



VIETTESOL ASSOCIATION OF ENGLISH
LANGUAGE TEACHIING AND RESEARCH



UNIVERSITY OF ECONOMICS
HO CHI MINH CITY



MINISTRY OF EDUCATION AND TRAINING
NATIONAL FOREIGN LANGUAGES PROJECT

VIETTESOL INTERNATIONAL CONVENTION 2024



Evaluating the Impact of AI Chatbots on Student Learning Outcomes at the Diplomatic Academy of Vietnam

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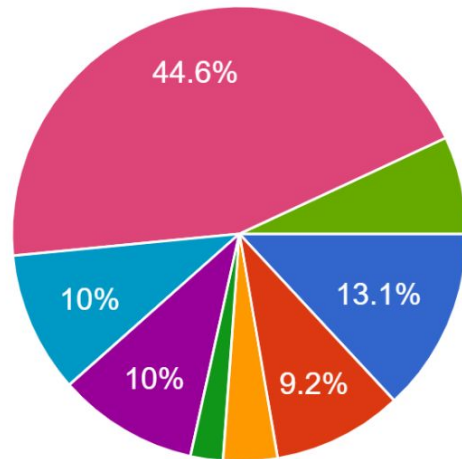


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Overview

Students' response demographic - Major

Major
520 responses
130 responses



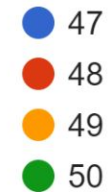
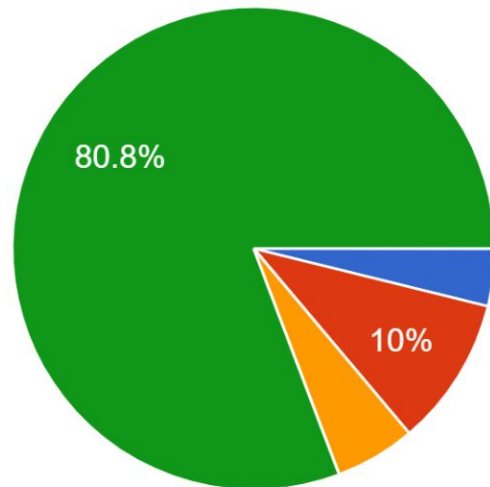
- International Relations
- International Communications
- International Law
- International Trade & Business Law
- International Economics
- International Business
- English Language
- Asia - Pacific Studies

Number of Responses:
520 responses

- **International Trade & Business Law: 2.3%**
- **International Law: 3.8%**
- **Asia-Pacific Studies: 6.9%**

Students' response demographic - Cohort

Cohort
520 responses



Number of Responses:
520 responses

- Class 47 (senior): 3.8%
- Class 48 (junior): 10%
- Class 49 (sophomore): 5.4%
- Class 50 (freshman): 80.8%

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Language Proficiency

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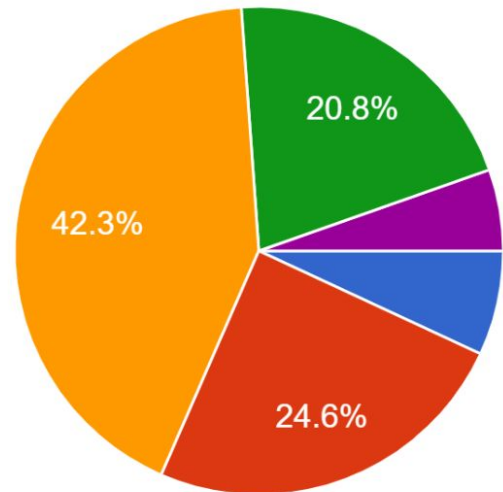
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1. How has using AI chatbots improved your language proficiency?

520 responses



- Not improved at all
- Slightly improved
- Moderately improved
- Significantly improved
- Greatly improved

Number of Responses:

