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4. The Role of Telegram Groups in Teaching Learning Process and Administration Related Communication of HEIs

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Abstract

With the increasing use of internet based technologies, Telegram is becoming verypopular social media tool among the young generation. This app is easily available and can be downloaded without any charge from the Play Stores. Its capacity to accomodate large number of members is really advantageous for big institutions like colleges. The app is user friendly and one can share various types of information either with individuals or in groups in the forms of text, image,video and other formats. As it is linked with the contact list available on the phone,the messages can directly be sent without having the restrictions of location. Besides once you install the app on your Android phone, you can very easily use it without having the need of every time login. Another important feature of Telegram is that your messages are saved even if you are offline or moved out of the coverage area. Once you get online or come under the internet coverage area, the messages already saved are automatically uploaded and transmitted to the sender. No separate data plan is required for the use of Telegram. Nowadays data plans are available on reasonable charges with various discounted schemes. An ever increasing use of internet based facilities by the young generation becomes a reality. As ICT exerted its impact on almost every field of life, it has also opened new avenues not only in teaching learning but can also be used as an effective tool in the administration of Higher Education Institutions. There is a great need to make maximum use of its potential in the field of education as the concept of work from home becomes popular already in the corporate world, and in the other field during Covid-19 times. ICT based Technologies can be used as a tool for outside classroom teaching learning process.On the background of unprecedented pandemic situation of covid-19, the need to strengthen online teaching learning process has been greatly felt. Telegram groups can become an active tool in such sort of critical situation and can enhance the movement of Bharat Padhe online.

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Keywords:- HEI, (Higher Education Institutions), ICT based technology, Interactive Process, academic, administrative

Introduction

Educational institutions can decide to motivate the use of Telegram groups to enhance the effectiveness of the teaching learning process. Accordingly, faculty members of the institutions, can be should be suggested to form class and subject wise Telegram groups. Through these groups, notes on important topics in the form of PDF ,word format can be shared. Audio ,image and video files which are related with subject knowledge are also shared . With an active participation of the students, these groups become interactive as faculty members clarify various doubts,queries of the students regarding their prescribed subjects. These groups are also used for sharing updated knowledge and recent developments in the particular subject and discipline. Some faculty members can also share explanations of important concepts with the help of their audio and video lectures. In addition to this, other important academic information, general knowledge, motivational messages have been shared on these groups. The subject related knowledge shared in the forms of images , videos contributed in making the teaching learning process interesting for the student community.

Besides, subject and class wise groups, the NSS unit of the college can also form Telegram groups of its volunteers including the program officers and committee members. Important notices regarding programs,regular activities, residential camp schedule, selection of students for various programs can be shared through the Telegram group. Photos, news and video shooting of some programs have also been shared with the volunteers. The college administration can also make proper use of telegram group that includes teaching and non teaching staff. The parent management of the college may also decide to form Telegram group that includes the employees,staff working in various schools, college and and its branches. The formation of these two groups has proved very beneficial for sharing information that speeds up decision making and also gives interactive platforms that generates a number of Ideas for various academic and social activities. We are also presently experiencing the usefulness and importance of Telegram group to arrange various webinars,conferences online courses particularly during the time of tandem it like covid-19.

Objectives

1. To find out the possibilities of increasing the effectiveness of teaching learning process with the help of internet based technologies like social media

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2. To encourage students to update their subject knowledge by sharing latest information with WhatsApp group
3. To make teaching learning process more interactive
4. To make proper use of Telegram for timely sharing of college related important information like admission dates,examination forms submission dates etc.
5. To find out effective tool to make contact and communicate students in the situation of emergency to avoid unwanted incidents
6. To maintain the continuity of teaching learning process during the time of Home Quarantine caused by pandemic situation like we are experiencing nowadays
7. To make attempts for use of Telegram in the work of NSS like activities for sharing important updates regarding extension activities
8. To coordinate the work of of various college committees with IQAC with the help of Telegram communication
9. To share and communicate administrative and academic updates with teaching and non teaching staff
10. To maintain and update coordination between management, college development committee and college administration with the help of Telegram communication
11. To increase students interest in teaching learning process as well as extra curricular activities undertaken by the institution

Success and effectiveness in academic and administrative work of HEIs

The subject wise and class wise Telegram group has made the teaching learning process effective. It becomes evident from the interaction of queries and doubts of those students who are otherwise silent and hesitate to speak in the classroom. These groups improve the involvement of the student community in the teaching learning process which otherwise becomes mostly one-sided in classroom surroundings.

These groups also become helpful for creating and maintaining strong bonds and feelings of Unity in the college students. The students' interest in the subject can be increased as extra information regarding subject knowledge through newspaper articles, images and links of subject related lectures available on YouTube and on other digital & non-digital platforms are being communicated through these groups. It also improves the reading habit among the students as they can read various reference materials. Faculty members can also develop websites, blogs related with their subjects and link of which can be shared with the students through WhatsApp group and Facebook. A small size exam like unit test with MCQs via Google

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form can be conducted with the help of Telegram group it helps to verify the subject knowledge obtained by the students

Not only the student community but the administration of the Institute finds Telegram group a beneficial tool of communication for proper,speedy and guaranteed transmission of various notices, messages and other information particularly in the case of emergency like Covid-19. The messaging through Telegram groups can save a lot of students from difficulties and hurdles particularly during emergency situations.

Telegram group of the college and parent management institution can also give contribution in the planning and execution of academic and social activities. The separate group comprising management office bearers, heads of various units can be established for the planning of various activities and programmes.

All these groups prove helpful for the coordination of various activities like fund raising for the people affected by natural calamity, organisation of tree plantation programmes etc. These groups also share knowledge, information, career guidance and motivational thoughts that can be used in day-to-day teaching learning process. These groups are certainly helpful for sustaining the spirit of Unity among the employees of Sanstha.

IQAC of the college can also form a separate Telegram group comprising Principal, Vice-Principal IQAC coordinator, faculty members and members of non teaching staff. It proves very helpful for the coordination of various college activities. Particularly this group can assist a lot for the preparation of IIQA and SSR as it becomes a medium of proper, timely and guaranteed communication which increases smoothness in the working of IQAC.

Probable Problems

The proposal to make use of Telegram groups for teaching learning process may initially create a lot of doubts in the minds of teachers. They can raise their concerns about misuse of this Telegram group with the posting of irrelevant information and objectionable messages. Secondly some faculty members may also point out their fear that students might waste their precious time under the excuse of engaging in reading class wise and subject wise Telegram groups. Another problem in the proper application of this practice is the availability of smart Android phones with all students because many college students come from economically very weaker sections of society. The frequent failure of the network and its slow speed becomes a hurdle in proper implementation of this practice.

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Conclusion

If we make proper and disciplined use of Telegram groups for academic and administrative activities of the higher education institution, it will certainly enhance the effectiveness and prove useful for both students as well as teachers and administrators To make this practice of Telegram group for teaching learning process, the faculty members should maintain proper academic discipline in the group. They must create proper awareness among the students about the importance of these groups for the teaching-learning process. Improvement in the network consistency and speed even in bad weather conditions will certainly enhance the usefulness of this practice.in this time of covid-19 telegram ICT tool has proved its efficiency and usefulness inoffering continuity in the process of teaching learnin gduring this time of covid-19 which otherwise would have been interrupted and become the cause of educational laws of student community.even though there are some lacunas and Technical glitches in the use of ICT tools in teaching learning process but still we can't do away with ICT tools as the whole world is now on its way of ICT based education system.

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