Synchronous and Asynchronous Communication: Experiences Versus Opportunities and Challenges During COVID-19

Gagan Sarawat
gs8793@srmist.edu.in

Dr. Neelam Yadav
dr.neelam2012.yadav@gmail.com

Dr. B. R. Ambedkar University, Agra

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Abstract

Synchronous and Asynchronous communication is entirely the soothing and sustainable tool of communication in a field of education. The significance of both sorts of communication becomes acknowledgeable in the duration of pandemic. The pandemic times have pushed us to think twice about the life and life expectancy. The surging rate of bacterial and viral infection of COVID-19 thrashed the world into the deep indelible darkness of despondency where the survival of corporate and academic come to the stake and growth of the entire world gets stagnant. It also tried to curb the life. Synchronous and Asynchronous communication are acknowledged as the excellent source of communication that headed and guided the corporate and academic world activities excellently. Both of these have their own negative and positives aspects, which we have discussed further in the research paper. We need to find out new methods for circulation of the knowledge smoothly.

There are many e-learning and online platforms such as zoom, Meet, Microsoft Meet, E-mail, etc. which can be used to utilize the knowledge in the remote area where physical appearance is not possible. After the COVID period was ended, it gave us new tools for conferencing i.e. Google classrooms, online conferencing rooms. These are very helpful for the circulation of knowledge in the various forms through Synchronous and asynchronous communication. This paper provides new insights in the direction of education for better knowledge and quality education without any hiccups. It makes us ready for future problems which can be more alarming and suitable for further policies in the field of education.

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Language in India **www.languageinindia.com** **ISSN 1930-2940** **Vol. 24:7 July 2024**
Gagan Sarawat and Dr. Neelam Yadav
Synchronous and Asynchronous Communication: Experiences Versus Opportunities and
Challenges During COVID-19   23

Keywords: COVID-19, Synchronous, Asynchronous, Communication, Challenges, opportunities, e-learning, online study.

Introduction

E-learning is a process to share skills and knowledge without being present physically. It came in limelight when corona hit in 2019, it surges the use of online technologies. It was deeply used when there were sudden lockdown and people were forced to be captivated in four walls of home. Many keen learners had urgent need of knowledge, so they had new plans for getting the knowledge through online platforms. Many students got education from foreign universities. They were able to complete higher degrees from foreign universities; it became a boon in the dark cloud.

There are many ways of getting knowledge online. It saves time and money. COVID pandemic has taught us lessons for our entire life because in future maybe any other natural calamity might force us to follow some strict pattern for education. We need to be more versatile in the field of education. Education is the root of all of the development in a country. We need to modify it, rectify all the hurdles on the way of education so that we are an active part of society. We have to be more accurate and focused for the goal of education. There are many types of methods which can help us to share knowledge smoothly and clearly. But to share knowledge with everyone we need to follow the new methods that are easily accessible for everyone.

For this objective, we can find two types of methods for responding to our interactions while we are teaching online. **Asynchronous** and **synchronous** are very versatile terms used in the field of communication which require linguistics skills to function properly. Because people will react differently according to the situation, some will make immediate responses, but some might take time.

Online mode has become very famous in the field of education after pandemic. Before that we have avoided the online mode of study due to the high risk of commitment by teacher and student. But during peak corona time, it changed the opinions of many new learners, and they became they part of online learning. Our main objective of the research paper is to compare the two modes of education Synchronous and Asynchronous mode of education, which has played the most significant role in the field of education since Covid-19[1].