520 responses

- **Not improved at all: 6.9%**
- **Greatly improved: 5.4%**

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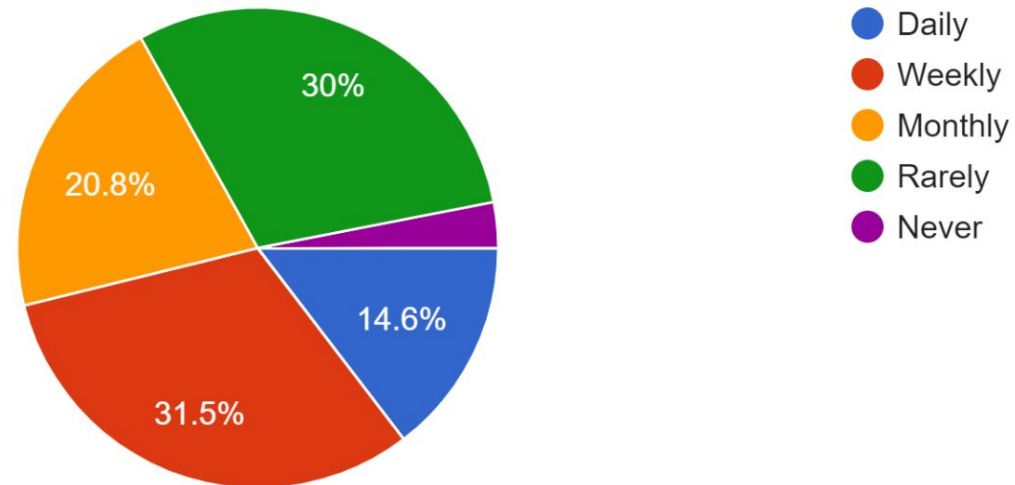
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2. How often do you use AI chatbots to practice your language skills?

520 responses

Number of Responses:

520 responses



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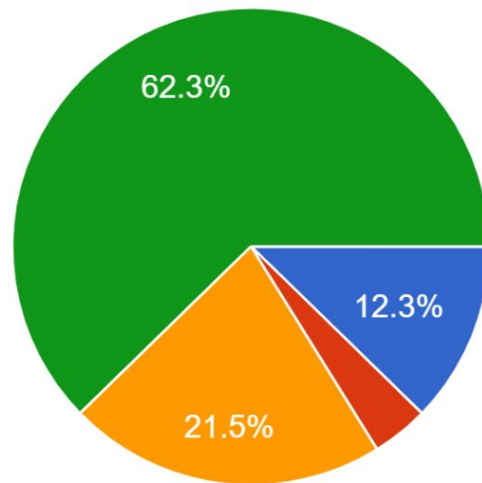
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3. Which language skills have you found to improve the most with AI chatbot usage?

520 responses



- Speaking
- Listening
- Reading
- Writing

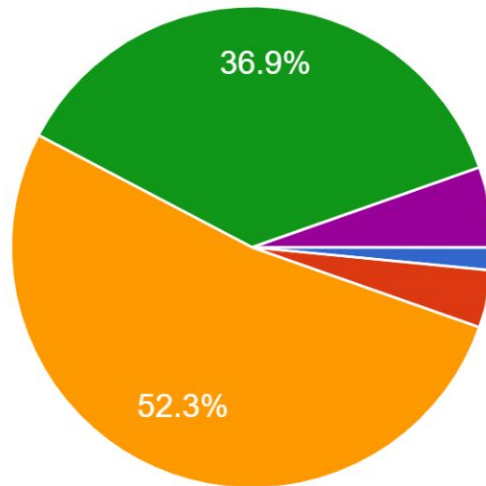
Number of Responses:
520 responses

- **Listening: 3.8%**

4. How would you rate the feedback provided by AI chatbots in language learning activities? Number of Responses: 520 responses

520 responses

520 responses

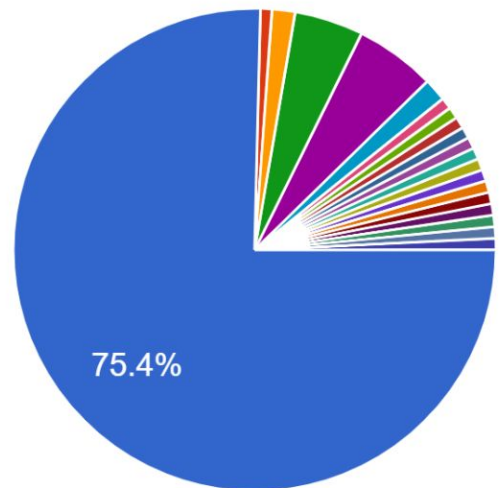


- Very poor
- Poor
- Neutral
- Good
- Very good

- **Very poor: 1.5%**
- **Poor: 3.8%**
- **Very good: 5.4%**

5. Which AI chatbots do you use to improve your language skills?

520 responses



- ChatGPT
- You.com (YouChat)
- Eggbun Education
- Andy English Bot
- Gemini
- character.ai
- ZIM Correct GPT
- elsa

