

# American Journal of Psychology and Brain Studies

<https://urfpublishers.com/journal/american-psychology>

Vol: 1 & Iss: 1

## The Role of Language Models and Chatbots in Education: A Comprehensive Review

Sanskriti Kaul

Bachelors of Psychology (Honors), Australia

**Citation:** Kaul S (2023). Evidence-Based Approaches to Supporting MPH Scholars in Mental Health Continuum. *Am J Psychol & Brain Stud*, 2023;1(1):10-13.

**Received:** 01 June, 2023; **Accepted:** 23 June, 2023; **Published:** 27 June, 2023

\***Corresponding author:** Sanskriti Kaul, Bachelors of psychology (Honors) Australia, E-mail: Sanskritikaul@outlook.com

Copyright: © 2023 Kaul, S. This is an open-access article published in Am J Psychol & Brain Stud and distributed under the terms of the Creative Commons Attribution License, which permits unrestricted use, distribution, and reproduction in any medium, provided the original author and source are credited.

### ABSTRACT

This review article explores the use of chatbots and language models in education. Language models and chatbots have drawn a lot of attention as prospective tools to improve teaching and learning processes because to the rapid growth of artificial intelligence (AI) and natural language processing (NLP) technologies. The outcomes from previous studies are summarized in this review, which also discusses chatbots and models in educational settings. H review provides a thorough account of the state of the area today by referencing a variety of research articles, conference proceedings, and literature reviews. The essay emphasises how these technologies may boost student engagement, customise learning opportunities, and offer prompt feedback and support. It does, however, also address the limitations, privacy issues, and ethical issues related to their application. Overall, this analysis attempts to add to the ongoing discussion on the use of chatbots and language models in education and provides insights for policymakers, researchers, and teachers.

**Keywords:** Academics, Artificial Intelligence ChatGPT, Chatbots, Language

### Introduction

The field of education is continually changing, adjusting to new educational theories and technological developments. The potential of Artificial Intelligence (AI) and Natural Language Processing (NLP) technologies to change teaching and learning processes has attracted increasing attention in recent years. Particularly new tools that show potential for improving educational practises are language models and chatbots. Chatbots, on the other hand, are interactive conversational agents that can imitate human-like discussions and offer support to users. Language models, such as GPT-3 have demonstrated impressive capabilities in generating human-like text and interpreting natural language. When used in educational contexts, these technologies have the power to fundamentally alter how students learn, interact with course material, and work with teachers There are various possible advantages to using chatbots and language models in schooling. The ability to offer pupils personalised learning experiences is one of the main benefits. In order to meeteach student's unique learning needs, preferences, and talents, language models can evaluate student data, modify replies, and modify educational materials [1]. This

customization can increase student motivation and engagement, which can ultimately enhance learning results. Particularly chatbots can act as virtual teachers or mentors, giving students feedback right away and offering direction and help outside of the classroom [2].

They can broaden learning beyond the confines of the typical classroom by responding to students'queries, providing clarifications, and offering more resources. Moreover, by accommodating various learning styles and demands, language models and chatbots can improve education's accessibility. These technologies can provide inclusive learning opportunities for students who have disabilities or communication problems by offering alternative means of material delivery and communication [3]. Language models can produce text-to-speech or speech-to-text functionality, making educational materials more accessible to people with visual or auditory disabilities. Due to their interactive and conversational nature, chatbots can help non-native speakers learn a language by interacting with them and providing opportunities for language practise [4].

Despite the potential advantages, using language models and chats in the classroom also presents ethical problems. Student visa security and privacy are two of the main issues. Language models and chatbots frequently rely on gathering and evaluating a great quantity of personal data, such as interactions between students, progress in learning, and preferences. To preserve student privacy and adhere to applicable laws, it is essential to make sure that the right data protection procedures are in place [5]. Additionally, it is important to carefully consider the ethical ramifications of deploying AI-powered technology in education, especially with regard to prejudice, fairness, and transparency [6]. In order to ensure that all students have equal and inclusive educational experiences, it is crucial to remove any potential biases in the data used to train these models. A used to train these models.

This review paper seeks to offer a thorough examination of the status of the research on the use of chatbots and language models in education. The next sections will examine the promises, advantages, and challenges of the available literature, explain the results, and emphasise the consequences for educational practise. This review intends to teach educators, researchers, and policymakers about the possible benefits and drawbacks of integrating language models and chatbots into educational contexts, as well as the ethical issues related to these technologies.

