

**PERFORMANCE DISCORD APPLICATION
AS AN ONLINE LEARNING
PLATFORM**

SKRIPSI

By

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STATEMENT OF APPROVAL
PERFORMANCE DISCORD APPLICATION
AS AN ONLINE LEARNING
PLATFORM

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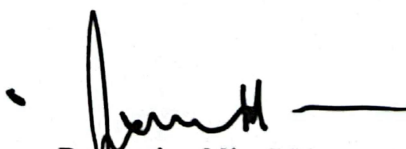

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Apabila di kemudian hari terbukti atau dapat dibuktikan bahwa skripsi ini adalah hasil jiplakan, maka saya bersedia menerima segala sanksi yang diberikan atas perbuatan saya tersebut.

Langsa, 10 Juli 2023
Yang membuat pernyataan




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ABSTRACT

Farabi Sufi, M. I. 2023. Performance Discord Application as an Online Learning Platform. *Skripsi* English Department, Tarbiyah and Teachers Training Faculty, State Institute For Islamic Studies (IAIN) Langsa.

Supervisor (1). Cut Intan Meutia, **(2).** Nina Afrida

Originally designed as a communication platform for gamers, Discord has experienced a recent surge in its utilization for educational purposes. Numerous communities embraced Discord servers as a means to foster and support learning activities. From the overview of this phenomenon, this study aimed to determine how the performance of the Discord application as an online learning platform and its impact on students' level of engagement and experience. This study applied a qualitative method with a phenomenological study approach. Data were gathered from two students who have been using Discord for more than a year and are interested in learning English through Discord. Observation of the application and interviews to explore students' experiences have conducted to collect data. The results demonstrated that Discord proved to be an effective platform for foreign language learning when it established a conducive learning environment. The performance of Discord's application features strongly enhances the effectiveness of the teaching and learning experience.

Keywords : *Online Learning Platform, Virtual Classroom, Discord Application.*

CHAPTER I

INTRODUCTION

A. Background of Study

Discord, initially known as a platform for socializing and communication among gamers, has witnessed a significant expansion of its applications beyond the gaming community.¹ According to Campbell (as cited in Khushi Gupta et al.), as of 2021, the number of registered users on Discord reached approximately 390 million, out of which 150 million were active users on a monthly basis.² The increasing number of users on Discord showcases its wide appeal as a flexible platform that extends beyond its initial focus on gaming. This makes it a desirable choice for diverse online communities and industries in search of efficient tools for communication and collaboration.

Discord was founded by Jason Citron and Stan Vishnevskiy to facilitate genuine communication among friends, surpassing casual conversation and allows them to maintain connections with their diverse communities. Discord provided a seamless experience for engaging in conversations, seamlessly transitioning between text, voice, and video modes.³ Initially designed for enhancing communication among online gamers, Discord has expanded its offerings over time, providing a range of features that are equally applicable to online learni

¹ Megan Davis, Bridget McInnes, and Irfan Ahmed, "Forensic Investigation of Instant Messaging Services on Linux OS: Discord and Slack as Case Studies," *Forensic Science International: Digital Investigation* 42 (2022): 1, <http://dx.doi.org/10.1016/j.fsidi.2022.301401>.

² Khushi Gupta, Cihan Varol, and Bing Zhou, "Digital Forensic Analysis of Discord on Google Chrome," *Forensic Science International: Digital Investigation* 44 (March 2023): 301–479, <https://doi.org/10.1016/j.fsidi.2022.301479>.

³ David Pierce, "How Discord (Somewhat Accidentally) Invented the Future of the Internet," *Protocol*, last modified October 29, 2020, <https://www.protocol.com/discord>.

purposes.⁴ This application basically provides VoIP (Voice over Internet Protocol) services and sends messages between users. The needs for online learning such as video conferences, sharing screens, and creating text channels can be made on the server.

In the realm of online learning, all course content, communication and support provided to students is online based. It is a way to overcome physical distance and bring people closer by carrying out projects collaboratively even when time differences are a barrier. Frequently, instructors tend to select educational media primarily based on convenience or familiarity rather than a thorough comprehension of which instructional media would best facilitate the learning process.⁵ The teacher's ability and student's willingness to learn are essential factors in determining the effectiveness of using Discord as an online learning platform. Discord has been described as a useful tool in the science classroom that can increase student engagement with the subject material, peers, and instructors.⁶

⁴ Muhammad Lukman Arifianto and Iqbal Fathi Izzudin, "Students' Acceptance of Discord as an Alternative Online Learning Media," *International Journal of Emerging Technologies in Learning (iJET)* 16, no. 20 (October 25, 2021): 180, <https://doi.org/10.3991/ijet.v16i20.22917>.

⁵ Jihyun Lee et al., "Instructional Media Selection Principles for Online Medical Education and Emerging Models for the New Normal," *Medical Teacher* 45, no. 6 (2022): 634, <https://doi.org/10.1080/0142159X.2022.2151884>.

⁶ Amy M. Wiles and Sean L. Simmons, "Establishment of an Engaged and Active Learning Community in the Biology Classroom and Lab with Discord," ed. Andrew Pike and Miriam Segura-Totten, *Journal of Microbiology & Biology Education* 23, no. 1 (April 29, 2022): 3, <https://doi.org/10.1128/jmbe.00334-21>.

Several learners reported that learning was not optimal because their teachers seemed to be ill-equipped to switch their instruction online.⁷ In online learning, teachers must be able to maximize various applications for learning activities. They need more help understanding how to effectively design, develop, and deliver high quality instruction. Zoom cloud meetings, Google Meets, Google Classroom, Google Form, Moodle, YouTube, and WhatsApp are the most frequently used tools in online learning.⁸ With such a variety of applications, it can undoubtedly pose a challenge for teachers.