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Synchronous and Asynchronous Communication: Experiences Versus Opportunities and Challenges During COVID-19   24

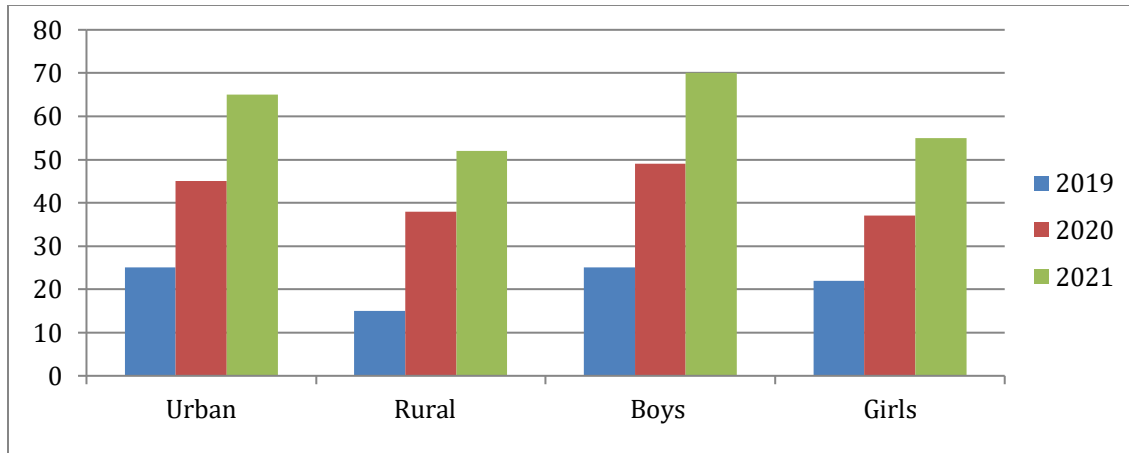**Asynchronous Way of Teaching in Online Mode of Education**

Asynchronous interaction will lead to the interaction without scheduling and time bondage. It is quite cost effective and free of any sudden burden of action. It can transmit when it is ready. It is free of time frame, and it acknowledges the sudden impacts of judgments.

Asynchronous interaction has its own limitation as it has been a traditional method for communication. It is used to follow in the distance learning program, and it is quite improving day by day and it is now following synchronous way of communication. Different organizations used to follow asynchronous ways of communication. This includes power points, pdf files, emails, audio and videos etc. The biggest importance of this mode of communication is that we don't need to be Online at once when the information is being transmitted. It helps students to focus more in the study to reconsider the facts which will be transmitted in the form of data. It makes the study and learning process more reasonable and flexible. The students can translate the data in any language of choice; hence it does not require complete linguistics knowledge.

There are many asynchronous modes of communication and learning platforms such as **Canva**, **Moodle** and **Google Classroom**. In this mode of learning platform teachers upload their audio and videos file so that it helps to study and inculcate the hidden knowledge. The assignments have also been uploaded online by the students. A teacher has full time to evaluate and express the merits and demerits of the students. This sort of study platforms helps to organize the assignments and their evaluation. In assessing the format, many students were asked what they feel about the study in asynchronous mode. They accepted asynchronous format as very helpful since it gives them time to edit the video, audio and their data before the final submission.

Below, we can see the data for asynchronous study in the rural areas for boys and girls as compared to in the urban areas for both the genders. Before COVID 19, we could see the usage of online education in rural areas only to some extent. However, in the urban areas the online model was being used in larger amount.

In the collection of data, we observed that **urban vs rural study** is quite challenging. The same is true also for the study of **girls vs boys**. The data for three consecutive years was compared and it showed a significant boom in the online mode of education. The girls have also improved their place in the online mode of education. If we compare rural and urban altogether, we can see that there is increase in the number of students from 2019 to 2021 period. The girls have also improved their numbers in terms of studying online after the corona pandemic. It is the biggest achievement for educational authorities; now they can share knowledge in the most remote area of the country. But if we talk about metro-cities, the numbers are astonishingly high because they are called working class of the country, especially in Mumbai and New Delhi.

