

# Adoption of Chatbots in Academia: Unveiling Benefits, Hurdles, and Key Factors

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**Abstract**—This study explores the transformative role of chatbots in higher education, leveraging AI technologies like machine learning and natural language processing. It aims to address research gaps by examining the perspectives, habits, and preferences of diverse participants, including students, academic supervisors, and administrative staff related to chatbots in academic settings. Conducted through quantitative methods with a survey of 50 participants across diverse disciplines in Bengaluru, India, the study reveals the widespread use of chatbots for academic and administrative support. Students appreciate their convenience and time-saving benefits, while supervisors highlight their potential to enhance teaching efficiency, and administrative staff recognize their utility in streamlining operations. However, common concerns include data security, impacts on critical thinking, and the integration of chatbots into existing systems. Future research should delve into long-term effects on learning outcomes and compare efficacy across educational contexts and cultures.

**Keywords:** Chatbots, Higher Education, Integration Challenges, Student Perspectives, User Satisfaction

## I. INTRODUCTION

A chatbot is a computer program that simulates human conversation with an end user. Not all chatbots are equipped with artificial intelligence (AI), but modern chatbots increasingly use conversational AI techniques such as natural language processing (NLP) to understand user questions and automate responses to them.

Source: IBM – Chatbots For instance, Chatbot created by OpenAI with official name ChatGPT, which stands for "Chat Generative Pre-Trained Transformer." Is designed to interact with users through text, providing information, answering questions, and assisting with a variety of tasks. ChatGPT uses natural language processing (NLP) to understand and respond to queries in a way that mimics human conversation. The responses are generated based on a vast amount of text data that has been trained on, allowing to provide informative and relevant answers to a wide range of topics.

### A. Chatbots' primary features are:

Natural Language Processing (NLP):

Chatbots can comprehend and analyse human language thanks to NLP. This includes discerning intent, understanding context, and engaging in natural and efficient conversations.

Machine Learning (ML):

Chatbots can learn from interactions and improve their responses over time due to machine learning. This adaptive

learning process enables chatbots to deliver more precise and relevant responses.

AI-Powered and Rule-Based Models:

Rule-Based Chatbots: Operate using pre-written scripts and rules, limited to specific tasks and simple questions, but struggle with more complex interactions.

AI-Driven Chatbots: Utilize advanced algorithms to understand and respond to a variety of questions. They can handle complex dialogues and improve through interaction data.

Capabilities for Integration:

To deliver seamless services, chatbots can be integrated with a variety of systems and applications, including databases, other enterprise apps, and customer relationship management (CRM) software.

Chatbot Applications:

Customer Service

In customer service, chatbots are frequently used to answer questions, fix problems, and deliver information. By giving prompt answers, they lower wait times and raise customer satisfaction. The findings suggest that chatbots can improve customer satisfaction by providing round-the-clock accessibility, timely assistance, and personalized responses.

The study concludes that chatbots could be a useful tool for improving customer experience in the banking industry, but caution needs to be taken in their design, implementation, and interaction with the present customer support channels.[1]

Online shopping:

Chatbots improve the online shopping experience for customers by tracking orders, making product recommendations, and handling transaction processing. The study[2] findings demonstrated a notable improvement in the accuracy and responsiveness of chatbot answers to user inquiries. The auto-promote tool has been successful in raising sales conversion rates and enhancing some products' visibility.

Medical Care:

Chatbots can improve patient involvement and accessibility to healthcare services by giving medical information, setting up appointments, and sending prescription reminders. The impact of artificial intelligence chatbots on human health, such ChatGPT (OpenAI Inc.), has generated a lot of discussion in the healthcare sector. We argue that ethical norms, equality, and the priority of educational goals and human values are

essential for the successful integration of AI in higher education.[3]

Education:

The advent of generative artificial intelligence (GenAI) technologies, the excitement surrounding them, and the growing power of educational technology corporate groups over tertiary education are all contributing to a dramatic shift of higher education today.[4]. Chatbots can help students in educational environments by responding to their questions, supplying instructional materials, and giving individualized study support.

