Characterizing Social Interactions in Online Social Networks:
The Case of University Students

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Keywords: Online Social Networks, Collaborative Learning, Social Networks Analysis.

Abstract: The widespread use of computing and communications technologies has enabled the popularity of social networks oriented to learn. In a previous work, we studied the nature and strength of associations between undergraduate students of an introductory course on computer networks, using an online social network embedded in a learning management system. With datasets from two offerings of the same course, we mined the sequences of questions and answers posted by the students to identify structural properties of the social graph, patterns of collaboration among students and factors influencing the final achievements, concluding that the structural properties most correlated to the final academic results are robust measures of centrality (degree and eigenvector), which are already detectable since the first weeks of the course. In this work, we apply SNA to graduate engineering students enrolled in a master level course in computer networks. The results obtained show that quality participation in the social activities appears to be correlated with the final outcome of the course, and that good students tend to show denser egonetworks. Our analysis contributes to the understanding of the role of social learning among highly educated students.

1 INTRODUCTION

Information technology is changing the ways we learn. The widespread use of computing and communications technologies has enabled the formation of personal communications or online social networks (OSNs), and it is behind the popularity of social networks oriented to learn. Social learning (Vassileva, 2008; Hart, 2011) emphasizes the role of knowledge gained through social relationships (real or virtual), that is, private conversations, public debates, exchange of ideas, sharing knowledge, collaboration, cooperation, etc., regardless these taking place between peers or with experts.

A properly designed software platform which integrates contents, users and educational experiences is key for the effectiveness of any social learning environment (SLE). The popular learning management systems (LMSs), e.g., Moodle, Carolline, Blackboard, cannot offer full functionality for embedding OSN features like direct interaction among the students, a reputation system, or the creation of informal learning activities. Consequently, some genuine SLEs have been recently developed (Rodrigues et al., 2011; Thoms, 2011; Sousa et al., 2016), with a focus on collaborative work. Since these kind of learning platforms collect a detailed record of each student’s activity, a growing body of research aims to understand to what extent the social interactions among the students reinforce their learning process or improve the quality of the learning outcomes.

This type of data has been used to analyze the individual behavior of users, potentially for identifying the behavior patterns that lead to success in learning (Lykourentzou et al., 2009; Macfadyen and Dawson, 2010). In other studies, the datasets are mined to quantify how the information flow shapes the learning results, e.g., to discover the most influential students or to find out how collaboration among groups of students arise, and the impact of relationships on performance of learners. In other words, whether the structure of the community to which a student belongs while he/she is engaged in the SLE has any substantial correlation on his/her performance. Thus, mathematical techniques from the field of social network analysis (SNA) are being increasingly applied to disentangle the relationships taking place among social actors in a SLE, and for understanding the distinctive patterns arising from these interactions. The study proposed in (Dawson, 2008) addresses learning communities from a social network perspective, including what relations are evident in these communities.
how media affect online relationships formation and what benefits can result from successfully maintain learning networks. The work described in (Cadima et al., 2012) analyses two distributed social learning networks in order to understand how characteristics of the social structure can enhance students’ success. In (Hommes et al., 2012), authors study the influence of social networks, motivation, social integration and prior performance on learning, proposing degree centrality as a key predictor for students learning. A theoretical model is developed in (Chung and Pare-des, 2015) to investigate the association between social network properties, content richness in academic learning discourse and performance, concluding that these factors cannot be discounted in the learning process and must be accounted for in the learning design. In (Gaggioli et al., 2015) authors investigate the relationship between social network indices, creative performance and flow in blended teams. The results indicate that social network indices, in particular those measuring centralization and neighbors interactions, can offer useful insight into the creative collaboration process. Related to the role of course facilitators, the study proposed in (Skrypnyk et al., 2015) shows that the teaching function becomes distributed among influential actors in the network, both human and technological, but the official course teachers preserve a high level of influence over the flow of information in the investigated course. Finally, the aim of the study proposed in (Eid and Al-Jabri, 2016) is to empirically examine various categories of social network sites use, showing that there are significant positive relationships between them and students learning.