With the development of technology, offline classes should continue along with online learning (blended learning). Blended learning effectively enhances the quality of learning among students, and the integration of this instructional approach strengthens students' embrace of online learning.⁹ With Discord, information between teachers and students in learning is kept up to date. They can share knowledge that is written neatly based on the text channel. The distribution of Discord's text channel is very effective to facilitate the learning process. Discord also gives access limitation features that allow users to control who can access various channels by using roles.¹⁰

⁷ Adaninggar Septi Subekti, "COVID-19-Triggered Online Learning Implementation: Pre-Service English Teachers' Beliefs," *Metathesis: Journal of English Language, Literature, and Teaching* 4, no. 3 (January 1, 2021): 238, <https://doi.org/10.31002/metathesis.v4i3.2591>.

⁸ Mariska Intan Sari and Aura Amalia Putri, "Exploring Online Learning Tools Used by EFL Teachers during the COVID-19 Pandemic," *Journal of Foreign Language Teaching and Learning* 7, no. 1 (January 29, 2022): 68–70, <https://doi.org/10.18196/ftl.v7i1.13407>.

⁹ Asma Rahmani and Khadidja Samira Zitouni, "Blended Learning and Flipped Classroom's Application during Post Pandemic," *Arab World English Journal* 13, no. 2 (June 24, 2022): 451, <https://doi.org/10.24093/awej/vol13no2.31>.

¹⁰ Pierce, "How Discord (Somewhat Accidentally) Invented the Future of the Internet."

A similar application that is commonly used to support blended learning is Google Classroom. Compared to Discord, Google Classroom is only limited to creating discussion forums, monitor students' progress and assignments. Google Classroom faced various limitations, such as challenges in uploading large files, disorganized notifications, and a limited capability for instant messaging.¹¹ The interaction between teacher and student is only limited to text. While Discord can make live voice calls with an unlimited number of users on one server. Features must be considered so that students can use only one application to study.

Sari Famularsih conducted research on students' favorite applications for online learning. There are seven applications such as Edmodo, Schoology, Google Classroom, Canvas, and Zoom Cloud Meeting. The top three favorite apps in order are WhatsApp, Google Classroom, and Schoology. WhatsApp is their favorite because it does not take up a lot of internet quota.¹² The large use of internet quota is generally the main problem experienced by most of students. However, online learning requires its own special application that is not mixed with personal matters. When students prefer WhatsApp as a learning platform, they will be easily distracted to private chats other than learning groups. The

¹¹ Lia Erisca Debbyanti and Adaninggar Septi Subekti, "Google Classroom in Indonesian EFL Classes: Voices From High School Teachers and Students," *International Journal of Humanity Studies (IJHS)* 6, no. 1 (October 24, 2022): 95, <https://doi.org/10.24071/ijhs.v6i1.5052>.

¹² Sari Famularsih, "Students' Experiences in Using Online Learning Applications Due to COVID-19 in English Classroom," *Studies in Learning and Teaching* 1, no. 2 (August 31, 2020): 118, <https://doi.org/10.46627/silet.v1i2.40>.

interface designs of WhatsApp are not effective when utilized as a learning platform.¹³

According to initial observations, the use of applications for online learning is still not effective. Many applications are needed for different activities such as WhatsApp for text communication, Zoom Cloud Meeting for video/audio communication, task collection and forum discussions using Google Classroom. The use of many applications makes the student's device not enough storage memory. The limitations of device specifications are a weakness of the use of technology to support online learning that is felt by students and people with middle to lower economies.¹⁴

Based on the description above, it is necessary to conduct a study on whether Discord can be an effective platform for teachers and students. Discord has complete facilities and needs to be a new innovation to become the main application. This is a platform that can be used for online learning. Therefore, the writer wants to know and to do a research on performance Discord application as an online learning platform.

¹³ Sirajul Munir et al., "Whatsapp as a Learning Tool During COVID -19 Pandemic: Advantages and Disadvantages," *International Journal of Educational Best Practices* 5, no. 2 (October 26, 2021): 168, <https://ijebp.ejournal.unri.ac.id/index.php/IJEBP/article/view/7926>.

¹⁴ Ihsana El Khuluqo, Abdul Rahman A. Ghani, and Arum Fatayan, "Postgraduate Students' Perspective on Supporting 'Learning from Home' to Solve the COVID-19 Pandemic," *International Journal of Evaluation and Research in Education (IJERE)* 10, no. 2 (June 1, 2021): 618, <https://doi.org/10.11591/ijere.v10i2.21240>.

B. Research Question

This study was designed to explore the following research questions:

1. How does the performance of the features provided by the Discord application support online learning?
2. How does the Discord application affect students' learning experience and level of engagement?

C. Purpose of Study

This study aims to find out how the performance of Discord application as an online learning platform. The specific objectives to achieve this main goal are identified as follows:

1. To explain how the performance of the features provided by the Discord application supports online learning.
2. To identify the impact of the Discord application on students' learning experience and level of engagement.

D. Significance of Study

This study can assist the teachers to understand any problems faced by students about the effective application used as an online platform. For students, this research will help them to identify and develop English or other skills by using online learning platform. Therefore, they can consider the Discord application as an online learning platform by using this research as a basis.

CHAPTER IV

RESEARCH FINDINGS AND DISCUSSION

A. Research Findings

In relation to the research data, this part provides an overview of the findings. The results of the data were collected through observation and interview. The observation were conducted on June 17-19, 2023. Then, the researcher conducted interviews with two participants, the first on June 19, 2023, and the second on June 24, 2023. Those actions were applied in order to gather deeper information on how the performance of the Discord application as an online learning platform.

The researcher analyzed the data to gain the objectives of the research. The results were categorized into two main parts: the first one is “The Performance of Discord Application Features for Online Learning,” and the second one is “The Level of Students’ Learning Engagement and Experience in Using Discord.”

