

KakaoTalk Messenger: A mobile application for a real-time class communication in the post-pandemic

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Korea



Problems we have: Covid-19 pandemic

1. Limited or less chances to meet classmates and instructors
2. More sense of isolation
3. Communication and socialization break-downs
4. Getting tired to log-in to the blackboard system

Solutions and tools

1. Over-information from multiple sources
2. Zoom conferencing, Collaborate Ultra, Kaltura, announcement, class emails, feedback board, discussion board
3. KakaoTalk application widely utilized in Korean society in multiple areas

Features of the Tool: KakaoTalk

1. A multifaceted messaging app, sending messages, photos, videos, voice notes, word and pdf files individually or sharing in a group.
2. Uses Internet connection (3G/EDGE or Wi-Fi) for calls and messaging
3. Supports: Android, iOS, Windows OS, Mac OS
4. Free chats, free messages and multimedia (photos, videos, voice notes)
5. Free calls (1:1 and group)
6. Survey in the group
7. Sharing and exchanging large word/pdf files.
8. Up to 40 video conferencing and chatting
9. Being widely used by the public schools for regular class activities in Korea since the outbreak of the pandemic

How KakaoTalk works:

Conflict Analysis & Resolution Program:

- Class announcement
- Student organization discussion
- Program information and promotion for the local community

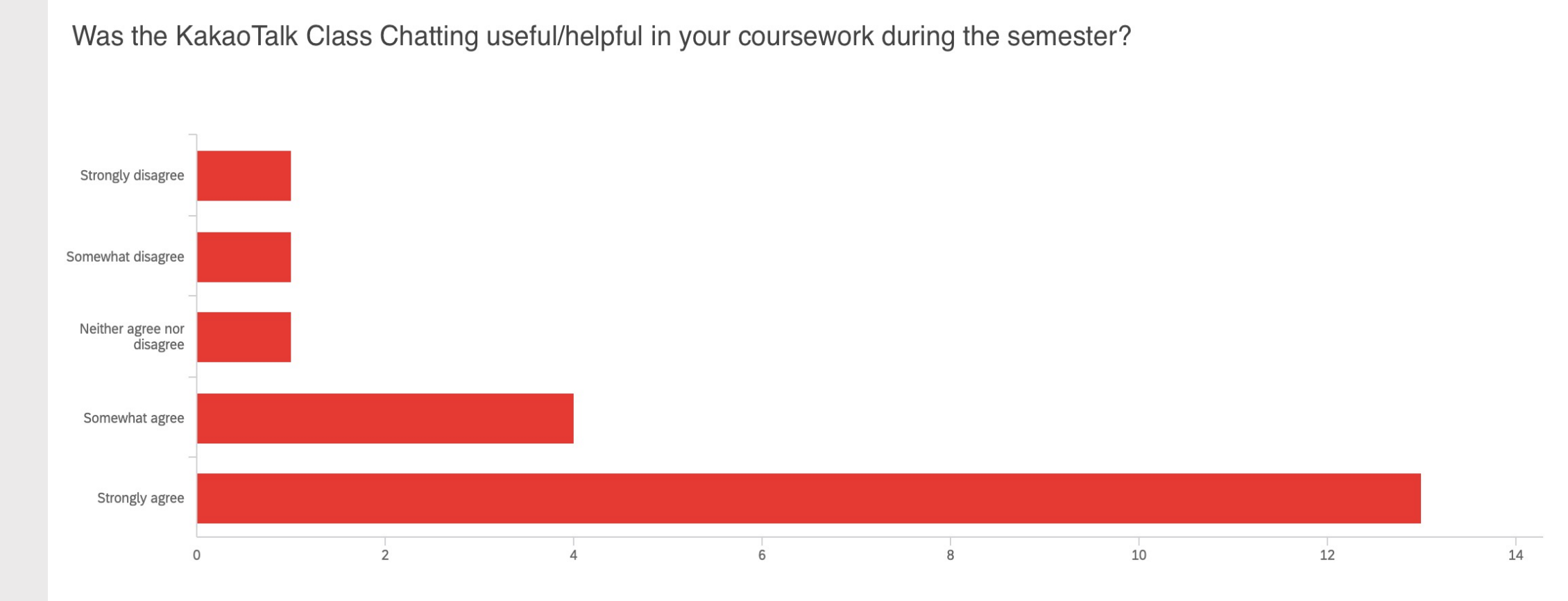
Chinese Language Program:

- All instructors actively use this tool for class announcement, quiz, verbal assignment and communication

English for Academic Purposes:

- An instructor uses it for classes and other areas of the Mason Korea organizations

85% agrees that it helps



Class survey (2021) shows that out of 20, 85% answered positively about communicating through the channel for course work while 15% was neutral or negative.