In a previous work (Sousa et al., 2015), we applied SNA techniques and tools to mine the data collected through our software platform, SocialWire, in two consecutive editions of an undergraduate course on computer networks, for discovering what factors or variables have measurable correlation with the performance of the students: his/her level of participation in the system, his/her position (importance) inside the network graph or his/her neighborhood. We concluded that the structural properties most correlated to the final academic results are robust measures of centrality (degree and eigenvector), which are already detectable since the first weeks of the course. In this paper we report on a similar trial with students engaged in a master’s degree in engineering.

The rest of the paper is organized as follows. In Section 2 we give an overview of the core social engine, and describe the general principles of our learning-enhanced social platform. The methodology employed in the master level course is reported in Section 3. Section 4 contains the main results of the data mining applied to the datasets. Finally, some concluding remarks and guidelines for further work are included in Section 5.

2 THE LEARNING PLATFORM

SocialWire (Sousa et al., 2016) is a SLE purposely designed to provide a complete networked learning paradigm, including features not available in other SLEs. For instance, SocialWire uses games and social meritocracy as conducting threads. The software platform is based on ELGG, a popular engine for developing OSNs, and allows the creation, assessment and reporting of a range of collaborative activities based on social interactions among the students, offering a reward mechanism by means of ranking and reputation.

The platform was developed upon four building blocks:

- The online social network. SocialWire leverages on the core of ELGG for reusing the fundamental elements of a generic OSN. Every group (classroom group) defined in the system has its own wall to maintain open communication among all its members. The group can also use common tools in the social web for its virtual classroom activities: classroom blog, collaborative publishing and document editing, creation of web pages, social tagging, files repositories with hierarchical structure (including a viewer for images, audio, video and the usual document formats), and event calendars. All the activity unfolded in the classroom gets eventually reflected on the public wall, so it can be commented, highlighted or voted. Sharing videos, uploading a file, save and send a link are extremely simple actions which the user can invoke through an user interface deliberately similar to an OSN user interface. The user-friendliness is higher, as a bonus, and the learning curve of the platform itself is greatly softened.

- The formal learning processes. To furnish SocialWire with the usual features of a LMS, we have developed custom software modules that extend the bare OSN based on ELGG. Specifically, there exist modules for proposing and submitting tasks (either online or offline), for the creation and assessment of quizzes and questionnaires, for the creation and processing of forms or polls, for building an e-portfolio, for designing rubrics for evaluation, and more. Another software module gives the teachers the possibility of structuring the learning units in their courses, for instance
weekly, monthly, by topic,... and adding to each unit as many resources as they like.

• The informal learning processes. SocialWire opens the possibility of carrying out other sort of activities requiring a higher degree of social interaction. This is done by means of the questions and contests modules. Besides the usual grading procedure used in formal courses (on a numeric scale or by discrete levels), in SocialWire the students can receive “points” or “marks” for their works. The points accumulated along the course determine their position in the students’ ranking. This ranking serves primarily to send signals to the students about their relative performance, in a way that directly stimulates comparisons and that automatically conveys the meaning of social reputation.

• The collaborative work processes. Most of the popular software platforms for collaborative work fail to give real, effective support for working collaboratively. First, the users are not given a virtual workspace where direct communication and sharing between colleagues can happen, so they must resort to external programs to solve this (or in extreme cases, physical meetings). Secondly, teachers are not provided with the opportunity to manage, coordinate, assess, evaluate, share or communicate with the workgroups. SocialWire does permit subgroups, i.e., smaller groups within an existing group. The instructors are in charge of deciding how many groups will be created, their sizes and their membership policies, if any is due. Every activity supported by SocialWire can be assigned to a group or to an individual, and in the former case any group member is entitled to participate in the role of group’s representative. Additionally, every subgroup is internally a group and has a private space so that their members and the instructors can communicate.

3 APPLICATION

As explained in the previous Section, SocialWire provides a social networking platform for interaction between teachers and learners. The platform has been conceived as a complementary tool to a traditional course offering, so it provides two of the different learning modes typically found in standard MOOCs: video lectures/talks, assessments (in form of quizzes, homework and exams), and social networking. SocialWire supports the last two modes, while the lectures are still held in real classrooms.