1. The Performance of Discord Application Features for Online Learning

Based on the observations, Discord utilizes a server to create a group that can accommodate up to 250 thousand members. The researcher found numerous features on the Discord application that can support online learning. In addition, the researcher also discovered how students utilize these features for learning. All the findings will be explained as follows:

a. Voice Channels

Discord offers a voice chat feature that allows users to engage in real-time conversations. Participants can join voice channels within a server and communicate verbally with other members. Voice channels serve as a space for people to gather and engage in voice conversations and video conferences (live cam). This feature is highly beneficial for language learning as it facilitates conversation practice, improves pronunciation, and enhances oral communication skills. This feature is considered important to use, according to a participant when the researcher asked about the most beneficial feature of Discord. FS, a high school student who has been using Discord for a long time, said:

“This voice call feature, you know. You can set a limit of like people that want to come in. For example, here you can only have two people join, right? Like teachers can use it to do meetings and such. I feel like voice channels can be really useful in that way.”

The voice channel feature can be restricted by users to control who can join it. With this limitation, members can feel more comfortable communicating with each other without the fear of unrelated individuals joining abruptly. Therefore, this feature is extremely useful for teachers when conducting specific classes. The private voice channels feature can be seen in Figure 4.1.

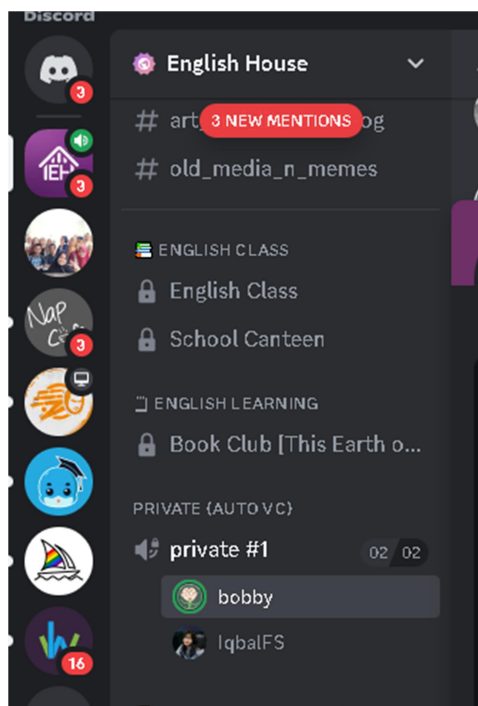


Figure 4.1 Private Voice Channels

Voice channels are the main feature of Discord. RWP, an English teacher and the person who created a Discord server for learning with approximately 21,000 members, agreed that the voice channels feature are highly beneficial. He also stated that this feature is an advantage possessed by Discord. RWP said:

“From my perspective, Discord has many advantages and makes things easier. Where within one feature, there can be multiple functionalities. For example, in the voice feature, we can have conversations, interactions, and even directly open a live face camera.”

The utilization of voice channels for online learning is implemented in the English House server. They conduct English classes every Sunday at 8 PM. On Sunday, June 18, 2023, the researcher observed the English class that was

held. Approximately 1 teacher and 12 students attended the class. They played a game where they had to describe a word using three clues without mentioning the word to be guessed by other students. Each student took turns speaking through the voice channel and also wrote the word descriptions. This activity trained their speaking, listening, and writing skills in English. The presence of this class demonstrates the successful implementation of voice channels for learning purposes.

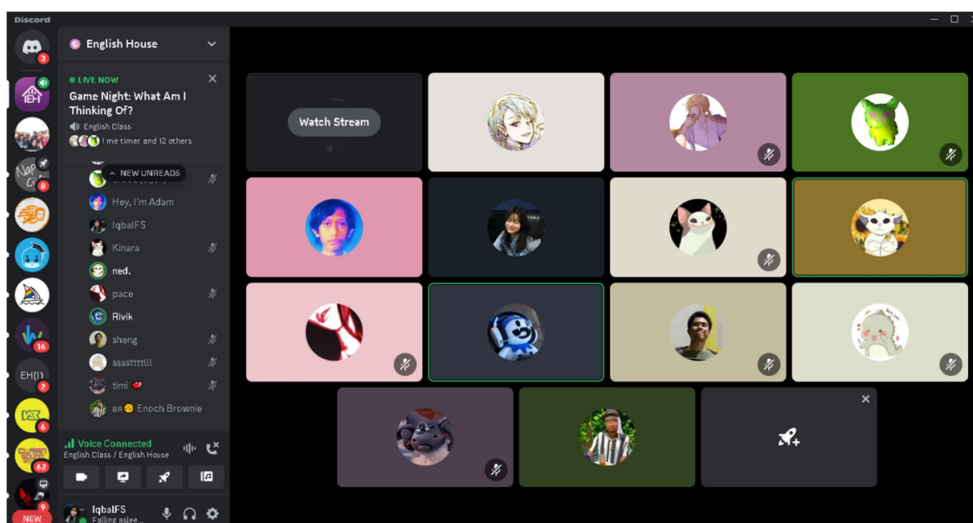


Figure 4.2 The Use of Voice Channels for Learning Purpose

b. Text Channels

Discord provides text channels where users can engage in written discussions. These channels are organized by topics or categories, allowing users to share thoughts, ask questions, provide feedback, and exchange information through text-based conversations. This is another important feature offered by Discord. In the context of learning, the text channel will certainly be

used frequently. As mentioned by RWP regarding the use of text channels, he said:

“For learning activities, there are several options. We have direct learning sessions in the voice channel, and we use the text channel to ask questions or engage in discussions about specific topics. That's what we use most frequently.”

For each category, users can write topic titles for text channels. This is useful to ensure that discussions about a specific topic stay on track and organized. In the Discord server English House, there are five main categories dedicated to text channels.

The first is Main Channels. This is where members engage in daily conversations. They chat in the text channels `#english_conversation` and `#other_languages`. Within this category, they actively participate in discussions and improve their language skills. The text channel can be seen in Figure 4.3.