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Gagan Sarawat and Dr. Neelam Yadav
Synchronous and Asynchronous Communication: Experiences Versus Opportunities and Challenges During COVID-19   25

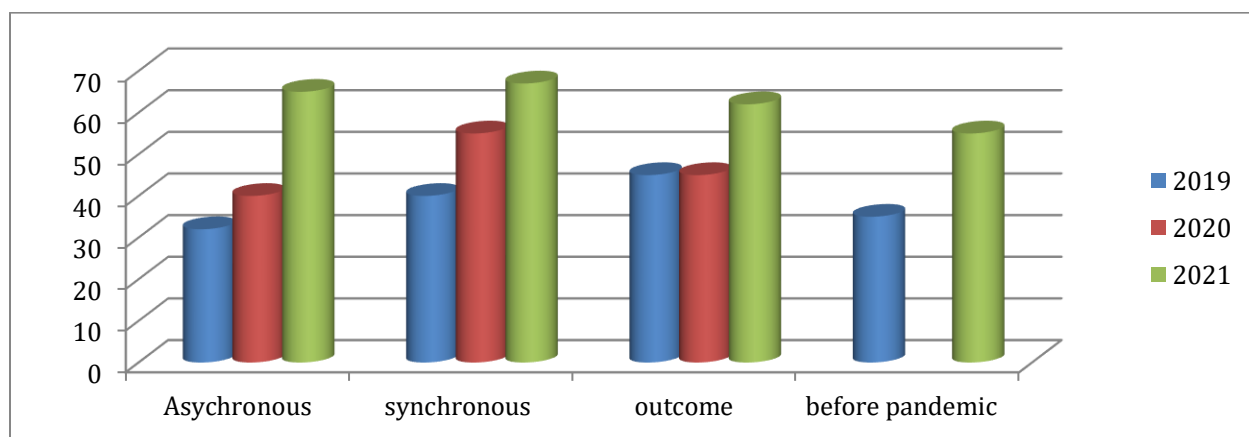**Synchronous Way of Teaching in Online Way of Education**

Now we talk about modern ways of teaching in learning platforms that are synchronous ways of communication. Due to the advancements in the field of study, we are now focusing on live session -- live session generated by **Zoom meetings, YouTube sessions** and **Google Meet**. A survey was conducted during lockdown on the students; they were asked about the benefits of online video lectures; most of them supported zoom lectures because it makes transparency in the teaching. Many students supported this way of teaching as it is best and more reliant way of studying. Students are highly active and they don't need to wait for the answer to their doubts. They can easily raise the query and immediately get the solution for their queries. It seems a more natural way of teaching and learning, because we see through the screen what is happening and what is being written and it follows the timing of the day. Morning and evening sessions are conducted by teachers and students are aware of the time of the day. It seems natural because it starts as a normal class by good morning or good afternoon. It removes the feelings of separation of social bonds with other students as they also live in the class. This mode of communication in the field of study makes it feasible to observe the students' progress throughout the class. It makes them motivated and active during live classes because any time their names will be called upon and this mode of education follows active and passion method of teaching. There are some limitations also attached with it, students need to wait for correct time and sometime class gets cancelled due to technical issues, it makes students de-motivated for next class. The advance of technology consumes more data for the daily class, so students suffer the requirements of fast and continuous use of internet, and it demands the continuous use of electricity. For the conclusion we have included the graph for the support of our outcomes, as both the method for online study was compared with reference to pandemic, the students seem to use these methods after the pandemic was over as it saves time and money.

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Gagan Sarawat and Dr. Neelam Yadav
Synchronous and Asynchronous Communication: Experiences Versus Opportunities and
Challenges During COVID-19   26

It is very convenient and helpful, especially for students living on the far side of the city area. The study suggested that the use of online study had been increased but there had been some limitation for it.

As per new guidelines, the government would construct some new policies to carry forward the new method for the benefit of the students [3]. In this method of teaching, the students need to be a bit sound in linguistics features of the language of communication. In the given data set we have achieved the values for the students who chose synchronous mode over asynchronous mode of education in respect of pandemic.