Amusement:

Chatbots are utilized in media and games to provide interactive experiences, like virtual assistants or companions that increase user engagement. The two scenario-based tests' results indicate that, especially for low-equity brands and low-severity failures, a match between humour and informal language might improve service recovery satisfaction (SRS).

The results offer useful recommendations for businesses utilizing chatbots for customer support, including the use of humour and colloquial language in communications about service malfunctions. [5]

### *B. Chatbots in Higher Education: Emerging Evidence and Impact*

In a study published by Lidén & Nilros(2020) examined how college students viewed chatbot features, with particular attention to the relative benefits, intricacy, and interoperability of various functionalities. They discovered four major themes through interviewing: teacher involvement, hesitancy towards complexity, enhanced learning process, and reducing obstacles. According to their research, it is more palatable for students to begin with basic chatbot functions and can result in better user experiences over time when more sophisticated features are added little by little. To improve student acceptance and usage of chatbots in educational contexts, this case study emphasizes the significance of taking user-friendly designs and gradual adoption tactics into account.

Higher education institutions (HEIs) are rapidly integrating transformational tools like OpenAI's ChatGPT, which was made possible by the rapid growth of artificial intelligence (AI). A thorough analysis of the literature on the effects of AI chatbots, specifically ChatGPT, on higher education was carried out by Kurban & Şahin, (2024). Their examination brought to light several advantages, including improved human-computer interaction, automated grading, and assistance for research. But the study also raised important issues, such as the safety of online exams, the possibility of plagiarism, and wider societal effects like employment loss and anxiety brought on by AI. The instance exemplifies the intricate equilibrium between the possible benefits of artificial intelligence chatbots in enhancing educational efficacy and the necessity for cautious regulation to alleviate related hazards.

Sandu & Gide, (2019) investigated the use of AI-chatbots in Indian higher education institutions to improve student learning experiences in a market for AI technology that is expanding quickly. They surveyed students from several prestigious universities using a quantitative methodology to

determine the elements that contribute to the effective application of chatbot technology. Their research showed that by giving students a dependable and engaging platform, chatbots greatly increased output, communication, and learning efficiency. This case study demonstrates how chatbots can be used to solve advanced educational problems, especially in areas where technology use is rapidly increasing. It also stresses how crucial it is to comprehend student demands to integrate chatbots effectively.

These chatbot integration in higher education has significant progress, but they also highlight important holes that our study seeks to fill. More research is specifically required to better understand how students view and use these tools, as well as the variables that affect their use and satisfaction. Furthermore, little study has been done on the real-world difficulties that students have when using chatbots and the features that can improve their learning environment. By filling in these gaps, our research will offer insightful information that will help create chatbot applications for higher education that are more user-focused and efficient.

### *C. Research Questions*

1.How do students' academic supervisors, and administrative staff view and use chatbot in higher education settings, and what aspects of the apps affect their frequency of use and degree of satisfaction?

2. What are the main advantages and difficulties of integrating chatbot apps in higher education as perceived by participants?

3. What features, functionalities, and enhancements do participants like to see in chatbot applications to increase their overall pleasure and educational experience for higher education?

As higher education institutions increasingly integrate AI technologies like chatbots, it becomes crucial to address these research questions to inform future developments. This study seeks to contribute empirical insights that enhance the usability, effectiveness, and acceptance of chatbots in higher education, thereby fostering a more enriching learning environment for students.

## **II.REVIEW OF RELATED STUDIES**

### *A. Enhancing Student Engagement and Support*

The literature review highlights the relationship between artificial intelligence (AI) and pedagogy by examining two key aspects: the pedagogical strategies designed specifically for AI courses and the more general transformational influence of AI on pedagogy. It explores how pedagogical approaches might change in response to artificial intelligence (AI), taking into account the technology's consequences and the critical abilities educators must develop in order to successfully integrate AI into the teaching and learning process. AI's relevance in teaching is becoming more and more clear as student-centered approaches gain traction, learner demands and attitudes change, and technological tools

proliferate.[9]

The study by [10] emphasizes the remarkable influence of the COVID-19 pandemic on global higher education establishments, resulting in the extensive integration of virtual learning. It emphasizes how difficult it is for academic supervisors, and administrative staff and students to adjust to this new way of teaching. It also highlights the necessity of conducting research to solve these issues and raise student engagement levels by incorporating online resources and instructional technology. There are advantages and disadvantages to this intersection for higher education's science education program.

