# A Communications Protocol in a Synchronous Chat Environment: Student Satisfaction in a Web-Based Computer Science Course

By Paul J. Giguere

Dissertation.Com. Paperback. Book Condition: New. Paperback. 108 pages. Dimensions: 9.2in. x 6.1in. x 0.2in.The effects of a communications protocol in a synchronous on-line chat environment on the satisfaction of students in a Web-based computer science course was studied. Two undergraduate faculty members who teach Web-based courses, and 42 students in four separate computer science courses participated in the study. Students completed a pretest that measured their prior experience, current attitudes, and expectations with regards to synchronous chats in a Web-based course. Two classes of students were introduced to a communications protocol by the instructors that was used throughout the course while in synchronous chat. The other two classes did not use a protocol. A posttest was administered to all students at the end of each course that measured student satisfaction with the synchronous chats held throughout the semester. A communications protocol, in the context of this investigation, is a set of rules or guidelines that are adhered to by all participants while engaged in a synchronous electronic discussion. This study answered the question: What effect does a communications protocol in a synchronous on-line chat environment have on the satisfaction of students in a Web-based computer science course The study showed...

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