

# Technology Enhanced Learning

## Case Study: WhatsApp



### Introduction:

These days, there is a growing need for a platform that is data-efficient, easily accessible, simple to use and secure. These are critical features of WhatsApp (WhatsApp groups), where people with common interests quickly form groups on WhatsApp and get facilitators to train them in topics of their choice.

This platform is widely used among undergraduate students to send multimedia messages like photos, videos, audio, and simple text messages. In addition, it can also be used as a convenient tool for teaching-learning activities. It has about 1.6 billion active users in 180 countries and 60 languages.

The most crucial step in transitioning to online teaching for many teachers is creating a virtual classroom or a group easily and adding students, admins, and parents to it. In the WhatsApp group, most people have default settings where they can be quickly added to any group.

### Summary:

This case study is about how learners, assessors and moderators can benefit from using WhatsApp and show them benefits given by using it.

### Benefits:

- Facilitator's availability
- Learning anytime anywhere
- Receive notifications on WhatsApp
- Create specific groups for specific learners
- Supports multiple media files, including images, videos, and audio

*"Students instantly found themselves part of created classes without any effort on their part. Rather, they would have to put in the effort to leave a class. A seemingly minor difference actually helped WhatsApp to leap way ahead in getting students on board."*

**Primal Dhillon,  
Assistant principal**



<p><b>WhatsApp:</b></p>	<p><b>Online platforms during the pandemic</b></p>
<p><b>It is available for different operating systems, can Import phone contacts, does not show advertising content, displays the message status and much more!</b></p> <p>Tips for excellent WhatsApp facilitation:</p> <ul style="list-style-type: none"> <li>• Use WhatsApp on desktop</li> <li>• Ask for numbers by email in advance</li> <li>• Set up a new WhatsApp group with an obvious name</li> <li>• Send class schedule before class begins</li> <li>• Give instructions, information and remind people of things</li> <li>• Provide learners with materials</li> <li>• Use some capture tools for group work (flip chart, handout etc.)</li> </ul>	<p>With the ongoing COVID-19 pandemic, educational institutions like many other businesses have been severely affected. Teachers and learners across the globe have had to adapt online learning as their means of content delivery.</p> <p>WhatsApp users have increased from 1,5 billion users in 2018 to 2 billion users at the end of 2020.</p> <p>Over 100 billion WhatsApp messages are sent, and over two billion minutes are spent on WhatsApp voice and video calls per day.</p>

E-Growth is a project funded by the Erasmus+ programme. The project set out to explore the use of business simulations and Technology Enhanced Learning (TEL) in the delivery of Vocational Education and Training (TEL). The TEL Handbook and E-Growth business simulation is available in English, Czech, Spanish, Greek and Hungarian.

**For further information visit:**

<https://e-growth-project.eu/>



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