The Research by[11] sought to promote collaborative learning experiences by offering students instant assistance with activities, assignments, and course materials through the integration of chatbots into virtual classrooms. In a large student cohort pilot trial, the chatbot answered 46 percent of student queries correctly, with the other 46 percent being handled by experts (tutors and peers). Remarkably, 89% of students said they would be prepared to assist peers when the chatbot was unable to answer their questions, and 90% of students found the chatbot beneficial. Furthermore, 68% of respondents said that reading questions and answers increased their comprehension. The talk will cover the opportunities and difficulties of using chatbots in the classroom, taking into account the attitudes of the students as well as practical implementation techniques.

[12] work investigates how to incorporate a learning-by-teaching methodology into chatbot training for beginning readers, which is a noteworthy addition to the fields of educational technology and pedagogy. The study highlights the potential of tutee chatbots to encourage active participation and enthusiasm in reading among fifth-grade kids by filling the gap in the available AI-driven educational tools. The results not only show how well this innovative method works to increase readers' interest and engagement, but they also provide insightful information about the complex relationship that exists between question diversity and student outcomes. Moreover, the differentiation of discrete student groups underscores the heterogeneous reactions to the intervention, offering significant insights for tailored learning approaches.

According to [13] AI-driven chatbots are revolutionizing student support services in higher education by providing individualized and easily accessible help to a more diverse student body. These sophisticated conversational assistants, which are outfitted with machine learning and natural language processing skills, work around the clock to support students with their academic needs and offer them individualized help in real time. This paper presents a chatbot prototype that was used at the European University of Madrid and explores the expectations of educators and students regarding the incorporation of such technology resources. The talk highlights the exciting potential of AI-based chatbots to transform the university experience and promote a more flexible and responsive learning environment through case studies demonstrating their influence on enhancing retention, satisfaction, and overall student performance.

## *B. Improving Accessibility and Efficiency*

[14] The introduction of AI chatbots has created a great deal of enthusiasm in the education sector since they have the potential to revolutionize education in a number of ways. These chatbots answer questions, give clarifications, and provide additional resources to give students instant support. They also act as remote teaching assistants, supporting instructors in many ways. This essay aims to thoroughly examine the many advantages of AI chatbots in the classroom, as well as the opportunities, difficulties, restrictions, worries, and potential applications that come with them. In order to accomplish this goal, a thorough search was carried out using particular predetermined criteria in a number of academic databases. A final selection of 67 relevant studies was found for assessment following a thorough screening process. The study's conclusions highlight the many benefits of incorporating AI chatbots into educational environments, as seen from the perspectives of both students and educators.

## *C. Addressing Challenges and Concerns*

In the study by [15] showed how by providing chances for improved student support and administrative efficiency, the use of Artificial Intelligence (AI) chatbots in higher education institutions (HEIs) has the potential to transform conventional educational paradigms. In order to comprehend their possible influence on the processes of teaching, learning, and research, this study aims to investigate the future implications of AI chatbots in HEIs. This study synthesizes previous research on AI chatbots in higher education from a variety of sources, including academic databases and scholarly publications, using a narrative literature review (NLR) methodology.

While incorporating ChatGPT and other AI chatbots into higher education in Cambodia has several benefits, including expedited academic duties and individualized learning support, there are drawbacks for students as well, such as a possible over-reliance on technology and worries about academic integrity. These conflicting experiences show how utilizing AI in education requires a balanced strategy that maximizes its advantages while skillfully managing its disadvantages.[16]

While many students value the individualized feedback and learning support that ChatGPT and similar chatbots provide, there are serious issues over the authenticity of the material and hazards to academic integrity. Students' experiences with ChatGPT and similar chatbots in higher education are varied. This emphasizes how crucial it is to properly balance the benefits and potential drawbacks of implementing AI in educational contexts.[17]

AI chatbots have a variety of effects on students. While they frequently help students become more motivated and improve their language abilities, they can also present difficulties such as little contact and the possibility of false information being sent to them. Teachers, on the other hand, think these resources are helpful in cutting expenses and workloads, but

they are still worried about issues related to originality and possible copying.[18]

The study's conclusions demonstrate the revolutionary potential of AI chatbots in higher education institutions, especially when it comes to improving student learning, expediting administrative tasks, and assisting with research projects.