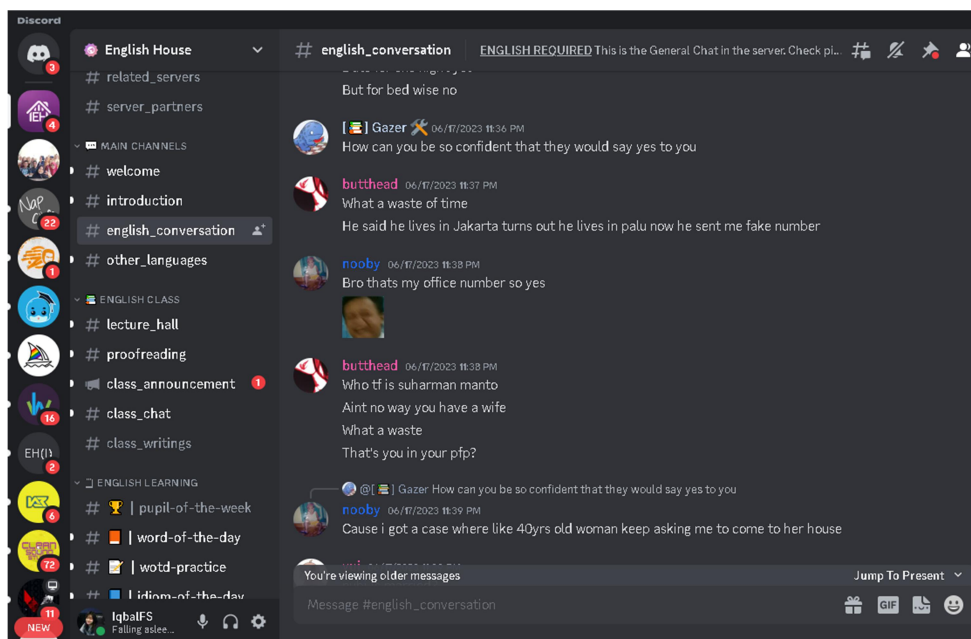


Figure 4.3 The English Conversation Text Channel

The second is English Class. In this category, there are four channels used to support English language learning: (1) #lecture_hall, A place for members to ask questions related to English academics. (2) #proofreading, this channel is made for member to proofread each other's text/document friendly with the assistance from the teachers, especially proofreaders. (3) #class_chat, this is the text channel used for discussing learning topics when English classes begin. (4) #class_writings, this is where reading materials and students' writing from occasional sessions in English House class are posted.

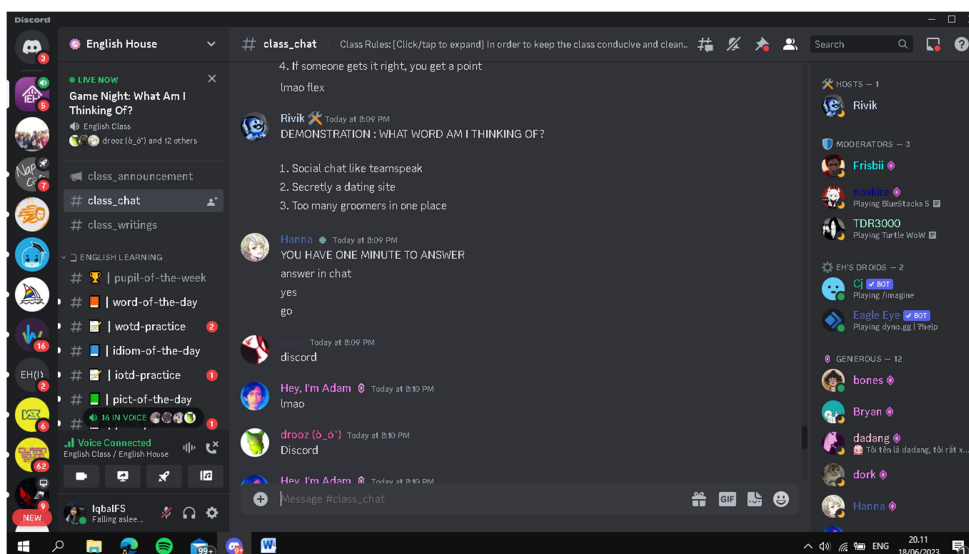


Figure 4.4 The English Class Text Channel

The third is English Learning. This category is created for members to learn how to write sentences in English. Every two days, a word, idiom, or picture is provided to allow members to practice writing related sentences in the available text channel. For example, in the text channel #wotd-practice, a teacher provides a word, and then the members create a sentence using that word. It can be seen in Figure 4.5