▲ 1/3 ▼

Number of Responses:

520 responses

- **ChatGPT: 75.4%**
- **Gemini: 5.4%**
- **Andy English Bot: 4.6%**
- **Eggbun Education: 1.5%**
- **character.ai: 1.5%**
- **Others: 11.6%**
(Blackbox AI, Question AI, NONE)

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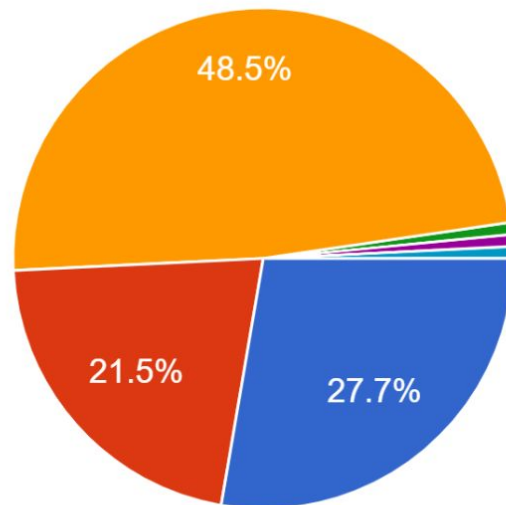
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6. What features of AI chatbots do you find most helpful for language learning?

520 responses



- Personalized learning
- Interactive conversations
- Instant feedback and correction
- all of the above
- Checking grammar mistakes
- all

Number of Responses:
520 responses

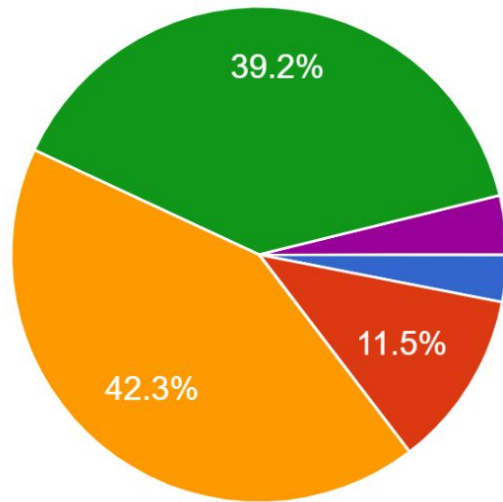
- **Checking Grammar mistakes: 5.4%**
- **All: 1.6%**

7. How do AI chatbots compare to traditional methods in language learning effectiveness?

520 responses

Number of Responses:

520 responses



- Much less effective
- Less effective
- Equally effective
- More effective
- Much more effective

- **Much less effective:**
3.1%
- **Much more effective:**
3.8%

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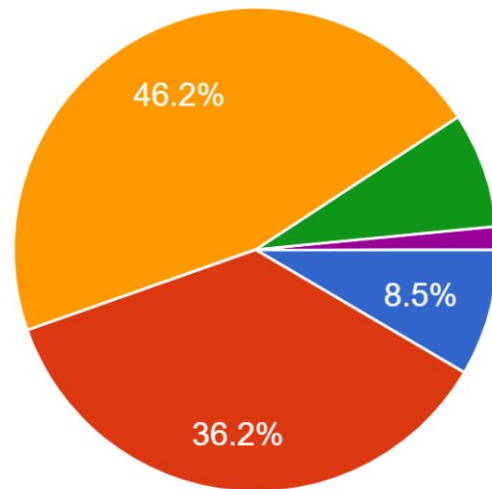
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8. How has the use of AI chatbots influenced your confidence in using English?

520 responses



- Not improved at all
- Slightly improved
- Moderately improved
- Significantly improved
- Greatly improved

Number of Responses:

520 responses

- **Significantly improved: 7.7%**
- **Greatly improved: 1.5%**

9. Which AI chatbot do you find most effective for language learning and why?

Babbel (0.8%)	“..offers more in-depth lessons and focuses on practical conversation skills. Its courses are designed by language experts and tailored to real-life situations.”
LanguaTalk (1.5%)	“This option boasts powerful AI with near-human quality voices and focuses on natural-sounding conversations. It offers topic selection and instant mistake correction”
Gemini (10.7%)	“..I find it easy to create a advanced level sample for writing skills.Hence, I can make use of that for comparing to my essay, and complete it as perfect as the the sample.” “...up-to-date news and information, creative of using words and expression, paraphrase more effectively than traditional language websites”
ChatGPT (32.3%)	“...I can build conversations anytime and anywhere that I want, which will help me to improve my vocabularies and collocations.” “ it can correct your grammar and spelling mistakes.” “... I use it for paraphrasing when doing writing test or speaking test, and it gives me a lot of advanced vocabularies and it is also helpful in correcting my grammar mistakes.”
TalkPal (0.8%)	“This platform focuses on personalized learning through AI chatbots. It tailors conversations to your level and interests, and the AI adapts based on your interactions. This can be helpful if we want a more engaging and dynamic conversation experience.”