#### D. Need of the Study

This section outlines the critical gaps in the existing literature that your study aims to address, thereby strengthening the rationale for your research.

**Limited Focus on Student Perspectives:** Research on students' perspectives and experiences of chatbots is conspicuously lacking, despite a plethora of studies on the technical and pedagogical elements of the technology. The benefits of chatbots from an institutional or educational standpoint are frequently highlighted in the literature that already exists, but the complex perspectives of the main users' students are frequently ignored. Martinez-Requejo et al. (2024), for example, emphasize the potential of chatbots to improve student support services, but the study does not go into great detail on how students actually view these interactions or what particular aspects they find most helpful. Closing this gap is essential because creating more user-focused and efficient chatbot apps for education requires an awareness of student viewpoints.

**Insufficient Exploration of User Satisfaction Factors:** Current studies frequently fall short of fully examining the variables that affect chatbot usage frequency and student happiness. Research like the ones by [14] have listed the broad benefits of AI chatbots in learning environments, but they don't go into great detail about the particular components that encourage student use and pleasure. For instance, it's yet unknown which functions or features students find most useful or which parts of chatbot conversations they find unsatisfactory or inadequate. This knowledge gap makes it more difficult to create chatbots that cater to the requirements and preferences of students.

**Under-Researched Challenges in Integration:** While some studies like Viano, (2022) discuss the possible advantages of integrating chatbots into higher education, a dearth of thorough studies exists regarding the real-world obstacles and problems students have when utilizing these tools. Although they are frequently brought up, topics including privacy problems, the veracity of the information delivered, and the necessity of human interaction are rarely thoroughly examined. These difficulties may have a big influence on chatbots' acceptability and efficacy in learning settings. Closing this gap is crucial to creating plans that can reduce these difficulties and improve the user experience as a whole.

In conclusion, while the body of research on chatbots in higher education has established a strong basis, there are still several important gaps that require filling. To provide a thorough understanding of how chatbots can be successfully integrated into higher education to meet students' changing needs, this study will focus on student perspectives, satisfaction factors, integration challenges, diverse educational

contexts, long-term impacts, and desired enhancements. The results of this study will provide insightful knowledge that will help developers create chatbots for educational environments that are more effective and focused on the needs of users.

### III. METHODOLOGY

#### A. Research Design

The factors impacting the adoption of chatbot technology in Indian higher education, particularly in Bengaluru universities, were examined using an empirical research approach. The research employed a quantitative methodology, gathering data via surveys given to administrators, supervisors, and students at well-known universities that made use of chatbot technology.

#### B. Sampling Technique:

To ensure representation from a range of roles within the university setting, a sample of 50 individuals was selected using stratified random sampling. This strategy made it possible to include administrators, supervisors, and students in proportionate numbers, giving rise to a thorough understanding of the variables impacting chatbot adoption among various stakeholders.

#### C. Data Collection:

The chosen individuals were given questionnaires with fifteen questions on them, intended to collect data on chatbot usage as well as demographics.

### IV .DATA ANALYSIS AND RESULTS

#### A. Chatbot Usage Frequency and Student academic supervisors, and administrative staff Perceptions in Higher Education

##### a. Frequency of Chatbot Use Among Students, academic supervisors, and administrative staff

When looking at how participants perceive and use chatbots in higher education, the data shows different engagement patterns. Students utilize chatbots at different frequencies (Table 1), which reflects their varying degrees of reliance and integration of these tools into their academic lives.