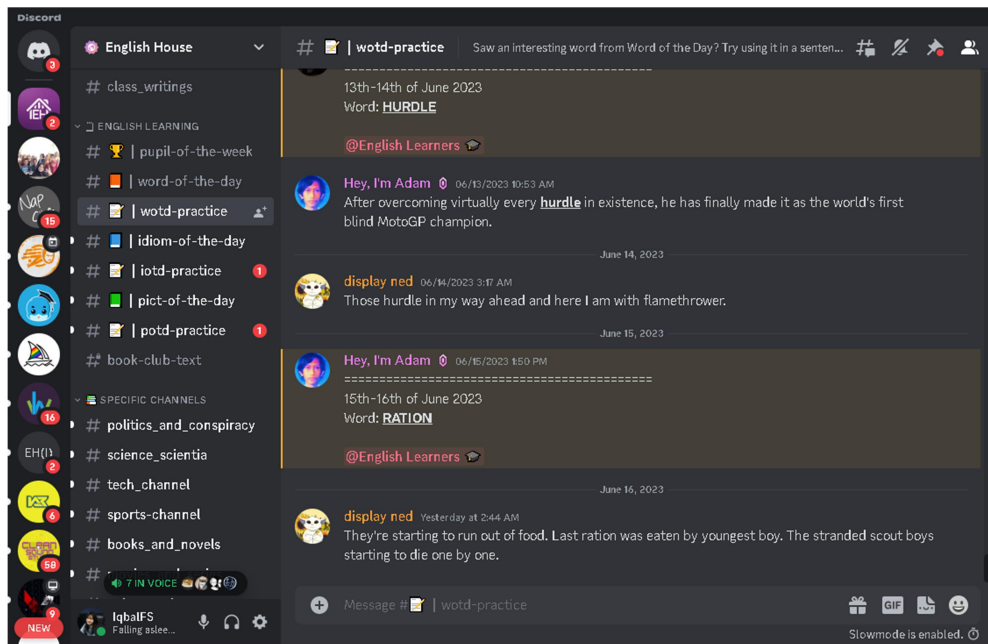


Figure 4.5 Word of the Day Practice Text Channel

The fourth is Specific Channels. In this category, discussions are held on topics other than English academics stuff. There are eleven topics that can be discussed with other members to obtain information about those topics. The topics are about politics, sciences, technologies, sports, books, anime, foods, healths, visual arts, and literatures. These channels greatly help members to test their English language skills in discussing their preferred topics. In the Figure 4.6, members were discussing a topic about sports.

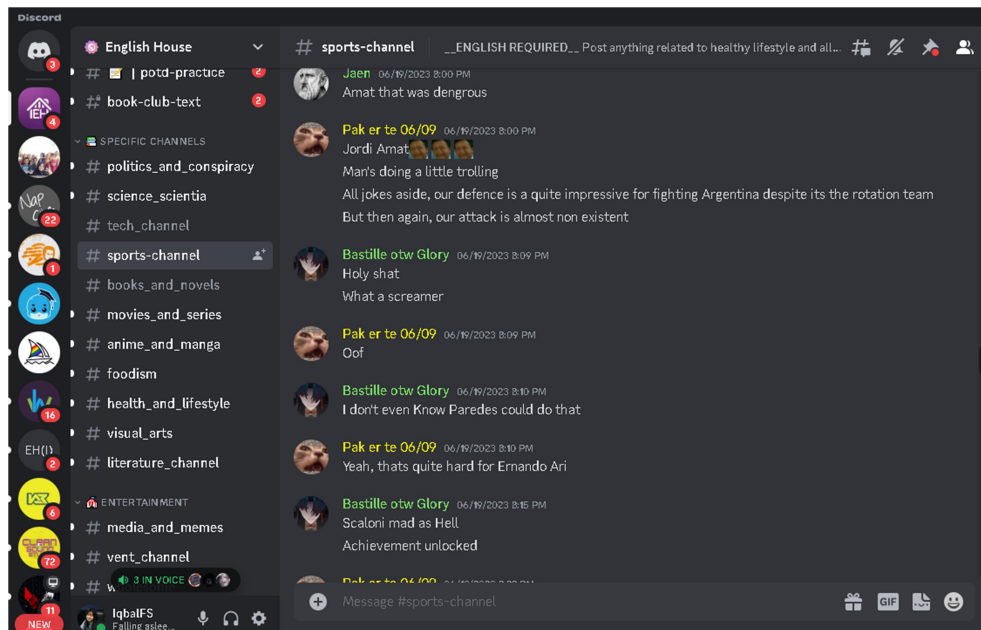


Figure 4.6 Sports Text Channel

The fifth is Entertainment. This is a category provided by the English House server for members to find and share entertainment. As seen in Figure 4.7, there are seven text channels in this category. The text channel that is most and popular among members is #media_and_memes. This channel served as a place for members to share entertaining content, such as funny memes.

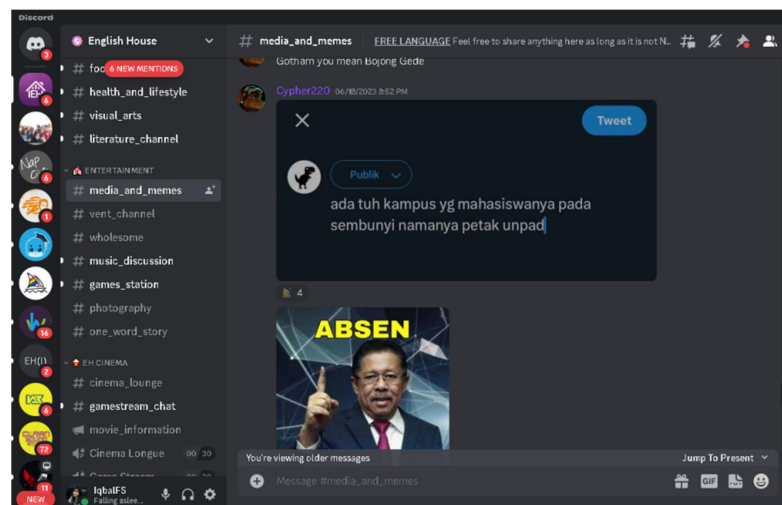


Figure 4.7 Media and Memes Text Channels

From all the observations made by the researchers, text channels are highly important for members to discuss and share stories. In addition to text-based conversations, text channels also allow sharing of stickers, files, videos, and images. These features are crucial for online learning. As a result, text channels provide a platform for collaborative learning and exchanging ideas among members. They foster engagement and facilitate effective communication within the Discord community.

c. Direct Messages

Discord facilitates users to send direct messages to individuals or groups. This private messaging feature allows for one-on-one or small group conversations, promoting personalized communication, support, and collaboration. Direct messages provide a space for participants to seek clarification, discuss specific topics, or engage in private discussions. In online learning, this feature is also important for contacting someone privately. Direct messages are located in the top left corner as shown in Figure 4.8.

