EMOTICONOS EN LA COMUNICACIÓN POR CORREO ELECTRÓNICO ENTRE ESTUDIANTES Y PROFESORES

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INTRODUCTION

Communication skills, describes the knowledge and skills a person needs to navigate a media and information-rich environment.

Emoticons, for students, these non-verbal communication tools are a way to add context or emphasis to their messages.

Digital communication, the use of emoticons has started to play an important complementary role in various types of text-based online communication.

OBJECTS AND METHODOLOGY

Qualitative data analysis

To examine the relationship between the use of emoticons and teachers' perceptions of students' e-mail messages with and without emoticons.
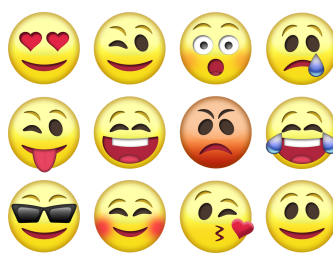
15 research teachers (ten from Serbia and five from Slovenia) created a database of students' e-mails.

Emails with emoticons were used and added to the email corpus.

1) Classification and evaluation of e-mails

2) Comparison of e-mails according to the use (or not) of emoticons

3) Digital literacy and the use of emoticons

Exploratory factor analysis (EFA), followed by confirmatory factor analysis (CFA).

4) Attitude towards the teacher and the use of emoticons

5) Association between gender and the use of emoticons

CONCLUSIONES

Most of the emoticons identified in this research have a positive notation.

In this context, it would be interesting to investigate from which device (mobile phone or computer) an email originated, which application was used and whether there is a connection between the device, the application and the emoticon used.

It is reasonable to assume that students view email communication differently from teachers and behave accordingly.

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