**Table 1:** Usage Patterns of Chatbots Among Students, academic supervisors, and administrative staff

Frequency of Use	Percentage of students	Percentage of Academic Supervisors	Percentage of Administrative Staff
Daily	30%	20%	40%
Weekly	25%	30%	30%
Monthly	20%	25%	20%
Seldom	15%	15%	5%
Never	10%	10%	5%

Use Daily: A few students use chatbots daily, mainly for

administrative and academic research questions. This frequent communication suggests that people view chatbots as a practical and dependable resource for prompt administrative and academic support. Because chatbots provide rapid, convenient, and effective answers to their academic problems, these students now consider chatbots to be an indispensable component of their daily academic routine.

**Weekly Use:** Several participants utilize chatbots on a weekly basis, finding them useful for a range of reasons such as individualized learning support, administrative duties, academic support, and general information requests. This modest usage frequency indicates that chatbots are still a valuable tool for a variety of academic tasks even though they are not used daily. These students find chatbots to be a helpful tool for, ongoing educational requirements because of their adaptability and range of support.

**Use on a Monthly Basis:** Chatbot usage is a monthly activity for certain participants, who usually use it for administrative support or sporadic academic questions. This infrequent communication suggests that chatbots will play a more supplemental role in these kids' academic careers.

**Seldom:** Some of them use chatbots infrequently, and when they do, it's usually to get general information or individualized learning assistance. This low level of interaction suggests that chatbots are not their main source of information for school-related tasks. These students may not be aware of the advantages and potential of chatbots, or they may find alternative resources or conventional techniques to be more useful for their purposes.

**Never:** Some don't even utilize chatbots at all. Some show interest in possible use cases, such as seeking general assistance or fast academic answers, despite their lack of interaction, indicating a latent potential for chatbot adoption if certain obstacles or misconceptions can be overcome.

#### *b. Factors Influencing Chatbot Use*

The frequency with which respondents utilize chatbots and their level of satisfaction with them are influenced by several factors. Important elements consist of:

**Convenience and Accessibility:** Convenience and accessibility are commonly mentioned by students who utilize chatbots as important advantages. For frequent users, the capacity to quickly acquire knowledge or do activities without requiring human participation is a big lure.

**Task Specificity:** The usefulness of chatbots for individuals who use them less regularly is in their capacity to assist with tasks, including administrative work or sporadic academic queries. While these kids may not require chatbots on a regular basis, they do value having them accessible when needed.

**Awareness and Perceived Utility:** Increased knowledge of the chatbot's possible advantages and enhanced features may be advantageous to uncommon and non-users.

#### *c. Implications for Chatbot Integration in Higher Education*

Participants varying degrees of chatbot involvement point to

several issues about how well they will fit into higher education:

**Enhanced Awareness and Training:** To highlight the useful advantages and features of chatbots, educational institutions should concentrate on raising awareness and offering training. Demonstrating effective use cases and providing tutorials may aid students in appreciating the benefits of incorporating chatbots into their daily study regimens.

**Better Personalization and Functionality:** Chatbot features should be updated frequently to increase customer happiness and usage frequency. Chatbots can be made more useful and engaging for a wider range of academic tasks by improving their personalization, accuracy of responses, and task-specific capabilities.

**Overcoming Adoption hurdles:** To promote wider adoption, it will be essential to comprehend and overcome adoption hurdles such as perceived complexity, lack of relevance, or worries about data security and dependability. Greater acceptability can be fostered by customizing chatbot features to match the various demands of students and by assuring them about the privacy and dependability of their data.

**Encouraging Versatility and Integration:** Chatbots' usefulness can be increased by making sure they are adaptable and well-integrated with other educational resources and platforms. Creating a smooth integration of chatbots into the classroom will promote their use in a wider range of educational settings.

#### *B. Advantages and Challenges of Chatbot Integration in Higher Education*

We examined student replies to questions about their experiences with chatbots to address the study question addressing the primary benefits and challenges of integrating chatbot applications in higher education as seen by students. This report offers a thorough summary (table 2) of the advantages and difficulties that students have faced.