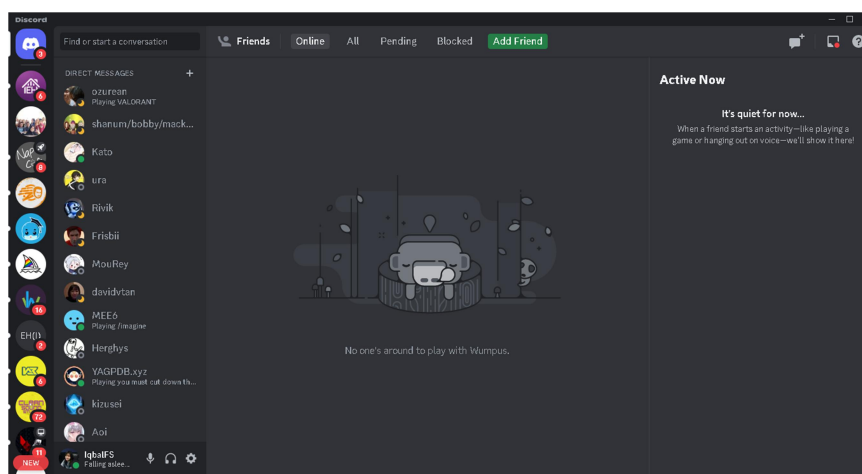


Figure 4.8 Direct Messages

d. Screen Sharing

Discord's screen sharing feature allows users to share their screen with others in real-time. This feature is useful for collaborative activities, presentations, or providing visual demonstrations. Participants can share slides, documents, or other educational resources, enhancing the learning experience and facilitating group work within the server. Screen sharing in the context of online learning can replace the whiteboard in offline learning. As stated by FS:

“If you are going to teach or do something for school or whatever, instead of using a whiteboard, you can use the screen sharing feature and also turn on your camera for video conferences. So, it's like you can really learn from the computer without using a whiteboard.”

With the screen sharing feature, a teacher can share anything needed in an audio-visual format to assist the learning process. During the observation, a teacher on the English House server used screen sharing to display a timer as shown in Figure 4.9. The timer is useful for knowing the remaining time for students to answer questions from the game topic “What Am I Thinking Of?”.

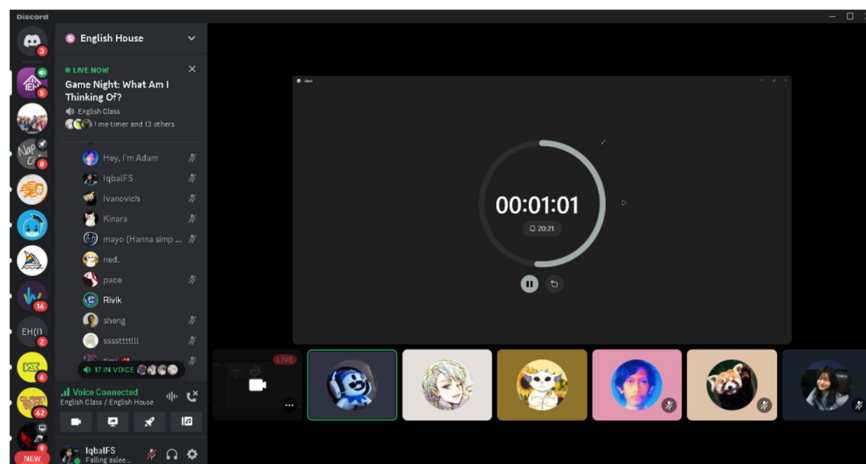


Figure 4.9 Screen Sharing Feature

e. Resources Sharing

Discord encourages resource sharing among users. Within the server, participants can share articles, videos, pictures, learning materials, helpful links, and other educational resources. This culture of sharing enriches the learning environment, provides additional references, and allows members to get benefit from diverse perspectives and materials. In the English House server, members shared learning materials using #class_chat and #class_writing channels. Other resources in the form of links and images are also extensively shared in the #literature_channel.

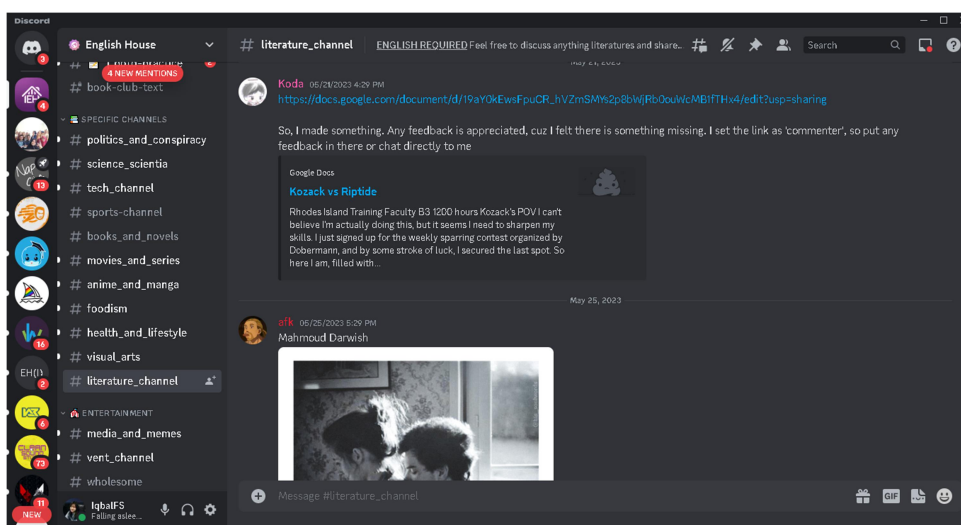


Figure 4.10 Resource Sharing

To add resources, simply press the plus logo located on the left side of the message input field. Following that, a menu will appear with options to share any files available on the user's device. This feature is essential for online learning to share materials such as documents.

f. Bot Integrations

Discord supports bot integrations, allowing users to add bots with specific functionalities to their servers. These bots have many features that can be utilized, such as playing music, detecting member violations, games, learning, and more. Bot integrations can assist Discord users in various needs. For example, in the English House server, members often use music bots to listen to songs while studying. The usage of the music bot can be seen in Figure 4.11. The name of the music bot is EH's Radio.