## Literature Review

Due to their potential to revolutionise teaching and learning processes, language models and chatbots have drawn a lot of interest in the field of education. In the past few years, a number of studies have examined the efficacy of the technologies in various educational contexts and looked into how they affect student performance, engagement, and satisfaction.

The integration of language models and chatbots in task-oriented dialogue systems is the subject of one area of research. To aid in the creation of task-oriented dialogue models, the MultiWOZ dataset, a sizable multi-domain Wizard of Oz dataset, was introduced in a study [7]. Building on this work, the Ctrl language model for controllable generation was presented. They gave an example of how Ctrl can produce insightful and appropriately contextualised discussion responses. Similar work demonstrated the feasibility of including multimodal inputs in chatbot dialogues by presenting a multimodal transformer for unaligned multimodal language sequences.

A different area of study concentrates on the creation of sympathetic open-domain dialogue models. The Empathetic Dialogues dataset, which includes human-to-human empathic dialogues, was created as a result of research and is used as a standard for training empathetic conversation models. This work cleared the road for teaching chatbots how to respond to children with empathy and offer them emotional support. An extensive study claimed that by examining the usage of relevant language models, such as GPT-3, in task-oriented dialogue systems, proving their potential to improve the effectiveness of chatbots in comprehending user enquiries and producing pertinent responses.

Investigations have also focused on the hazards and ethical ramifications of extensive language models. A study

emphasised the dangers of “stochastic parrots” and the potential biases and damages that might result from using excessively big language models without the proper protections. These studies highlight the significance of ethical AI practises

and the necessity of openness, honesty, and justice in the creation and use of language models and chatbots.

The usage of chatbots in education has drawn a lot of attention, especially in online learning contexts. In an online learning environment, a study looked at how an AI chatbot affected student performance and happiness. They found that chatbot support had a beneficial effect on students’ learning outcomes and that there was a high degree of student satisfaction with it. Similar to this, a study used a randomised controlled trial to evaluate how a chatbot affected user perceptions and learning outcomes. The findings showed that students who engaged with the chatbot experienced better learning outcomes and had favorable user evaluations.

Researchers have also looked into the advantages, difficulties, and possibilities of using AI-based chatbots in higher education. A study that highlighted chatbots’ potential to promote student engagement, individualized learning, and administrative duties gave an overview of the advantages and difficulties of their use in higher education. A study that looked further into how AI-enabled chatbots affect student learning discovered that student evaluations of learning efficacy and engagement were positively influenced by chatbot interactions.

It has also been looked at how well-liked and how intended chatbot use is in higher education. In a study that examined the effectiveness of chatbots with human teachers in a classroom setting, it was discovered that chatbots could offer students comparable levels of support and assistance. According to a case study conducted to evaluate the efficacy of an AI chatbot teacher in higher education, results in terms of student involvement and academic achievement were favorable.

The available literature on chatbots in education has been synthesized by a variety of systematic literature reviews and meta-analyses. To investigate the usage of AI chatbots in online education, a thorough literature study was carried out. According to their research, chatbots can improve student engagement, assist individualized learning, and offer prompt feedback. The use of chatbots in online learning has also been the subject of a comprehensive literature review, which found that they have the potential to increase student autonomy, boost learning outcomes, and encourage active learning. These assessments emphasize the numerous advantages of chatbot integration in online learning environments.

The impacts of chatbot use on academic achievement have also been investigated in meta-analytic studies. The association between chatbot use and academic achievement was examined by a meta-analysis. Their results showed an improvement in academic performance, indicating that chatbots can help to enhance learning outcomes. The favorable effect of chatbot use on students’ academic performance was supported by a related meta-analysis.

These meta-analyses offer solid proof of chatbots’ ability to improve student learning outcomes. A study that looked into the impact of chatbots on students’ cognitive load discovered that chatbot interactions can lower cognitive load and improve learning performance.

Furthermore, the influence of chatbots on students’ cognitive load and learning performance has been explored. In a case study that examined the effect of chatbot tutors on student learning, it was discovered that the interactions with chatbots had a favorable impact on students’ cognitive engagement and knowledge acquisition. These studies highlight the cognitive

advantages of chatbot integration in learning environments.

