

To ask or not to ask? CHATBOTS IN EDUCATION

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We are no longer teaching humans to engage with bots, but teaching bots to engage with humans!



Why is Education Industry opting for AI Chatbots?

Motivation:

Artificial Intelligence is changing the way students learn and absorb information thereby enabling educators to provide a personalized learning environment.

The chatbot would enhance meaningful student interactions, collaboration and contribute to the innovative ed-tech world.

Objective:

The objective of this study is to develop a chatbot to aid instructors and students to navigate a large undergraduate course. The bot developed in this study is programmed to answer admin related questions about assessment deadlines, graduate profile, lesson plans, and curricula.

Contribution:

From a student's perspective, this chatbot can help students obtain answers in real time to necessary and vital course details, learn how to navigate through the course, be reminded of necessary assessment deadlines in a way that feels as if they are interacting with another individual.

This chatbot would result in time efficiencies and is most helpful especially for large classes (E.g., F251 taught by the author and even F383 with 140 students).

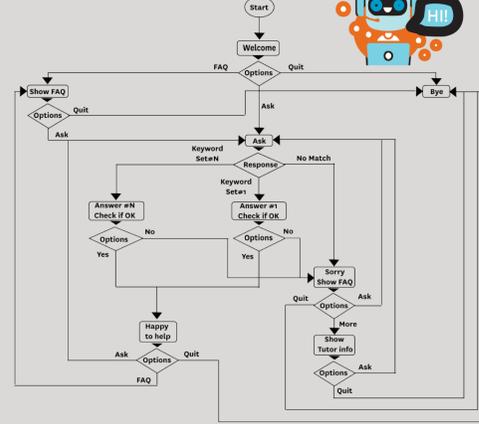
Each task that a bot is able to handle instead of an educator allows us as educators more time to focus on our primary role: Educating!

Research Design:

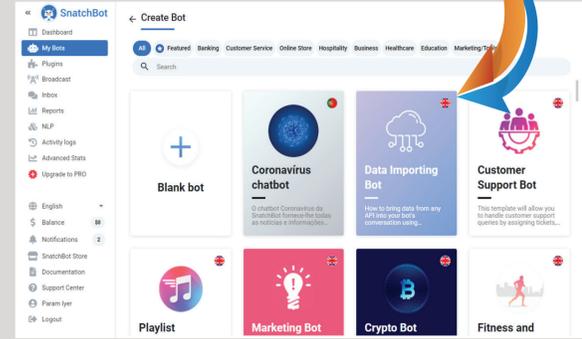
The study analyses several chatbot development platforms and chooses Snatchbot due to its key benefits and also the facility to integrate to several key social media platforms used by students such as Whatsapp, Messenger etc.

Subsequently, the study develops a chatbot to handle admin related queries for a large undergraduate course.

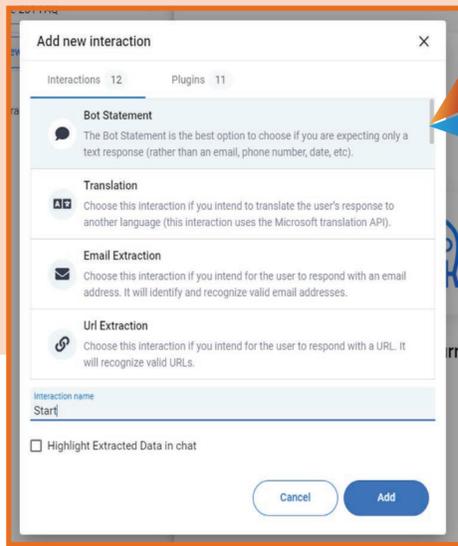
Chatbot Design Flow Chart



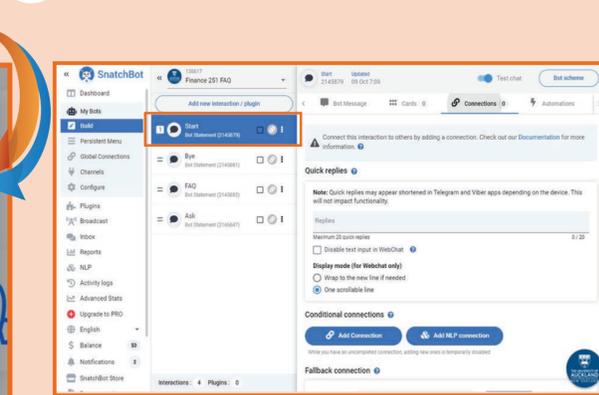
1 Creating Bot: Once logged in, this allows you to choose a template to create the Bot. Click on Blank Bot



