

## **M-Learning in the Face of Unstable Information Technological Support: Assessing the Viability and Effectiveness of M-Learning in Distance Education**

By

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### **Abstract**

*Whilst the information and technological support of m-learning could be well developed in institutions of higher learning in many developed countries, in developing countries and indeed at the Zimbabwe Open University, m-learning has limitations and students still face a number of challenges. The study explored the use of m-learning focusing on assessing its viability and effectiveness in the face of unstable information technological support. A qualitative descriptive survey was used to gather data from a convenient sample of 120 students at the Zimbabwe Open University. Results indicated that students are excited to use m-learning technologies because of their synchronous and asynchronous nature. M-learning is not disruptive to students' personal and academic life and is flexible in terms of learning timetables. On the other hand, m-learning has limitations in terms of access, availability, affordability, connectivity, among other factors. For this reason, this paper raises awareness to all institutions of distance learning in developing countries and indeed at the Zimbabwe Open University, of seeing the need to constantly monitor and assess the viability and effectiveness of m-learning to ensure students' success and retention.*

**Keywords:** *M-learning; information technology; developing countries; viability and effectiveness; synchronous and asynchronous nature; retention*