**Table 2:** Advantages and Challenges of Chatbots in Higher Education

Advantages	Challenges
Quick access to information	Technological glitches
Improved time management	Data security concerns
Reduced dependency on human support	Impact on critical thinking skills
Enhances administrative efficiency	Lack of personalized interactions

##### *a. Main Advantages of Including Chatbots*

Participants listed a few significant benefits from using chatbots in their academic work. These advantages demonstrate how chatbots can improve a few facets of the educational process:

**Faster Information Access:** Participants have identified the capacity to swiftly get information as a major benefit. Chatbots respond to inquiries instantly, giving students quick access to the knowledge and resources they need for their

studies. This quick access is quite helpful for research and assignments that have a deadline.

**Decreased Reliance on Human Support:** Chatbots are a practical substitute for approaching academic or administrative personnel for assistance. This makes it easier for participants to find the answers on their own and lessens the strain on human resources. Additionally, it encourages self-sufficiency and gives students the tools they need to better handle their academic obligations.

**Improved Learning Support and Resources:** Students, academic supervisors, and administrative staff value chatbots for their ability to help with academic assignments, explain difficult subjects, and provide additional resources. This assistance can improve comprehension and enable a more thorough educational process.

**Better Time Management:** By promptly answering questions and finishing assignments, chatbots' efficiency helps students, academic supervisors, and administrative staff better manage their time. For busy individuals who must juggle several academic commitments and responsibilities, this is very helpful.

**Convenience and Flexibility:** Participants can access a flexible support system at any time because of chatbots' round-the-clock availability. This convenience is essential for meeting the needs of a wide range of schedules and guaranteeing that support is offered after typical business hours.

#### *b. Challenges and Difficulties of Chatbot Use*

Although there are many advantages, students, academic supervisors, and administrative staff also noted several drawbacks and issues when utilizing chatbots in their learning environments:

**Bugs & technological Issues:** One of the primary issues mentioned is the frequency of technological issues. These problems could be defects that impair the chatbot's functionality and cause user experience disruptions, system crashes, or chatbot faults. Ensuring consistent support and preserving student trust are contingent upon technical reliability.

**Absence of Context-Aware or Personalized Interactions:** According to some students, chatbots are unable to offer context-aware or personalized interactions. This may result in answers that are too general or irrelevant to adequately address the unique requirements or questions of the individual. Improving the chatbot's comprehension and responsiveness to customized inquiries would increase its efficacy.

**Data Security and Privacy worries:** Students have serious worries about data security and privacy. Few individuals may be discouraged from using these tools due to concerns that chatbots could misuse or compromise their personal information. To foster more confidence and promote broader adoption, it is imperative to have strong data protection protocols.

**Effect on Critical Thinking and Problem-Solving Skills:** A few students express concern about the potential harm that an excessive dependence on chatbots could do to their ability to think critically and solve problems. They fear that because

chatbots make it so simple to get answers, people may be less inclined to engage in more in-depth, critical, and analytical cognitive processes.

**Decreased Human engagement and Support:** It is feared that chatbots may result in less human engagement, which is important for more in-depth comprehension and individualized assistance. The quality of the educational experience may suffer if this interpersonal component is eliminated, particularly in situations where empathy and human understanding are crucial.

#### *c. Student Perception of Chatbot Impact on Educational Experience*

The degree to which students agreed that chatbots had enhanced their educational experience was another question posed to them. The results show a largely favourable view with minor reservations:

**Beneficial Effect:** Many students concur that chatbots have improved their educational experiences. They draw attention to how chatbots might be used to help administrative chores, give prompt answers, and improve the entire academic support system.

**Impact:** Some students offered opinions that ranged from neutral to unfavourable, suggesting that although chatbots have certain advantages, people do not think of them as profoundly revolutionary. This divided view is influenced by worries about the limitations of chatbot interactions as well as the previously noted possible downsides.

#### *d. Major Concerns Regarding Chatbot Use*

Students, academic supervisors, and administrative staff not only acknowledged the difficulties but also voiced worries over the usage of chatbots in the classroom:

**Possibility for Misinformation:** It's possible that chatbots will give out inaccurate or deceptive information, which could have an impact on students' academic performance. It is imperative to guarantee that chatbots possess precise and current data to tackle this problem.