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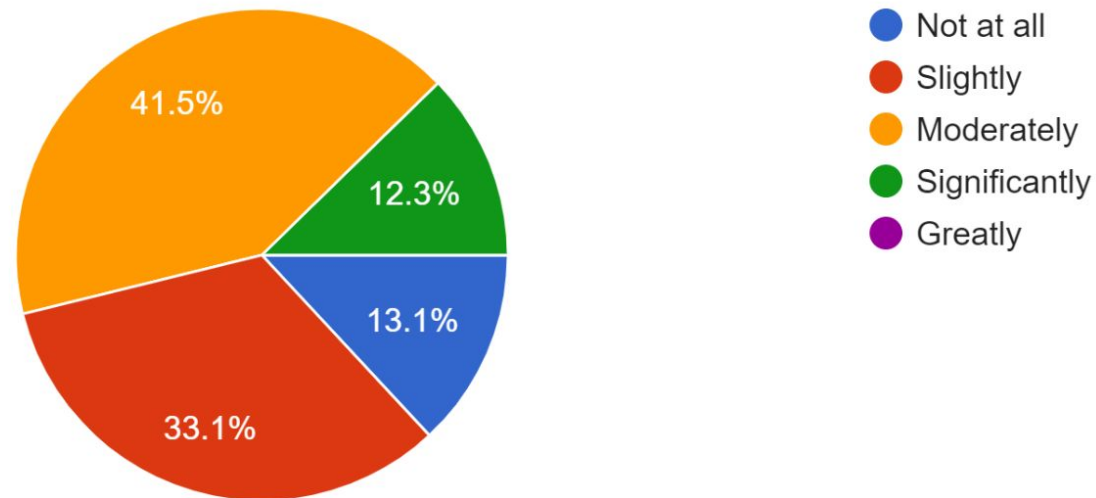


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Critical Thinking Abilities

11. How have AI chatbots helped improve your critical thinking skills?

520 responses



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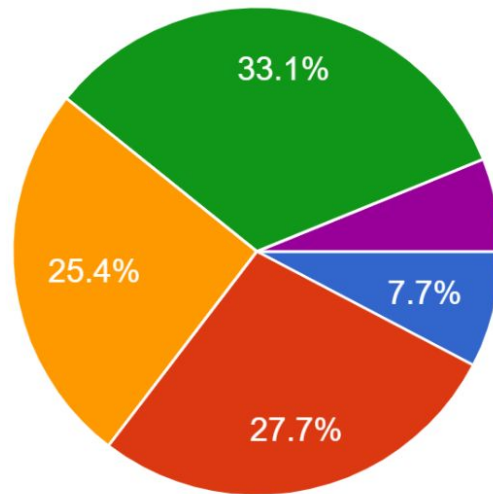


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12. How often do you engage in activities with AI chatbots that require critical thinking?

520 responses

Number of Responses:
520 responses



- Daily
- Weekly
- Monthly
- Rarely
- Never

- Never: 6.2%

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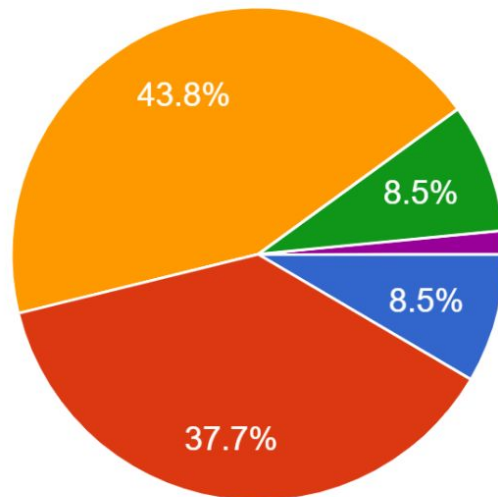
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13. How often do you engage in activities with AI chatbots that require critical thinking?