The SocialWire platform has been used to teach one master level course over two consecutive academic years, 2014/15 and 2015/16. This is an advanced course within the scope of the underlying technologies in computer networks, continuing and intensifying the introductory concepts studied in the subjects of the degree. In both editions 16 students followed the course. All had studied at least a subject in the degree following a methodology similar to the one described in this paper. As to the students’ background, 9 in the first edition and 7 in the second held an undergraduate degree related to computer networks.

The course has a weekly schedule that lasts 14 weeks. The activities are organized as follows:

• Lectures/recitations, that mix the exposition of the ideas, concepts, techniques and algorithms belonging to the lessons of the course with the resolution of problems and theoretical questions in the classroom.

• Laboratory sessions, in small study groups. These are complementary sessions where the students design and analyze different network scenarios and with different protocols, using the GNS3 emulator.

• Online activities (questions, tasks, tests, etc.): in the virtual classroom.

Students and teachers belong to a single group in SocialWire, wherein general communication about the topics covered takes place.

To encourage networked learning activities and collaborative work, the teachers planned different activities in SocialWire whereby the students may gain points (the resulting ranking is made public to the group):

• Collaborative answering of questions. This activity consist in posing and solving any question, doubt or problem about the subject. The students send their questions, and so do the instructors occasionally. From the questions posed by the students, each question aligned to the course objectives and not repeated receives some points. The answers to any question (not absolutely correct, since the effort to participate and try to answer is also valuable) get also some points, depending on their quality and completeness and the difficulty of the underlying question. Correct answers are clearly marked, so that there is no misunderstanding.

• Tasks previous to the laboratory sessions. By means of this activity the teachers successfully encourage the students to prepare the material covered in the laboratory sessions in advance.
Tests previous to the midterm exams.

Face-to-face interaction (in the classroom and in the laboratory session) is still the bulk of the course, for a total of 40 hours. But the social networking activities occupy a significant fraction of the independent study time (an average of 10 hours). More importantly, there is actually a connection between the more formal face-to-face learning activities and the online tasks, in that many discussions and homework problems start in the classroom but take place further through the online platform, and are finished there.

Though this subject may be passed with a single final examination covering all the material, students are encouraged to follow the continuous assessment path.

In the two academic years, the weight of the continuous assessment was 50%, and the remaining 50% is awarded as the result of a final exam held on two different dates (January and July, non-exclusive). The 50% in the continuous assessment is split into a 30% from two midterm exams and a 10% of the final grade comes out from the game points gathered by engaging in the social activities commented above, to increase the level of participation. While it is true that one point in the final grade might seem a too scarce pay off for the best student, we believe it is important that the full score is easily achievable by a significant fraction of the class. Thus, in order to convert the point marks into a grade, if \( P_{\text{av}} \) and \( P_{\text{med}} \) are the average and median number of game points per student and \( P_{\text{max}} \) is the maximum, we compute \( M = \min\{P_{\text{av}}, P_{\text{med}}, P_{\text{max}}/2\} \). In the conversion scale, \( M \) represents 0.5 grade points, and every student having at least 2\(M \) game points gets the full 1 grade possible with this part. In doing so, we try to preserve the incentive-driven effect whereby the average-performing student is still engaged and the best students attain fair pay offs.

### 3.1 Activity in the Questions and Answers Game

In the first edition of the course along the term the students submitted 43 questions and 40 answers to the platform. The quality of the answers was remarkable, all got some game points and 18 were highlighted by the teachers. Moreover, the teachers submitted 1 question, answered successfully by 8 students. In the second edition of the course the students submitted 35 questions and 36 answers worthy of game points, from which 6 were highlighted by the teachers. In this case, the teachers submitted 3 questions along the term, answered successfully by 8, 12 and 14 students, respectively. As we can see in Figures 1 and 2 the activity is more concentrated around the second midterm date (at the end of November) and one week before the final exam (January 20 and December 17, respectively).