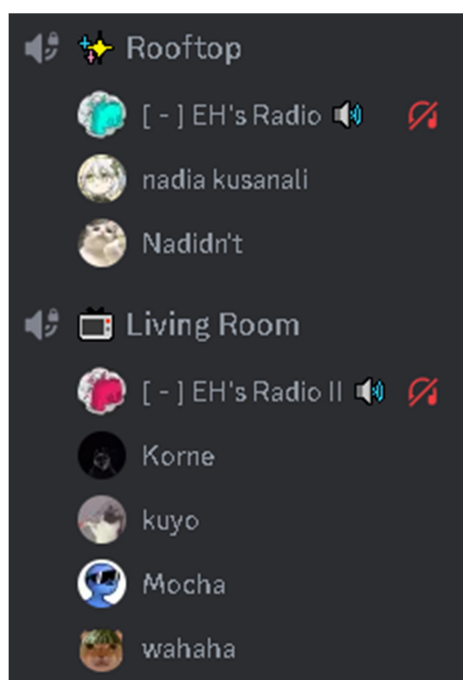


Figure 4.11 The Use of Music Bot

Each learner has their own way of studying. Discord users often use music bots to accompany them while studying. RWP also does the same. He also shared how he utilizes bots for learning. He said:

“I can study on my own while listening to music using a timer, commonly known as the Pomodoro technique. Because in Discord, there are many bots available, we can use a bot as a timer. I have created a Pomodoro bot on our server. We also engage in group study with one or two other people while using voice chat and turning on our cameras.”

According to RWP's statement, there are numerous types of Discord bots available. The use of bots for learning can be beneficial for users. Music bots can be utilized to practice English listening skills. These music bots are integrated with YouTube, allowing users to listen to podcasts and enhance their listening skills. Therefore, this feature can be utilized not only for music but also for educational purposes.

g. Notifications and Reminders

Discord provides notification features to inform users about server activity, updates, and upcoming events. Users can customize their notification settings to receive alerts for specific channels, mentions, or direct messages. Notifications and reminders assist users in staying engaged and keeping track of important discussions, learning sessions, or announcements. According to RWP, the “mention everyone” feature is very beneficial. The mention feature can notify all members to receive important announcements.

The English House server used the mention feature to remind members about English classes and other events. For class notifications, a teacher provided a reminder in the announcement channel. The teacher mentioned the

@Student Pass role, which means all members with that role will receive notifications on their devices. The use of mentions can be seen in Figure 4.12.

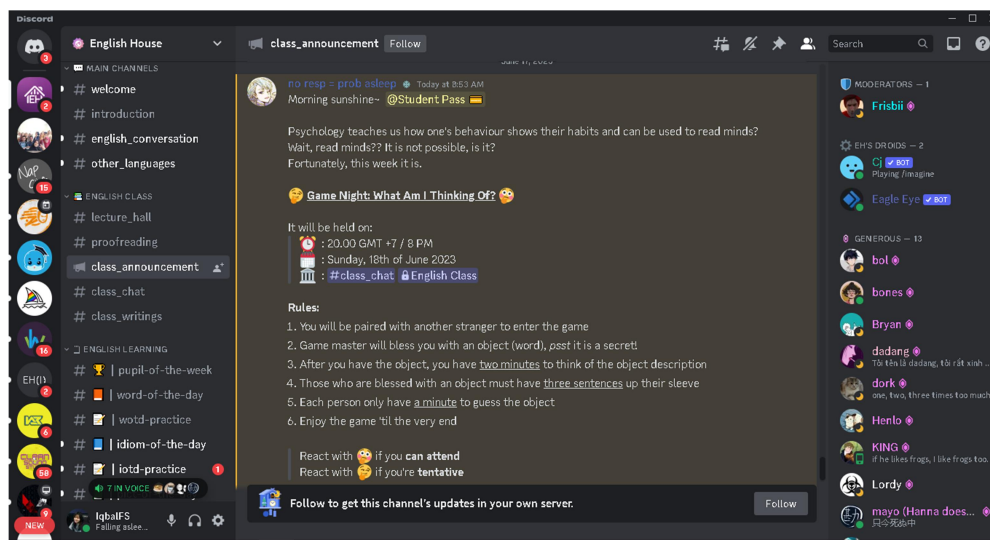


Figure 4.12 The Use of Mention to Trigger Notifications

2. The Level of Students' Learning Engagement and Experience in Using Discord

The Discord application was initially created for communication among friends and online gamers. The researcher observed that Discord can also be used as an online learning platform. This can be seen through the existence of a community that has created a dedicated Discord server for learning called English House. This server has a total of 29,741 members, indicating that many students are utilizing Discord as a platform for online learning. FS, as a member of Discord server English House, also believe that Discord can be a supportive platform for learning. She said:

“In my opinion, this platform is very versatile because it can be used by large communities. So, if you want to lead a classroom here to teach a lesson, I feel like that's possible, especially with the functions within Discord, like creating channels and discussions. This makes it suitable for learning purposes.”

The supportive features of Discord for online learning have sparked interest among numerous students in Indonesia, prompting them to explore its potential. To utilize Discord as a learning platform, a user needs to create a server that can facilitate it. RWP shared his interesting experience of creating a server for learning purpose on the Discord application. He said:

“Maybe this is my memorable experience. You know, I really love learning, so when I found Discord, I immediately gave it a try and started experimenting with creating a server for learning, just to see if it could work. It was originally designed for gaming, but I repurposed it for learning. Surprisingly, it has endured and has been running for 4 years. At first, it was just an experiment, but it ended up becoming a learning platform and a learning community.”

RWP successfully created a learning community through the Discord application. He managed to gather around twenty thousand members. The server has been running for 4 years. With this accomplishment, Discord has successfully facilitated students in their teaching and learning activities.

