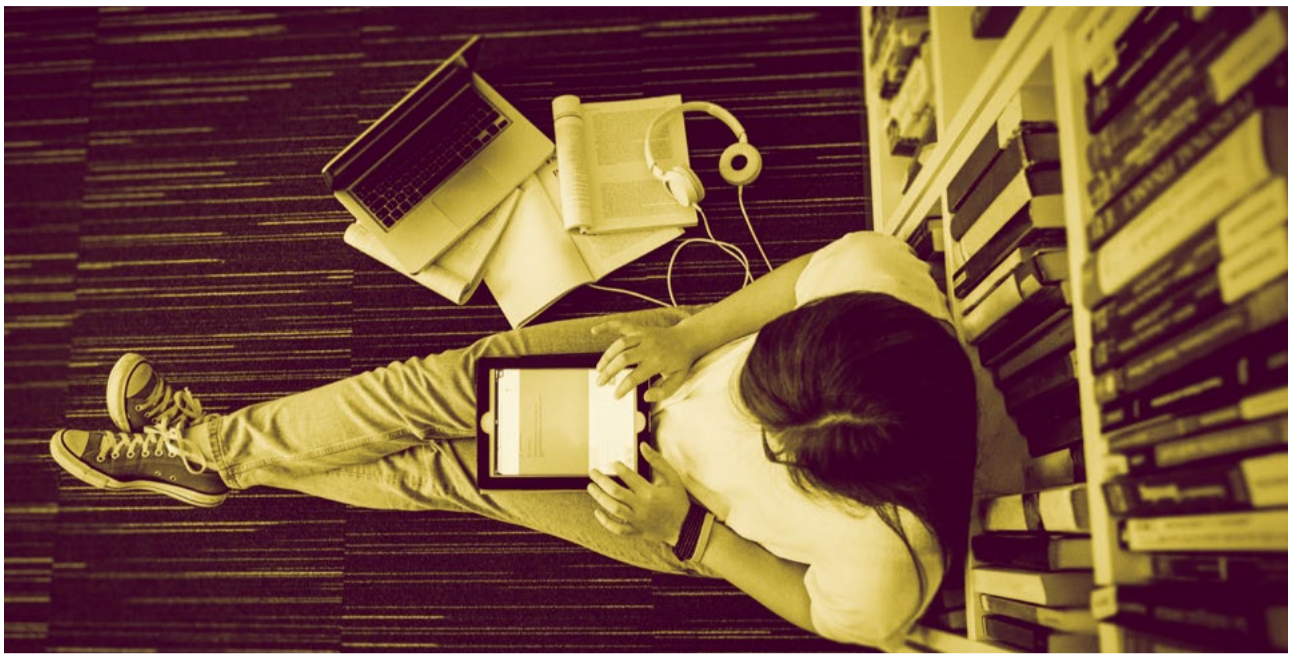
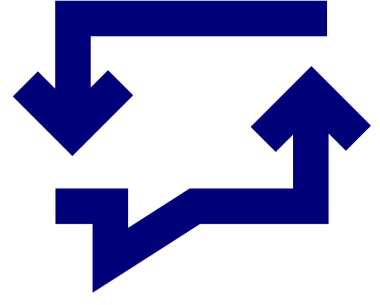


3

Instant messaging



This is a system of semi-synchronous text conversations based on the Hangouts Chat application that integrates multiple functions that expand this type of communication's possibilities. As well as holding conversations between two or more participants, it can be used to create online meeting rooms, send messages to several participants simultaneously, attach files from Drive or create conversations in the video chat (Hangouts Chat). Furthermore, in addition to human users, we can also use Hangouts Chat to invite bots to the conversations so that they can carry out different tasks and functions.

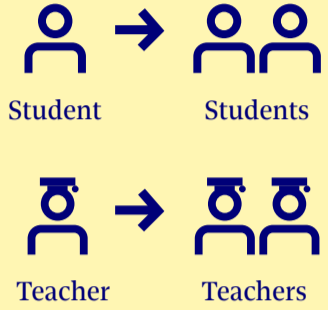
Instant messaging is particularly useful in mobile devices, as it fosters ubiquitous work, provides immediacy and increases the sense of proximity without losing connectivity with the environment, tools and applications we use.

Tool involved:



Hangouts Chat

Who do we use it with?



How do we do it?



Convenor



Participants

1. Defines or decides the purpose (teaching use).
 2. Decides the preferred option: start a simple conversation, create an online meeting room or start a new thread.
 3. Selects and invites participants.
 4. Starts the conversation by sending the first message.
 5. Takes part in the conversation as required by his or her role.
1. Are notified when there are new messages or are invited to a new chat.
 2. Enter the chat.
 3. Take part in the conversation in accordance with their role

Things that we can do

➤ Informal instant messaging conversation between students.

Two or more students start a conversation spontaneously for different purposes related with the learning activity; two or more students share an online meeting room with one or more conversation threads as a permanent, ubiquitous communication channel.

➤ Instant messaging channel for a student work group.

An online meeting room with one or more conversation threads as a permanent, ubiquitous communication channel for holding conversations linked to collaborative learning activities related with methodologies such as PBL (project-based learning), role playing or group assignments as part of their dynamic.

➤ Instant messaging channel for teaching staff tasks and projects.

An online meeting room with one or more conversation threads as a permanent, ubiquitous communication channel for holding conversations between teaching staff working collaboratively for different purposes; for example, UOC faculty with affiliated teaching staff to create new courses, research professors who generate a paper within a research group, deans and UOC faculty who work together in designing programmes, etc.



Remember that...

- Both students and teachers can use instant messaging conversations and channels. The person responsible for them is the person who starts the conversation or creates a channel to which other participants are invited. However, the people invited to the conversation are entitled to refuse to take part.
- Within the framework of the teaching activity, instant messaging cannot be used indiscriminately. It is not advisable for teachers and students to propose instant messaging conversations directly and spontaneously with other participants.
- The participants in the instant messaging conversations or channels must be informed beforehand of their features and terms before accepting them (purpose, duration, participants, etc).
- The UOC's educational model is based on the principles of asynchrony and ubiquity, thereby guaranteeing maximum flexibility in access to all students. Accordingly, instant messaging can never be a condition for successful completion of a teaching activity or passing a course.
- It is recommended to reserve instant messaging for informal or other uses that complement the teaching activity, and avoid uncontrolled use between teachers and students. For these cases, it is recommended to opt for a previously planned videoconference or Gmail.

Other uses it can be combined with

 Videoconferencing

More information

[Google Suite. A best practices website on the use of Google apps created for the affiliated teaching staff.](#)

[Product-driven learning. Advice, guides and other resources for using G Suite in the work place.](#)



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