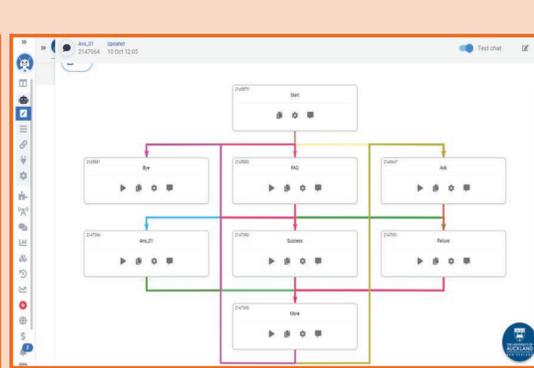
2 Interaction and Start: To add conversations and responses start by adding a new interaction of type 'Bot Statement'.



3 Connection Start: Once all the interactions are added click 'Start' on left hand interaction list.



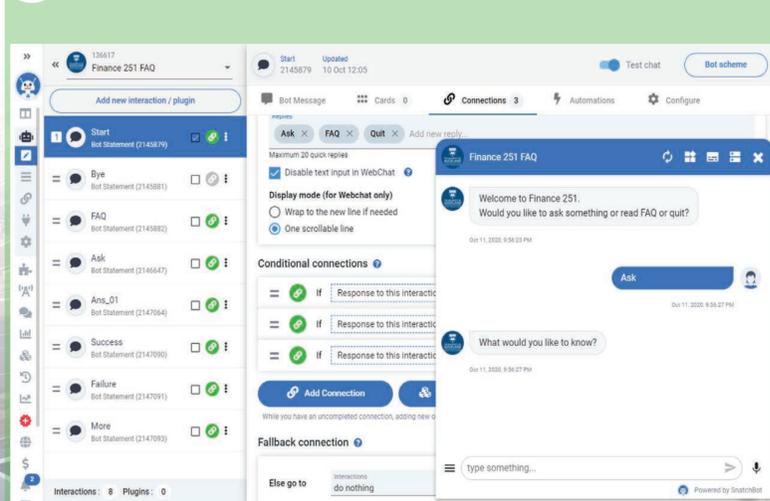
4 Overall Bot Scheme: Specifies the overall bot scheme with the interactions and their connections



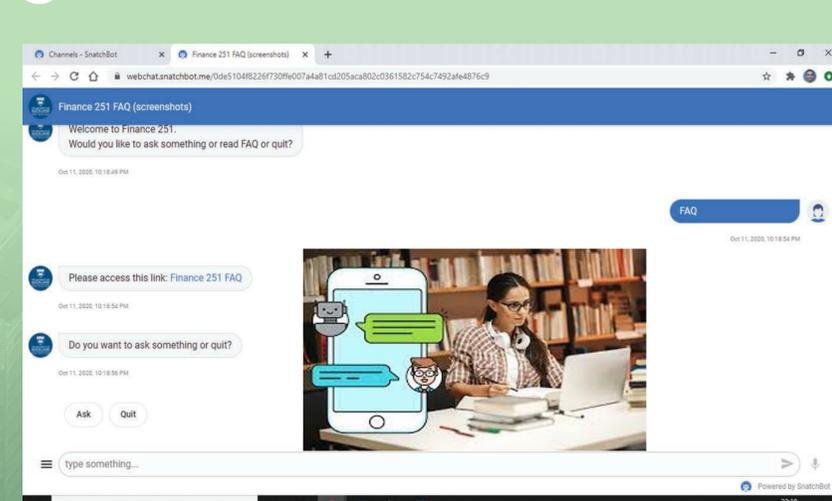
5 Tips for designing great chatbots

- Identify your audience
- Use jokes
- Don't be spammy
- Build a personality
- Keep your answers precise

5 Testing the Bot: This procedure allows you to test the bot developed.



6 Webchat Channel: Extract the URL for chatbot over the web.



Conclusion:

This study develops a chatbot for a large undergraduate course that aids in answering administrative related queries regarding the course.

This chatbot is very useful especially in times of COVID-19 uncertainties and lockdowns where students are able to get information required in real time be it an on campus or off campus student, student with disabilities etc.



I think chatbots are the future of engagement between a fan and a brand or celebrity.

Christina Milian (Forbes)