The students however prefer synchronous mode of education as compared to asynchronous mode of education. Before pandemic the percentage was very low for online study and it was considered low efforts study method, but now after the corona hit, it has immersed as one of the greatest tools for education from future point of view. We have seen a significant increase in the number of students in the online mode of study since 2019. In 2019, it is 33% of total involvement of students in both of the modes. For synchronous study was good where percentage was around 40% in 2019, but in 2021 it became 67% for synchronous mode of learning.

However asynchronous was not far behind, it was 32% in 2019 and it was increased up to 65% in the year of 2021 after pandemic ended. If we talk about outcome of the modes in the field of study, it is also being helpful from 45% in 2019 and later it was increased up to 62% which was exceptionally great move. Both modes are helpful according to the area and study interests because working students prefer asynchronous mode of the study over synchronous mode of study. But new students under twenty prefer synchronous mode of studies due to the time they have to invest in the study as compared to working students.

Conclusion

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Gagan Sarawat and Dr. Neelam Yadav
Synchronous and Asynchronous Communication: Experiences Versus Opportunities and
Challenges During COVID-19   27

Education was deeply interrupted by a pandemic in 2019. There was chaos in every field and people were traumatized in their life. Here the government and many private agencies came forward and launched many online platforms to carry forward the education. Many online software programs saved the future of students from nursery to higher studies. Because education was a must and mandatory for every student in the country, the world came together for sharing knowledge and collaboration for the wisdom in the field of education. We must save loss of students from corona pandemic in the coming future. Therefore, there were two methods which could be used for students to share and grasp knowledge.

Educational Institutes used asynchronous and synchronous in all platforms for fast education. Both are great methods for sharing knowledge while studying online. Both provide variety in the field of education. In the asynchronous method of study, we don't need to waste our time waiting for lectures and answers; we can watch or reply later in the assigned area. But it loses the live interactions which can be done through synchronous mode of education, here we can check live performance of the students, because they are supposed to reply at the pinpoint time. The students need to be active, hence it improves linguistics skills of the language. It also improves communication and language acquisition. It helps to check the students' progress lively; they cannot cheat and lose interest during the lectures.

The research indicates that the online mode of education (synchronous, asynchronous) has improved but it has new challenges for the teachers as well as for students [15]. It creates much more stress, and it is full of new responsibility and creates a kind of urge towards dissatisfaction for education. However these are developed keeping in the mind that students should be key centered point of these methods (Fabriz et al.). We have to create a mild balance between both of the online methods of study. These are certain problems related to the online modes of education such as lack of proper internet connectivity, distractions from the class, misuse of technologies as due to online connectivity students tend to mingle with online fraud and gaming.

For future researchers, there is a need for new policies which help students to make the most of it and benefit the students, teachers and parents from online mode of study. It is the duty of parents also to teach the students the benefits of online studies and harms related to the excessive use of internet. Technology is rapidly changing in every field. There are many new tools and AI based platforms available in the market, which came in 2022 and 2023 as **ChatGPT** and **Google Bard**. They could teach about anything by just asking questions by typing. They can write e-mails, messages, articles. They can solve mathematics problems very easily. It works on input and machine learning. Nowadays technology is moving very fast; we can translate online from camera apps to any language. We can change Word file to pdf very easily just by a single click. We can submit our assignments in any part of the country. It is the duty of all teachers and students to use technology for the good cause, but not for avoiding hard work in the field of study.

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Gagan Sarawat and Dr. Neelam Yadav
Synchronous and Asynchronous Communication: Experiences Versus Opportunities and Challenges During COVID-19   28

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Gagan Sarawat and Dr. Neelam Yadav
Synchronous and Asynchronous Communication: Experiences Versus Opportunities and Challenges During COVID-19   29

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gs8793@srmist.edu.in

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Gagan Sarawat and Dr. Neelam Yadav
Synchronous and Asynchronous Communication: Experiences Versus Opportunities and
Challenges During COVID-19   30