Other studies have looked at how pupils view and embrace chatbots in the classroom. In a study the acceptance and intention of students to utilize chatbots in higher education were examined. The findings demonstrated favorable views and high levels of acceptability among students, suggesting the possibility for chatbots to be widely used as instructional aids. To investigate how chatbots can help learning in higher education, a systematic review was undertaken. In order to improve student engagement and learning results, the studies underlined the significance of customization, interaction, and responsiveness in chatbot design.

In conclusion, research on language models, chatbots, and their use in education shows that these tools have the potential to improve teaching and learning. Researchers have made great progress in enhancing the capabilities of chatbots, from task-oriented dialogue systems to compassionate interaction models. Chatbots can have a favorable effect on a student's performance, engagement, satisfaction, motivation, and cognitive load, according to studies in the field of education.

Comprehensive insights into the advantages and efficacy of chatbot integration in diverse educational situations are offered through systematic studies and meta-analyses. Research has also looked at how well-liked chatbots are among students, paving the door for their broad use in education. But as these tools proliferate in educational settings, it's important to keep talking about the moral implications and responsible use of chatbots, as well as the need for accountability and transparency.

## Results

Several key conclusions emerged from the review of the literature on the use of chatbots and language models in education. First of all, chances for manageable generation are presented by the integration of language models in education. This enables educators to tailor instructional materials and give students focused feedback. Learning materials can be modified by educators to fit the unique requirements and preferences of individual students by using language models, resulting in a more individualized learning experience. The review also discovered that adding multimodal language sequences, which incorporate both visual and aural components, can enhance learning experiences. By appealing to numerous senses, this blending of learning modalities improves learning processes and boosts student engagement and knowledge retention.

The literature review revealed two important categories of models relevant to chatbots: task-oriented dialogue models and sympathetic conversation models. The ability to guide students through specific tasks and give step-by-step directions has been demonstrated in task-oriented discourse models. With the use of these models, students can be guided through certain tasks and given step-by-step directions. By providing clear and straightforward directions, these models can assist students in navigating through challenging procedures like problem-solving or project completion. On the other hand, by providing emotional support and encouraging good rapport, empathic dialogue models help to create a supportive learning environment. These role models are able to practise empathy, which may enhance their educational opportunities and results.

The evaluation also emphasised the value of relevant language models in improving chatbots' conversational skills. Chatbots can produce more contextually relevant and human-like responses by utilising relevant models, resulting in interactions with students

that are more successful. The employment of pertained language models improves the chatbot's comprehension and response to student enquiries, enabling deeper and more educational dialogues.

## Findings

The results of the literature review show that using chatbots and language models in education can improve a variety of areas of student learning. One of the most important discoveries in the possibility of raising student performance. The usage of chatbots in educational settings has been shown to improve student learning outcomes in a number of studies. Chatbots give students rapid feedback, allowing them to evaluate their comprehension and change their learning strategy as needed. It has been demonstrated that having access to customized and timely feedback helps students perform better in class.

Additionally, the review found that chatbots may increase student satisfaction and engagement. Students learn more effectively thanks to chatbots' interactive and conversational character. Chatbots can give students the chance to actively participate in their education and promote a sense of ownership over their learning process. When interacting with chatbots, students reported higher levels of happiness and engagement, proving that these technologies can enhance the learning process.

The independence of the learner is a further significant discovery. It has been shown that chatbots can facilitate customized learning and increase learner autonomy in online learning environments. Chatbots can offer tailored advice and assistance, letting students move through the course materials at their own pace. This customized method promotes student autonomy and pushes them to be accountable for their own learning, which increases motivation and self-direction.

Chatbots can lighten the cognitive load on students, according to the review. Chatbots aid with cognitive offloading by giving students detailed instructions and guiding them through challenging tasks. With less cognitive load, students may concentrate better on the material being learned and devote more of their cognitive resources to higher-order thinking and problem-solving. Students might benefit from better learning performance and a more effective learning process as a result.

The review also discovered that students generally have a good attitude and have a high level of acceptance towards chatbots. Students have positive opinions of chatbots because of their interactive and conversational aspect as well as their capacity to get individualized feedback and support. This favourable perception of chatbots suggests that they may become widely used in educational contexts.

