



Messaging Integrations Survey

Product Experience | Research Summary
June 2023

Contents

Overview	03	Next Steps	17
Background	04	Next Steps	18
Objectives	05	Moodle Experience Lab	19
Method & Approach	06		
Respondents	07		
Survey Results	09		
Summary of findings	10 - 15		



Overview

Background

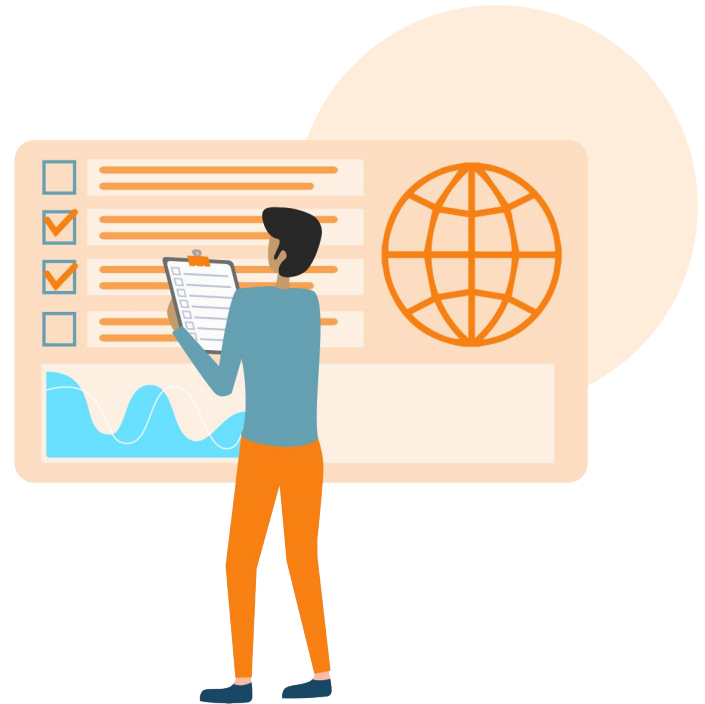
Moodle is working on improvements to our messaging experience. As part of this effort, we're working towards integrations with 3rd party messaging tools, the first of which will be Matrix.



Objectives

This survey aimed to further validate the following questions:

1. Will our customers support an integration of a 3rd party messaging service with Moodle, replacing Moodle Messaging.
2. Will our customers be willing and able to do any required set up to integrate a 3rd party messaging service, if needed?



Method & Approach



Target Audience

Moodle Administrators



Research method

Questionnaire created and launched via Typeform.