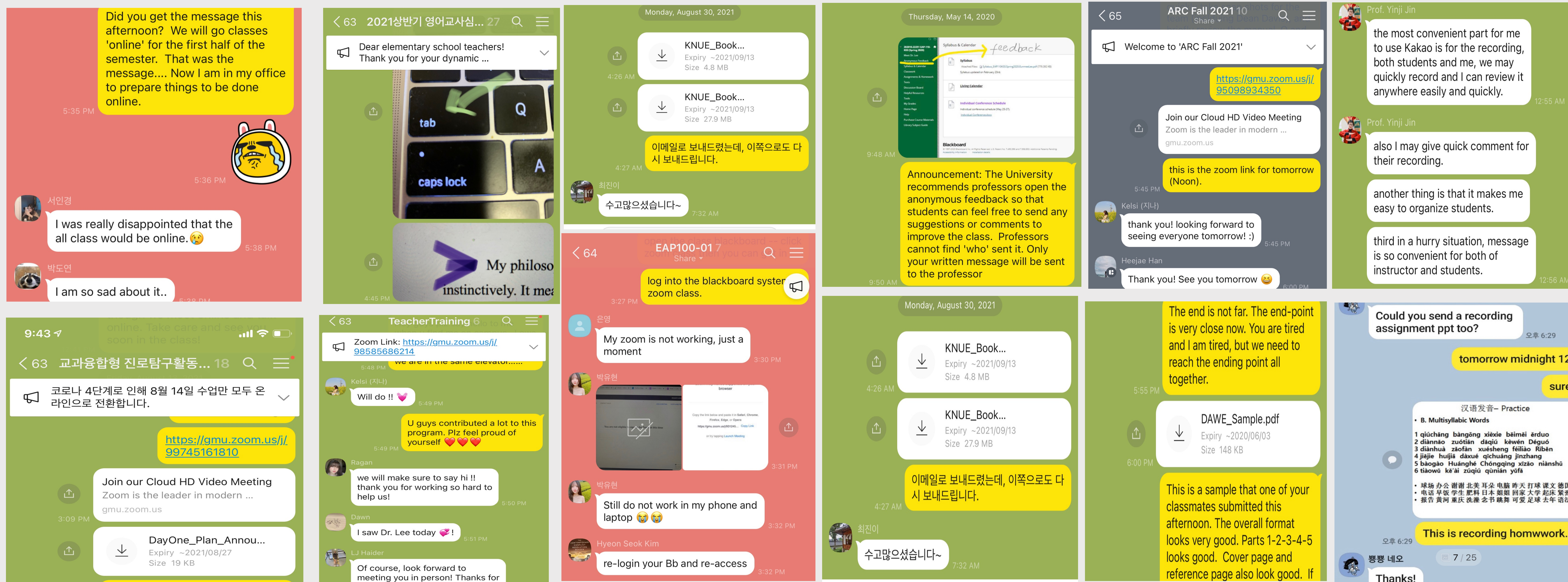
More data on detailed educational impact of this tool

Further Discussions

1. Impact of this tool in language learning or communication skills
2. This type of live communication tool is suggested to be included for official tools

REFERENCES:

- <https://en.wikipedia.org/wiki/KakaoTalk>
- <https://kiss.kstudy.com/thesis/thesis-view.asp?key=3455326>
- <https://iopeninnovation.springeropen.com/articles/10.1186/s40852-015-0006-8>



Advantages

- As a supplementary tool, it can dynamically work as a communication tool when the class blackboard system (Zoom conferencing or Collaborate Ultra) is instable and students are disconnected.
- As community members, students can help each other by quickly exchanging questions and answers. Sometimes, students answers to questions that was directed to the instructor.
- Students initiate quick class polls and surveys to make decisions on class planning or policies, through which they experience being active agent of the learning process.
- The class (including students and the instructor) can communicate all around the clock.

Disadvantage or Problems

- To some instructors this real-time communication tool 24/7 can cause stressful situation out of the class.
- Messages coming from students after work, at night, early in the morning, during the weekend or holidays could be bothersome.
- Shy students choose to send direct message individually, which can cause heavy transaction of messages and workload to instructors.

Suggestion

- A professor set a policy: if not urgent/emergency, no messaging after 6:00 p.m.
- Keep it in silent mode if you do not want to be bothered.
- Guide shy students to participate in the group/class community chatting to share the common questions and answers.