Despite the success of Discord's features in facilitating online learning, there are also challenges in maintaining an active and sustainable community server for learning purposes. To sustain a server, it is essential to have a substantial number of active members. These members need to actively engage and collaborate to keep the server alive. RWP said:

“The level of learning and collaboration can be considered quite high when it is needed. It depends on the situation and circumstances. For example, when COVID-19 emerged, students were searching for an online learning platform. That's when our platform was truly in high demand, as it offers greater flexibility. However, when COVID-19 was over, learning activities were conducted in schools again. The usage of Discord decreased, but it still can be used for learning purposes.”

The use of Discord servers for learning increased when all students were studying online during the peak of the COVID-19 pandemic in 2020. However, as the pandemic came to an end, the members who were previously actively learning online on Discord gradually decreased. As a result, the number of active members became fewer. FS's statement in this matter also proves the accuracy of the statement above. She said:

“Actually, after the Covid-19 situation subsided, I took a break from Discord and didn't use it for a few months, but I still had the app on my smartphone. I started coming back to the English House server like I've been active for a while from last month. I'm not active on the server every night. From time to time, maybe two or three times a week.”

The students' motivation to use Discord as an online learning platform is not consistent. However, as a language learning tool, Discord can be a top choice because its primary purpose is communication. The optimal voice chat feature and large community greatly support students in learning foreign languages. FS shared her experience in learning a foreign language on Discord. She said:

“If the lessons are about foreign languages, It can be really useful. Because I once joined a server to learn Korean, and it was truly helpful because people there gave tips, advice, and like you practice your Korean with them since they could speak the language. So, you have conversation and you practice your Korean.”

The extensive Discord community worldwide enables users to connect with one another. The use of Discord for language learning, as mentioned by FS above, demonstrated the positive support of the Discord community. Members in language learning servers provide tips, advice, and positive learning environment for users. An environment like this made students comfortable learning through Discord.

The extensive scope of Discord also has its negative consequences. Discord itself cannot monitor all the malicious activities performed by its users. The first prevention can be done by the server moderators who have swift access to address the negative aspects within the community. FS has experienced this. She said:

“One of the drawbacks is that Discord is a place that can be considered too vast. Like me for example, since I already had Discord since junior high school, at leisure time and curiosity, I went to Google and searched for a random server to join. It turned out to be a toxic server. I mean, this is the internet, you know. Obviously, you will come across really weird people.”

With the large number of users worldwide, it is not surprising that there will be both positive and negative aspects experienced by users. However, if users can create a positive learning community, they will feel comfortable learning through the Discord application. The Discord English House server is an example of a server that fosters a positive learning environment for English language learning. With strict rules enforced, this server can address negative aspects that may arise from people on the internet.

B. Discussion

This research has presented data on the performance of Discord application features for online learning and the level of students' engagement and experience in using Discord. The researcher first discussed the findings regarding the Discord application features and how students utilize these features for online learning. From the discussion, this research found that there are seven Discord features that can be utilized for learning: Voice Channels, Text Channels, Direct Messages, Screen Sharing, Resource Sharing, Bot Integrations, as well as Notifications and Reminders.

The seven features mentioned above fulfill the criteria of an online learning application. Based on the theory by Alhat Swapnil, to create a virtual classroom, teachers and students must be able to interact online through an online whiteboard, breakout rooms, and screen sharing. Discord allows the use of an online whiteboard through its screen sharing feature. Meanwhile, breakout rooms can be created using dedicated voice and text channels for discussions and collaboration.

The features were implemented by the students in the English House Discord server. They communicated through voice and text channels. They also had access to various materials provided by the teachers through the resources sharing feature. This aligned with the research conducted by Vladyslav Kruglyk, stating that an online learning system should enable teachers and students to

engage in debates and discussions. The system should also allow a large number of users to access visual materials on their devices.

Furthermore, this research also found the level of engagement and experience of students in using Discord. The researcher discovered that Discord is highly favored by students as a learning platform. This can be proven by the number of people who joined English House server, which is 29,741 members. The results of interviews also indicated that Discord can be a platform for language learning. This is in line with the research conducted by Jannah and Hentasmaka, which found that 89.72% of students viewed the utilization of Discord in virtual English language learning positively.

FS' experiences in using Discord resulted in both positive and negative outcomes. The negative aspect involved encountering unhealthy server environments on Discord. However, the students themselves could choose a positive learning environment. The Discord server English House demonstrated a high level of comfort and facilitated active learning for its members. These findings align with the research conducted by Mohd Asraf Ayob et al., which suggests that the use of Discord can enhance students' comprehension of course materials by promoting active social and learning engagement on the platform.

CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusion

Discord was originally intended for communication among gamers. However, recently there has been a phenomenon of numerous communities creating Discord servers to support learning activities. The purpose of this research is to explain how the performance of the features provided by the Discord application supports online learning and to identify the impact of the Discord application on students' learning experience and level of engagement.

After conducting observations and interviews, the researcher found that Discord is effective as a platform for foreign language learning as long as it creates a positive learning environment. The performance of Discord's application features greatly supports the teaching and learning process. The researcher identified seven features that can be implemented by users: Voice Channels, Text Channels, Direct Messages, Screen Sharing, Resource Sharing, Bot Integrations, as well as Notifications and Reminders.

Based on the level of engagement with Discord as an online learning platform, many students showed interest in being part of learning communities on Discord. In the English House server, there are a total of 29,741 members. A student shared a positive experience with the learning environment in there. A positive environment can help students remain consistent in learning using Discord.

B. Suggestion

In this section, the researcher provided suggestions for teachers, students, and further researchers. For teachers, it is recommended to explore various useful online learning applications. Discord can be chosen as a platform for communication and learning with students. For students, it is advised to create a positive learning atmosphere and environment within online learning communities. It is important for students to support each other. For further researchers, it is suggested to explore different methodologies and involve a larger number of respondents. The researcher hopes that future researchers can explore new aspects of the Discord application that support learning activities.