The questionnaire was live from April 20th - May 20th, 2023



Recruitment

We recruited participants through Moodle.org and MUA forums

Respondents

Total respondents: 58

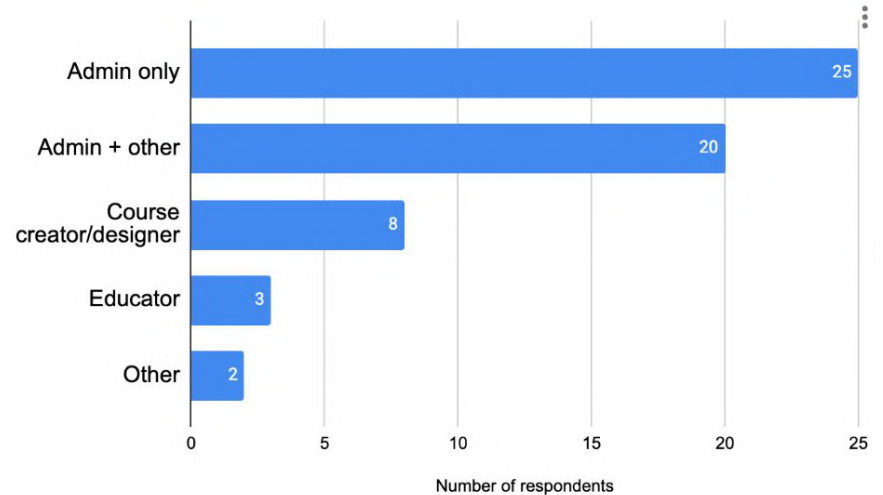
Moodle Administrators: 45

Course creators/designers: 8

Educators: 3

Other: 2

Roles of total respondents



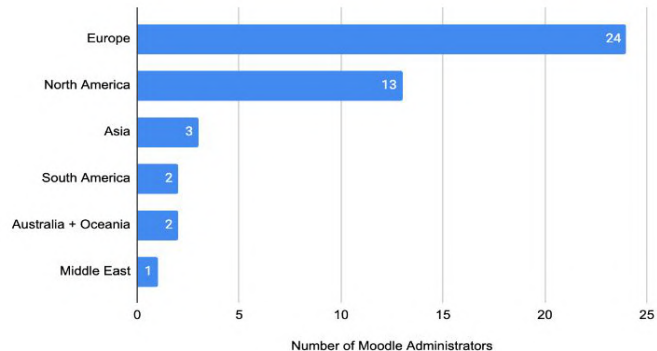
Respondents

Survey analysis is focused on responses from our target audience, Moodle Administrators.

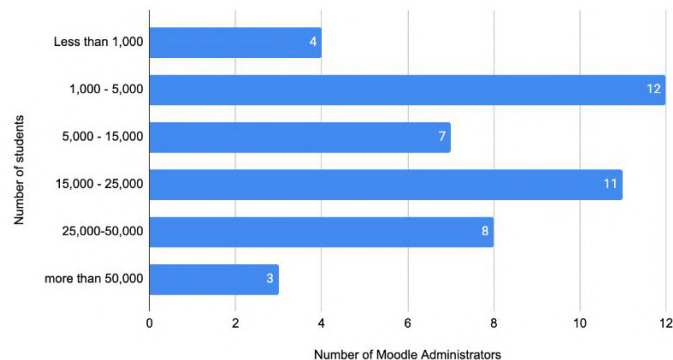
82% of respondents were from Europe and North America.

Most respondents were from schools with 1-50,000 students. Two thirds were from schools with 1-25,000 students.

Location



School size by number of students



Survey Results

Summary of findings

1 The most reported non-Moodle communication tool in use was Microsoft Teams.

2 75% of respondents felt it was “advantageous” to “extremely advantageous” to integrate a 3rd party messaging tool with Moodle.

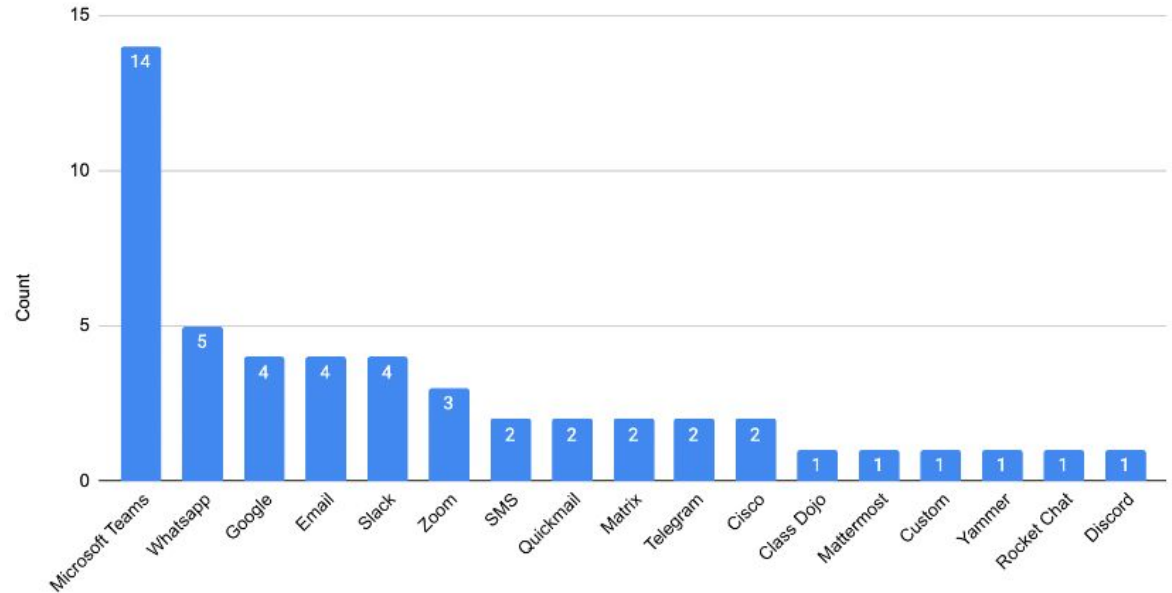
3 Roughly half of respondents reported that they are “willing to do the work and set up a local infrastructure to integrate a 3rd party messaging tool with Moodle”.

