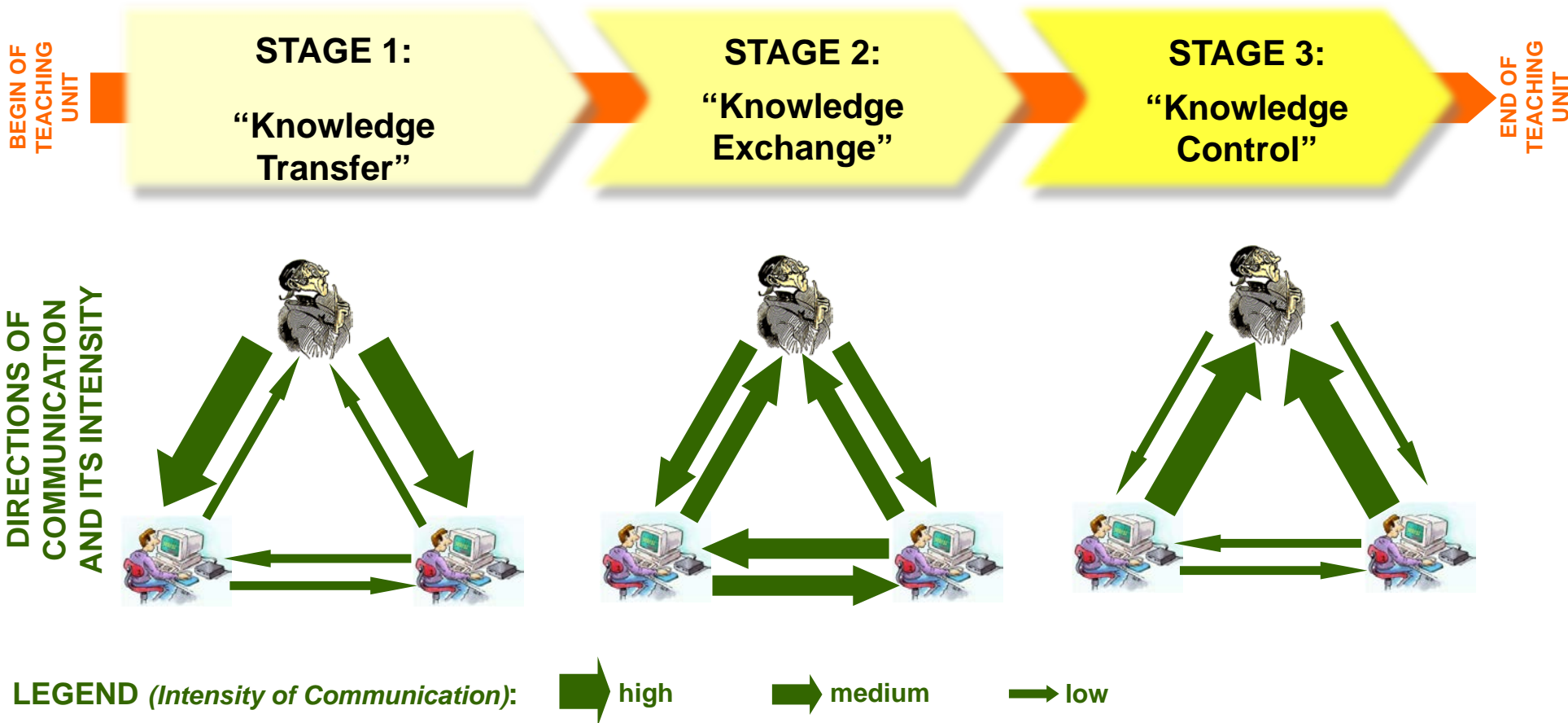
Roles of Participants

- System Administrator
- Teacher
- Student

Site of Access

Informal Communication

Communication in Academic Education



Characteristics of Communication Tools in

		Choices	Resources	Assignments	Chat	Forums	Glossary	Journals	Lessons	Quizzes	Surveys	Wikis	Workshop
Time	synchron												
	asynchron												
Direction	unidirectional												
	bidirectional												
	multidirectional												
Information Flow	Teacher - Student												
	Student - Teacher												
	Student - Student												
Relation	1 : 1												
	1 : n / n : 1												
	n : m												
Content	organisational												
	technical												
	informal												
Materials	text												
	images												
	audio												
	video												
Access	everywhere												
	computer lab												

Realisation of Communication in

BEGIN
OF LECTURE

STAGE 1:
“Knowledge
Transfer”

STAGE 2:
“Knowledge
Exchange”

STAGE 3:
“Knowledge
Control”