**Privacy and Data Security:** There are many people who are concerned about the security and privacy of personal information. Many are concerned that their conversations with chatbots might be watched or that someone else might gain unlawful access to their data.

**Effect on Critical Thinking:** Some students worry that their ability to think critically and solve problems may be hampered if they depend too much on chatbots for assistance. They worry that chatbots' ease of use could deter students from engaging more deeply with challenging academic material.

**Decreased Human help:** There are concerns that a greater reliance on chatbots may result in a reduction in the amount of human help that is accessible. Human support is frequently necessary for more sophisticated or subtle academic problems that call for a human touch.

### *C. Desired Features, Functionalities, and Enhancements for Chatbots in Higher Education*

#### *a. Desired Features and Functionalities*

The following major themes emerged from the data gathered

when examining the features, functions, and improvements that they would like to see in chatbot applications for a more engaging and successful learning experience:

To improve their educational experience, students, academic supervisors, and administrative staff have specified a few features and functionalities they would want to see in chatbot applications:

**Interactive and Multimedia Support:** Many indicated that they would want to see more interactive and multimedia components, like images, movies, and interactive information, included in chatbots. With the use of visual aids, this feature would increase learner engagement and facilitate comprehension of difficult subjects.

**Integration with Other Learning Platforms:** Chatbots that can easily interface with educational resources and other learning platforms are highly preferred.

**Improved Support for Critical Thinking and Problem-Solving:** Students, academic supervisors, and administrative staff want chatbots to help them think critically and solve problems more efficiently. This entails giving pupils more thorough explanations, assisting them with challenging questions, and encouraging critical thinking.

**Customized Learning Assistance:** Numerous students emphasize the significance of chatbots providing customized learning assistance based on each student's unique academic requirements. Responses that are tailored to an individual student's past interactions and academic objectives might improve the learning process considerably.

**Better Natural Language Understanding:** Students, academic supervisors, and administrative staff stress that for chatbots to comprehend and provide appropriate answers to a larger variety of questions—including those that are complex or call for nuanced understanding—they must possess improved natural language processing skills.

**Improved User Interface and Usability:** For students, academic supervisors, and administrative staff to be satisfied, an intuitive, user-friendly interface is essential. Improvements in this area would make interactions run more smoothly and cut down on the time and effort needed to get assistance or information.

**Increased Interactivity and Engagement:** According to the participants, chatbots ought to provide greater interaction and engagement. This contains features that can make learning more fun and efficient, like gamification of learning assignments, interactive tests, and other interesting educational activities.

#### *b. Examples of Helpful Chatbot Interactions*

A few students, academic supervisors, and administrative staff reported instances where chatbots really benefited their academic work:

**Academic Guidance:** One student told the story of organizing a research paper with the help of a chatbot. The student had an easier time writing since the chatbot gave them a thorough outline that made it easier for them to understand the elements of a well-structured paper.

**Research Support:** For a research assignment, a different academic supervisors utilized a chatbot to quickly and

accurately gather information. Time was saved and the research process was expedited by the chatbot's provision of pertinent articles and resources.

**Administrative Support:** Administrative staff brought up the use of chatbots to handle difficult administrative duties like scheduling and course enrolment. These chores became easier to do because of the chatbot's capacity to deliver precise information and direction on administrative processes.

#### *c. Importance of Personalized Learning Support*

Participants emphasized the vital significance that chatbots' individualized learning support plays:

**Extremely Important:** A significant number of students, academic supervisors expressed the importance of tailored learning support. They think that individualized responses and advice can better meet their unique academic goals and issues than general information.

**Very significant:** Several participants assessed personalized support as extremely significant, realizing that it may improve their educational experience by offering advice and learning routes that are both relevant and tailored to them.

**Moderately vital:** According to some individualized support is helpful, other elements like the chatbot's overall functioning, and dependability are also very vital to their educational experience.