In our datasets we recorded all the events taking place within the game: users who post questions, users who answer each question and the valuations they received. With these data points, we build social graphs where two nodes (i.e., students) are connected by an edge if one has given an answer to a question posted by the other (notice that these graphs are directed, since it is important to know who made the question and who is answering it).

In Figures 3 and 4 every node is a student identified by his/her position in the ranking of game points (the node with label 0 represents the teachers). The light green points correspond to students that accomplished the subject in January, the dark green is for students who passed in July, and the grey points are for students who dropped off the course or failed the subject in the end. The color in the answers (edges) serves to classify them on the basis of the points received (black means 0 points, blue 1 point, red 2 points, pink 3 points, orange 4 points and yellow 5 points).

In the graph of the first edition of the course we can see that 14 of the 16 students followed the continuous assessment path and took part in this activity. All of them finally passed the course, 11 in January and 3 in July (only one of them, node 6, with prior exposure to computer networks). Moreover, of the two students not engaged in continuous assessment (neither of them with a computer networks background) only one finally succeeded in the course.

In this edition, among the most active students in this game are those who reach the highest positions in the ranking, a fact suggesting that they were competent in solving the rest of the online activities proposed along the academic year. In the graphs, nodes 6 and 8 correspond to students with medium or high performance in the online activities, having average grades in the midterms but who had to improve their grade in the finals in order to pass.

In the second edition of the course, all the students participated in this activity, and all but one were able to pass, 12 in the first call and 3 in the second one (again only one of them, node 13, with a computer networks background). Node 16 is a student without previous specialization in computer networking who, despite outstanding at this game, did not complete the remaining online activities, so ended up relegated to the last position in the ranking.

Finally, in Figures 5 and 6 we can see that in the first edition of the course the students in the lowest grade in the midterms but who had to improve their grade in the finals in order to pass.
positions of the ranking concentrate the activity in two weeks (two days in some cases). This fact suggests a non-steady study of the subject along the term. The same pattern is observed in students 5, 11 and 13 in the second edition. All of them passed the subject in July.

4 SOCIAL NETWORK ANALYSIS

In this Section we apply SNA techniques and tools to mine the data collected. As we explained in the previous Section, we model the social relationships taking place in the questions and answers game as directed simple graphs, and aim to explain the basic structural properties of such graphs as consequences of the social interactions among its agents. Formally, a graph \((N, g)\) consists of a set of nodes \(N = \{1, 2, \ldots, n\}\) and a square matrix \(g\), the adjacency matrix, where \(g_{ij}\) represents the relation between nodes \(i\) and \(j\). The neighborhood of a node \(i\) is the set of nodes that \(i\) is linked to, \(N_i(g) = \{j : g_{ij} = 1\}\). The degree of a node \(d_i(g)\) is the number of links that involve that node. For undirected graphs, \(d_i(g) = |N_i(g)|\). In directed graphs, the in-degree \(d_i^{in} = \#\{j : g_{ji} = 1\}\) and the out-degree \(d_i^{out} = \#\{j : g_{ij} = 1\}\) count how many edges finish (respectively, start) at that node.

4.1 Graph-level Measures

In social network analysis, the static or dynamic structural characteristics of the graph reveal key aspects of the collective and individual behavior of the agents. Let us briefly report some of the typical descriptive measures of a graph (Newman, 2010), and their values in our dataset.
4.1.1 Density

The density of a graph keeps track of the relative fraction of edges that exist (compared to the maximum $\binom{n}{2}$ of a complete simple graph with $n$ nodes). It is simply the ratio between the number of edges and the total number of possible edges, with values ranging from 0 (sparsest) to 1 (densest). Our dataset is dynamic, i.e., the social graph starts empty and the links are established as a result of the information exchanges between pairs of agents. In Table 1 we show the graph density values of the two editions of the course are moderate (and smaller in the second edition that in the first). This is due to the nature of the links: only a part of the students provide answers to each question.

4.1.2 Global Centrality

Global centrality is a graph-level measure that gives an idea about the dependency of the graph on the activity of a small group of nodes. Its normalized values range from 0 (even distribution of activity) to 1 (the most centralized graph). It is based on the underlying node-level centrality measures.