Finding 1

36 of 45 respondents reported that their organisation uses communication tools outside of Moodle Messaging.

The most reported non-Moodle tool in use was Microsoft Teams.

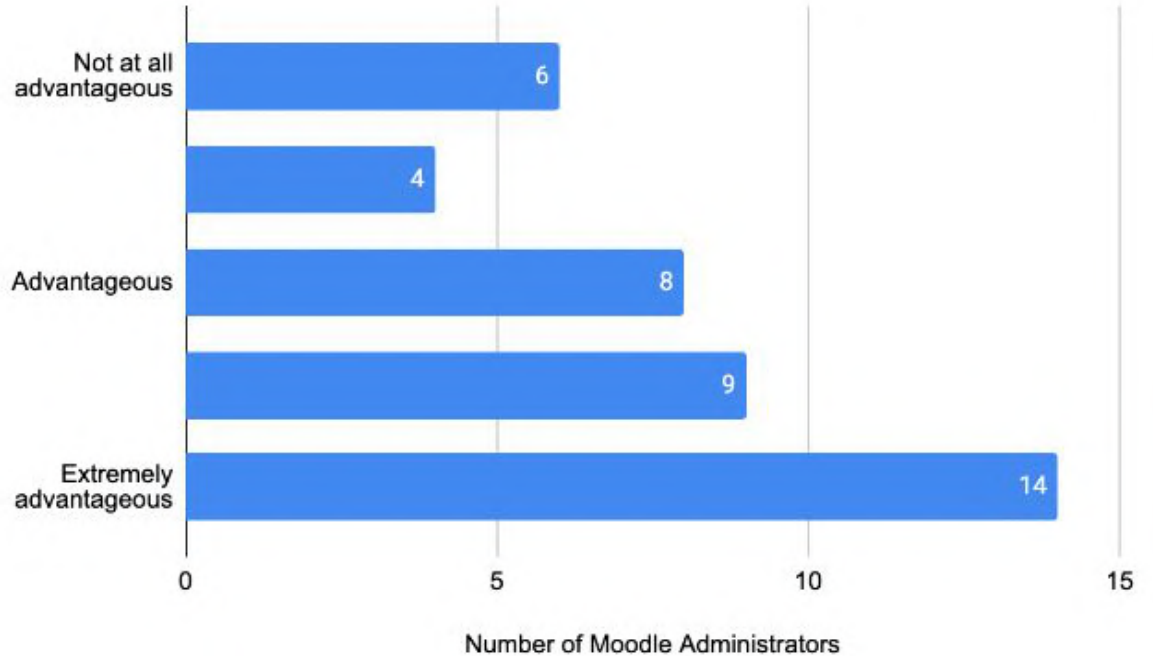
Non-Moodle communication tools



Finding 2

75% of respondents (36 of 45) felt it was “advantageous” to “extremely advantageous” to integrate a 3rd party messaging tool with Moodle.

Advantage rating



Finding 2

The most cited reason in favour of integrating a 3rd party messaging tool with Moodle was that it would **simplify and improve communication, particularly between teachers and students.**

Reasons why integrating a 3rd party messaging tool with Moodle would be **advantageous**:

# of responses	Reason provided
11	Would simplify and improve communication (particularly between teachers and students)
7	It makes sense to take advantage of tools already in use
4	Would offer better functionality than is currently available in Moodle
2	Would be a better way to get notifications (student notifications, push notifications to mobile)
1	Would allow for messaging without logging into the Moodle learning platform

Finding 2

The most cited reason against integrating a 3rd party messaging tool with Moodle was that **using other tools without an integration is working well enough.**

Reasons why integrating Moodle with a 3rd party messaging tool would **NOT be advantageous**:

# of responses	Reason provided
4	Using other tools outside of Moodle without an integration is working well enough.
2	Prefer to keep messaging within Moodle itself.
1	Not suitable for grade schools
1	Could potentially add to complexity
1	Moodle should focus on other things

Finding 3

Roughly half of respondents reported that they are **“willing to do the work and set up a local infrastructure”** to integrate a 3rd party messaging tool with Moodle.

Position on any work required to integrate a 3rd party messaging tool with Moodle.