#### *d. Suggested Enhancements for Chatbots*

To make chatbots more beneficial for their research, students and academic supervisors proposed the following improvements:

**Improved Handling of sophisticated Queries:** Students, academic supervisors, and administrative staff expect chatbots to help them answer more intricate and sophisticated questions. This entails offering comprehensive justifications and instructional materials that tackle more profound facets of scholarly subjects.

**Enhanced Information Accuracy and Reliability:** It's imperative to make sure chatbots deliver correct and trustworthy information. Pupils must have faith that the knowledge they are given is accurate and current.

**Individualized Learning Routes:** According to student suggestions, chatbots could work better if they provided recommendations and individualized learning routes. This would give students guidance based on their goals and progress, enabling them to traverse their academic journey more skillfully.

**Offering More Thorough Study Guides:** Students indicated that they would like chatbots to provide thorough study guides and resources that go over subjects in detail. This would facilitate their learning experience by offering well-organized and thorough content.

**Updates on Academic success on a Regular Basis:** Several students have expressed a desire for chatbots to provide them with regular updates on their academic success, along with feedback and suggestions for improvement.

#### *e. Major Concerns and Suggested Improvements*

Additionally, many voiced issues and offered enhancements to make chatbots more efficient:

**Data Security and Privacy:** Individuals are very concerned

about protecting their personal information and keeping chatbot interactions private. They advise putting strong security measures in place to protect their data.

Enhancing the individualized relationship with users and making sure that responses are pertinent to their unique requirements and settings are crucial aspects of user specificity and personalization. Many recommended adding more complex personalization capabilities to enhance the significance of interactions.

Integration of Machine Learning: A few students proposed that chatbots could gain from integrating machine learning to adjust and get better over time depending on user interactions. This might improve the chatbot's capacity to offer precise and pertinent answers.

Enhancements in Interactive and Multimedia: Adding interactive and multimedia resources, such graphics and films, can improve understanding of difficult subjects and make learning more interesting.

Topic-Specific Responses: Participants stressed that rather than offering general responses, chatbots should offer more focused responses pertaining to certain academic subjects. This would necessitate the chatbot having a more comprehensive knowledge base and improved contextual awareness.

## V. DISCUSSION

### A. Interpretation of Findings

The results of this study shed light on several issues regarding how many views and use chatbots in higher education environments. First off, most participants expressed a favourable opinion of chatbots, praising their accessibility and capacity to offer prompt support. This is consistent with earlier studies (Sandu & Gide, 2019; Kurban & Sahin, 2024) that show chatbots can improve accessibility and help in learning contexts. Participants did express a need for more advanced features to improve their educational experience over time, even though their initial encounters with basic chatbot functionalities were generally pleasant (Lidén & Nilros, 2020).

### B. Comparing the Work to the Current Literature

In contrast, the study's findings support earlier research on chatbots in educational contexts. Lidén & Nilros (2020), for example, discovered in a similar manner that introducing additional features gradually increases user approval and happiness. On the other hand, although Kurban & Sahin (2024) highlighted the potential advantages of AI-driven chatbots in automating research support and grading, our study is more concerned with user experience and satisfaction measures, emphasizing subtle differences in student usage patterns and preferences.

### C. Implications and Contributions

These results have numerous ramifications. First, chatbots can be used by educational institutions to improve student support services and provide a more individualized learning environment. Institutions can efficiently meet the different needs of their student, academic supervisors, and administrative staff body by using features like real-time feedback mechanisms and adaptive learning algorithms

(Ernestivita et al., 2024). Additionally, knowing what features students want from chatbots can help developers create more intuitive and user-friendly programs, which will maximize the return on investments made in educational technology.

### D. Limitations

It is important to recognize a few limits despite the newfound understanding. First off, the study's reliance on self-reported data raises the possibility of response biases, which would limit how broadly applicable the results can be. Additionally, the results' wider application across various educational environments may be constrained by the sample size and demographic homogeneity of participants from a single institution. To circumvent these drawbacks and improve robustness, future research may employ mixed-methods techniques or undertake longitudinal investigations.

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## VII. CONFLICT OF INTEREST STATEMENT

The author declares that there are no conflicts of interest that could influence the objectivity, integrity, or impartiality of the research conducted and reported in this manuscript.

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