520 responses

Number of Responses:

520 responses



- Not effective at all
- Slightly effective
- Moderately effective
- Very effective
- Extremely effective

- **Extremely effective: 1.5%**

14. Can you provide an example of how an AI chatbot has enhanced your critical thinking abilities?

“When I started using AI chatbots for various tasks, I realized the importance of asking precise and clear questions to get accurate and useful responses. For instance, while seeking help with a complex problem or brainstorming ideas, I had to carefully consider how to frame my queries. This process involved breaking down the problem into smaller parts, identifying key elements, and clearly articulating my needs.”

“When my team used AI to predict the questions that would potentially be asked by the my teacher, and the AI also gave possible answers for each question. There are even some questions we did not expect, AI really helped us to be prepared.”

“An AI chatbot can help me to access a vast knowledge base so that I can research and explore topics in-depth. Moreover, I can explore different viewpoints from a problem and I can look for alternative solutions to the mentioned problem.”

“Sometimes I have deep thought about the pros and cons of some problems, hence I will ask Chat GPT to give me some points to strengthen my opinion. There was one time I think about continuing on improving the economy or making efforts to protect the environment. Chat GPT helps me quit a lot to reinforce my opinion.”

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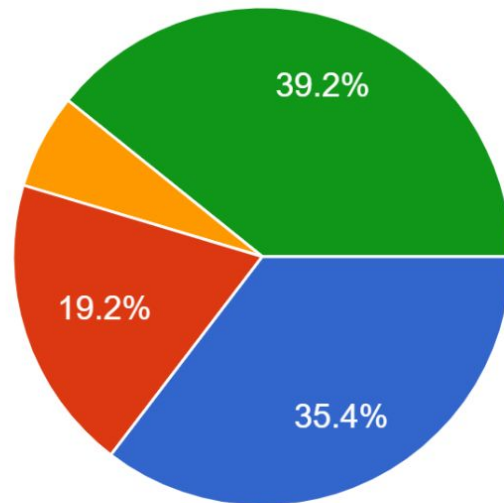


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15. What specific critical thinking skills have you improved through the use of AI chatbots?

520 responses

Number of Responses:
520 responses



- Analysis
- Evaluation
- Inference
- Explanation

- **Inference: 6.2%**

16. How do AI chatbots challenge you to think more deeply about course material?

“AI chatbots challenge me to think more deeply about course material in encouraging critical analysis. They often provide complex scenarios or problems that require thorough analysis and application of course concepts, enhancing my critical thinking and problem-solving skills.”

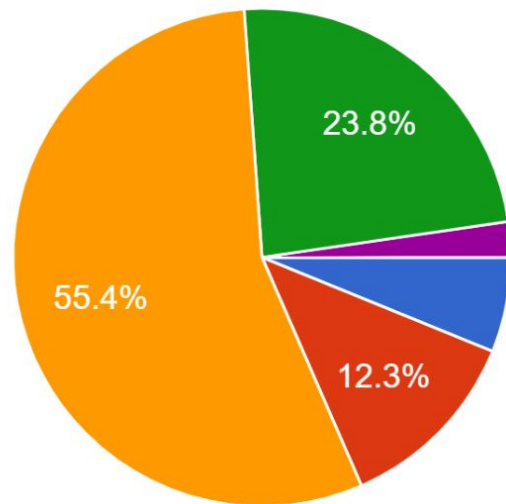
“Chatbots can introduce "what if" scenarios or ask users to explore the potential consequences of course concepts. This challenges them to think beyond the surface level and consider the broader implications of the information they learned.”

“A chatbot might be programmed to ask follow-up questions that dig into the "why" behind a student's answer. For example, if a student says "The French Revolution happened in 1789," the chatbot could ask, "What factors led to the revolution?" or "What were the long-term consequences of the event?" This pushes students to go beyond basic facts and understand the underlying causes and effects.”

“Textbooks and lectures often present information in a streamlined way. Chatbots, by prompting us with open ended questions or playing devil's advocate, can force us to confront the assumptions underlying the material.”