Many different measures of centrality have been developed, that capture different features of nodes’s position in a graph, the following ones being some of the most commonly used:

- **Degree centrality:** measures how connected a node is, computing the (normalized) count of neighbors to a node.
- **Betweenness centrality:** tries to capture the importance of a node in terms of its role in connecting other nodes, computing the ratio between the number of shortest paths that a node lies on.
and the total number of possible shortest paths between two nodes.

- Closeness centrality: measures how easily a node can reach other nodes, computing the inverse of the average length of the shortest paths to all the other nodes in the graph.
- Eigenvector centrality: a measure based on the premise that a node’s importance is determined by how important or influential its neighbors are. The scores arise from a reciprocal process in which the centrality of each node is proportional to the sum of the centralities of the nodes it is connected.

In our context, degree and eigenvector centralities seem good indicators of the students’ activity. Nevertheless, closeness and betweenness centralities are inconsequential for our purposes, since in the underlying graph the exchange of information is always direct, without relays or intermediate nodes, between the source agent and the destination agent.

For the case of degree centrality, we consider separately the in-degree centrality (the number of answers a student receives), and two measures of the out-degree centrality: the number of answers given by a student and the number of questions proposed and answers given by a student. The results in Table 2 show that the out-degree centrality values are moderate and similar in both datasets, but the in-degree centrality is smaller in the last dataset, indicating a more homogeneous distribution of the questions submitted and the answers received by the participants.

For the eigenvector centrality, we have tested different configurations of the graph built up from the datasets. In the first, we remove the edges corresponding to the nominal (computer networks background) and the total number of possible shortest paths between two nodes.

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ing to questions posted by the student, and revert the
direction of the edges which model the answers. So,
in this case, an edge from node \( a \) to node \( b \) means that
student \( b \) has answered a question raised by \( a \). We
apply this edge reversal operation to measure the cen-
trality of the students who answer some question, not
those who make the questions, because the eigenvector
centrality measure is sensitive to the in-degrees of
nodes. Further, to understand the effect of mutual in-
teraction, we also consider an undirected version of
the latter graph. In the second configuration, we in-
clude explicitly the questions posed by each student in
the graph, by adding a self-edge in such cases. Again,
both the directed and the undirected versions of this
graph have been used to analyze the datasets.

The results in Table 2 show larger values of the
eigenvector centrality (for the directed as well as for
the undirected graphs) when the self-edges are con-
sidered, which is reasonable. The normalized centrali-
ity values are noticeable and higher in the first edition,
a hint of stronger centralization in the network, mean-
ing that not all nodes act as sources of information in
the same way.

### 4.2 Collaboration Among Groups of
Students

The social networking component of SocialWire
opens the door to collaboration among groups of stu-
dents. Therefore, we focus now on the discovery
of structural properties in the graph that reveal some
form of collaboration. Specifically, we analyze the
coefficients of reciprocity, transitivity and assortativ-
it (or homophyly).

#### 4.2.1 Reciprocity

Reciprocity accounts for the number of mutual ex-
changes of information in the graph, happening in the
form of request-response pattern. In mutual collabo-
ration either part poses a question and receives at least
one answer from the other part. In other words, this
entails the existence of the edges \((a, b)\) and \((b, a)\) si-
multaneously.

In our setting, reciprocity can be used to assess
the degree of mutual collaboration or trust between
two given students who have discovered each other
either randomly or by a previous request-response ex-
change. Table 3 lists the average reciprocity in the
networks. The small values obtained suggest that in
the social environment mutual collaboration is rare.
This is not surprising, after all, since this is a not iter-
ative activity more effective in the formation of com-
munities (three or more students) than in encouraging

### 4.2.2 Transitivity

A broader form of collaboration is transitivity (the
fraction of closed loops with three nodes in the graph,
sometimes also called the clustering coefficient). We
were also interested in detecting whether transitivity
is significant in the student network. Thus, the stan-
dard transitivity coefficient has been computed for the
two datasets, both the global transitivity coefficient
and the average value of the local (individual) transi-
tivity coefficients of the nodes. The results obtained
are shown in Table 4, and confirm that transitivity is
noticeable. However, this is not entirely unexpected,
since the social network fosters direct relationships
between the participants. There is no benefit in ac-
quiring or propagating information through a third
party, and the data are consistent with this observa-
tion. Consequently, both average and global transitiv-
ity are quite high.