END
OF LECTURE

MAIN ACCESSED
COMMUNICATION TOOLS

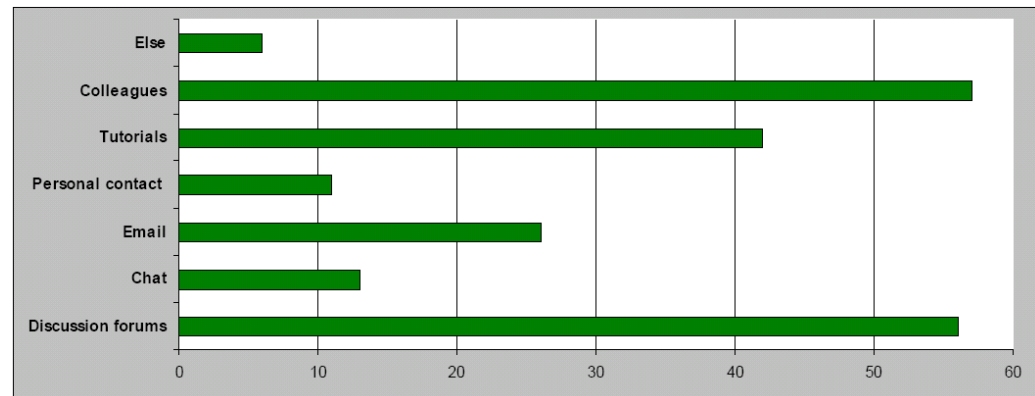
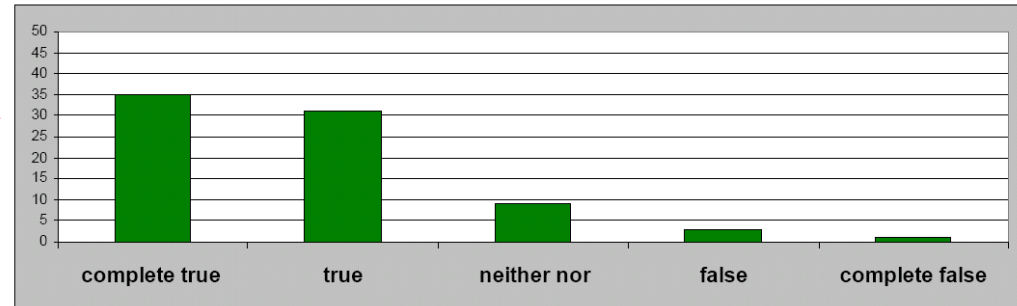
- ⑩ News Forums
- ⑩ Resources
- ⑩ Lessons
- ⑩ Choices

- ⑩ Discussion Forums
- ⑩ Chats
- ⑩ WiKis
- ⑩ Glossary
- ⑩ Journals

- ⑩ Assignments
- ⑩ Quizzes
- ⑩ Surveys
- ⑩ Workshops
- ⑩ Grading

Results of Investigation (selected)

- Students accept E-learning
- Access to E-learning platforms mainly from private computers
- Videos and animations appreciated by students
- Informal communication essential for problem solving



Results of Investigation (selected) ... cont.

- Online consulting hours accepted by students

- E-learning requires flexibility

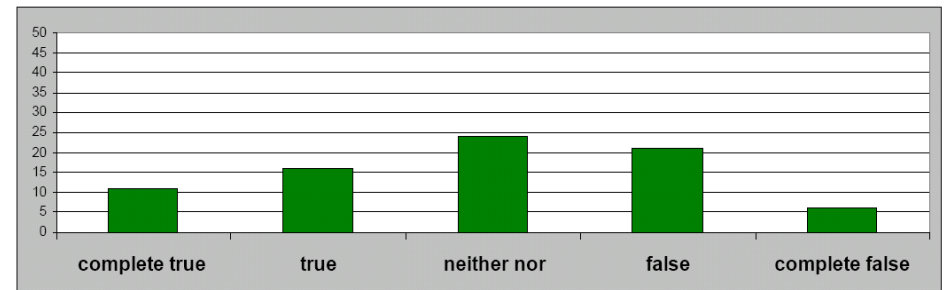
in time for lecturers

- Benefit of E-communication

increases with number of students

- Questions posted on the E-learning platform are well-considered

- Acceptance of online-examinations (E-exams) and of results



Conclusions

- Communication is the information carrier in academic education
- Characteristics of communication is varying during a lecture
- E-learning platforms provide proper tools for various types of communication
- The use of E- communication tools has to be planned
- Virtual (E-)communication cannot completely substitute personal communication

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