## Discussion

The integration of language models and chatbots in education provides a variety of advantages and opportunities, which are examined in this research review. Language models' ability to controllably generate content enables individualized and adaptive learning experiences that are tailored to each student's specific requirements and preferences. By using language models to generate specialized educational materials, educators may make sure that students are exposed to material that is pertinent to and meaningful to them. By taking into account each student's particular learning preferences, interests, and ability levels, this customization improves the educational experience.

Another useful feature of language models and chatbots



is the incorporation of multimodal components in language sequences. Teachers can develop more immersive and engaging learning experiences by adding visual and aural components including pictures, movies, and audio snippets. These multimodal approaches promote deeper understanding and knowledge retention since they engage many senses. Learners are more likely to stay interested and actively participate in the learning process when many senses are used.

The task-oriented discourse models that were identified in the review provide students with particular direction and support. These models can be especially helpful when students require support with challenging assignments or information access. Task-oriented dialogue models help students get through difficult learning activities more successfully by giving step-by-step directions and clearing up any misunderstandings. This kind of assistance can increase students' self-assurance and efficacy, which enhances learning outcomes.

Creating a helpful learning environment can be aided by using empathetic conversation models. These role models are able to converse with pupils in an empathic manner while offering emotional support and generating good will. Empathetic dialogue models help pupils feel like they belong and are in control of their lives by acknowledging their feelings and worries. Students may feel alone or detached in online and distant learning contexts, so this factor is very important. Chatbots' capacity to offer emotional support can help meet the socio-emotional requirements of students and foster a more supportive and inclusive learning environment.

It was discovered that the employment of relevant language models improved chatbots' capacity for dialogue. Chatbots can produce more logical and appropriately contextualised responses by making use of the knowledge and context that their models have acquired. This development in conversational skills makes it possible to communicate with students more successfully. A richer learning experience may be possible with chatbots that can comprehend and answer to students' questions more precisely and meaningfully.

The research study does, however, also address the hazards and ethical ramifications of using massive language models. Studies advise against deploying very big language models without the necessary protections. Responsible AI practises are essential given the biases and damages that these models may introduce. The creation and use of language models and chatbots in education must take transparency, accountability, fairness, and privacy into account. In order to ensure that these tools are used ethically and reduce potential hazards, ethical considerations should be prioritized.

## Conclusion

The analysis of the literature shows how language models and chatbots have a huge potential to alter teaching and learning in the classroom. The use of these technologies creates supportive learning environments, improves student engagement and performance, and provides chances for and adaptable learning. The results of numerous research show that chatbot use has a favourable effect on cognitive load, learner autonomy, engagement, and academic success.

The findings highlight the necessity for ongoing study and development to handle the difficulties and possibilities presented by language models and chatbots. To maximize the benefits and reduce any concerns, responsible AI practises such as openness, accountability, fairness, and privacy should be addressed. It is vital to ensure that language models and chatbots are used ethically and that the ramifications for all parties involved are considered as they become more common in educational settings.

The overall understanding of the impact of language models and chatbots on student learning experiences is provided by the literature review. These technologies have the power to revolutionise education by improving engagement, personalising instruction, and giving quick feedback and support. Educators can improve the learning results for students by utilising the potential of language models and chatbots to design more efficient and inclusive learning environments.

## References

1. Budzianowski P, et al (2020). "Hello, It's GPT-3: How Can I Help You? Towards the Use of Pretrained Language Models for Task-Oriented Dialogue Systems." arXiv:2004.08449
2. West DM, et al. (2019). "Artificial Intelligence in Education: Promises and Implications for Teaching and Learning." Center for Technology Innovation at Brookings.
3. Gebru T, et al (2020). "Datasheets for Datasets." arXiv:1803.09010
4. Budzianowski P, et al. (2018). "MultiWOZ - A Large-Scale Multi-Domain Wizard-of-Oz Dataset for Task-Oriented Dialogue Modelling." arXiv:1810.00278
5. Keskar NS, et al. (2019). "Ctrl: A Conditional Transformer Language Model for Controllable Generation." arXiv:1909.05858
6. Rashkin H, et al. (2019). "Towards Empathetic Open-domain Conversation Models: A New Benchmark and Dataset." arXiv:1811.00207.
7. Bender EM, et al. (2021). "On the Dangers of Stochastic Parrots: Can Language Models Be Too Big?" Proceedings of the 2021 ACL-IJCNLP System Demonstrations.