#### 4.2.3 Cliques

A clique is a maximal completely connected subgraph
of a given graph. So, a clique represents a strongly
tied subcommunity where each member interacts with
any other member. 3-cliques are the transitivity rela-
tions discussed in the last paragraph. Given the na-
ture of our datasets, though 3-cliques are likely, larger
cliques seem less probable. Table 5 lists the number
of cliques in the graphs by their size.

#### 4.2.4 Assortativity

The assortativity coefficient measures the level of ho-
mophyly of the graph, based on some labeling as-
signed to the nodes. It is positive if similar nodes tend
to connect to each other, and negative otherwise.

As we can see in Table 6 we have measured the
degree assortativity and the case of nominal assor-
tativity where each student is labeled according the
computer networks background. For the nominal as-
sortativity we have obtained low values, many of them
negative, suggesting randomness in the relationships.
For the degree assortativity, the high negative value of
the second edition of the course suggests relationships
between the less and the most active students, as it is
desirable.
4.3 Relationships between Neighborhoods’ Composition and Students’ Performance

Finally, we are interested in measuring to what extent the social peers (i.e., his/her neighborhood in the social graph) influence the student’s performance at the end of the course. A reasonable conjecture would suggest that information exchange with other good students improves the insights and the learning pace gained by the followers, but this should be confirmed by the data, especially after having checked that the assortativity in the graph is low.

To that end, because the small sample sizes are not suitable to obtain accurate enough correlation measures, we have represented the students’ performance vs. the average performance of their neighborhood.

As we can see in Figures 7 and 8, there is no clear evidence that a student’s performance has a significant influence on that of their neighbors. This is partly because the dataset is small, but the main reason is the design of the assessment: the main part of the final grade still comes from traditional evaluation activities, not from the online participation.

Finally, Figures 9 and 10 show the egonetworks of some of the students of each edition that are representative of different patterns of activity. We see that in the first edition good students tend to show denser egonetworks. Nevertheless, in the second edition, the egonetworks are always quite dense for the reason that the relationships between the less and the more active students are more likely.

In Figure 9, node 1 is the most active students in the online activities and node 5 corresponds to the student with higher final grade in the subject. Nodes 6 and 7 are in the middle of the ranking (both with the same number of points): the first one is a student with a computer networks background that passed in July, whereas the second one is a student without previous specialization in computer networking that passed in January due to the fact that he obtained better results in the middle and final exams. Node 11 is
Figure 9: Egonetworks in the first edition of the course (nodes 1, 5, 6, 7, 11 and 14).
Figure 10: Egonetworks in the second edition of the course (nodes 1, 6, 5, 13, 15 and 16).
a good student with computer networks background and medium performance in the online activities. Finally, node 14 represents the less active student in the online activities of those that followed the continuous assessment in this edition.

In Figure 10, node 1 is the student with more points and higher final grade in the subject, and node 6 is the second high performing student. Nodes 5 and 13 are two of the student that concentrate the activity in few days: the first one is a student without previous specialization in computer networks, whereas the second one is a student with a computer networks background. Both passed the subject in July. Node 15 is a good student with computer networks background and medium performance in the online activities. Finally, node 16 is the student who, despite outstanding at this game, did not complete the remaining online activities, so ended up relegated to the last position in the ranking.

5 CONCLUSIONS

In this work, we studied the nature and strength of associations between students using an online social network embedded in a learning management system. With datasets from two offerings of the same course, we mined the sequences of questions and answers posted by the students to identify 1) structural properties of the social graph; 2) patterns of collaboration among groups of students; 3) factors influencing (or not) the final achievements of students. Though the dataset is small, we found that quality participation in the online activities appears to be correlated with the final outcome of the course, and that good students tend to show denser egonetworks. These findings can help instructors to early detect and classify the students’ ability, contributing to a better understanding of the learning experience and possibly to an enhanced design of the academic activities.

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