17. In your opinion, how do AI chatbots compare to traditional methods in fostering critical thinking?

520 responses



- Much less effective
- Less effective
- Equally effective
- More effective
- Much more effective

Number of Responses:
520 responses

- **Much less effective: 2.3%**
- **Much more effective: 6.2%**

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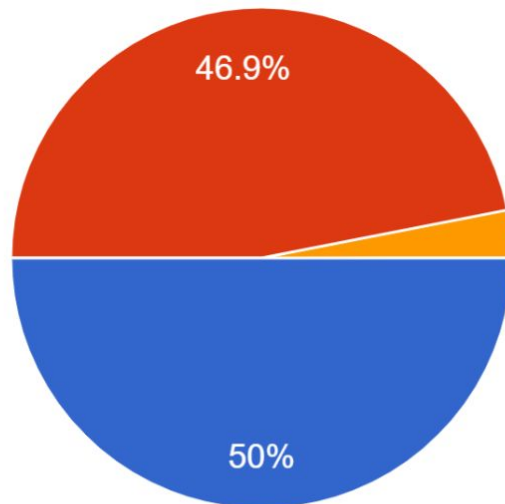


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18. Which AI chatbots have you used the most for developing critical thinking skills?

520 responses

Number of Responses:
520 responses



- ChatGPT
- Gemini
- Socrates.org (Knewton)
- debate.com Bard AI

- **Socrates.org: 3.1%**
- **debate.com: 0%**

19. Which AI chatbot do you find most effective for developing critical thinking skills and why?

Gemini (13.9%)	<p>“..it can act as a debate partner, encouraging me to formulate arguments, anticipate counter-arguments, and defend my positions in the target language. This practice helps me develop logical reasoning skills, identify logical fallacies, and refine my ability to express myself clearly and persuasively.”</p> <p>“...built on a large and diverse knowledge base, allowing it to engage in discussions on a wide range of topics such as current events or science, arts and culture.”</p>
ChatGPT (25.4%)	<p>“... highly effective for developing critical thinking skills because it engages users in deeper analysis, prompts for clarifying questions, connects interdisciplinary concepts, and encourages evaluation and application of knowledge in practical scenarios, fostering a comprehensive and nuanced understanding of complex topics.”</p> <p>“...it gives me a lot of comprehensive questions related to this topic and that could give me a structure which i can follow and research more about the topic based on the structure.”</p>
Socrates (1.5%)	<p>“This research chatbot focuses on open-ended questions and encourages users to defend their arguments using evidence and reasoning.”</p> <p>“...it uses a combination of text and speech recognition to find the most relevant learning resources for me and offers visual explanations of important concepts to aid understanding.”</p>

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Student Engagement & Learning

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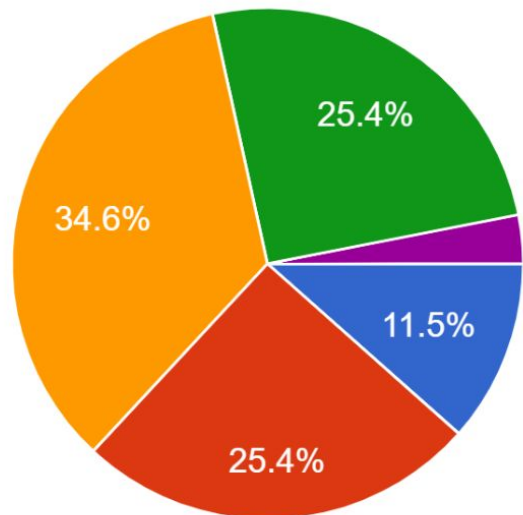
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20. How has the use of AI chatbots affected your engagement in learning activities?

520 responses

Number of Responses:

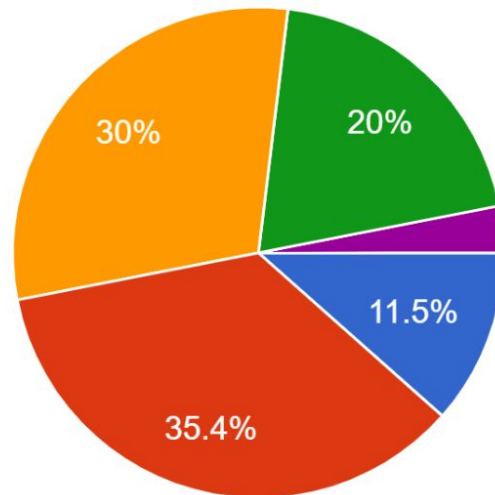
520 responses



- Not at all
- Slightly
- Moderately
- Significantly
- Greatly

- **Greatly: 3.1%**

21. How often do you use AI chatbots for engaging with course content?
520 responses



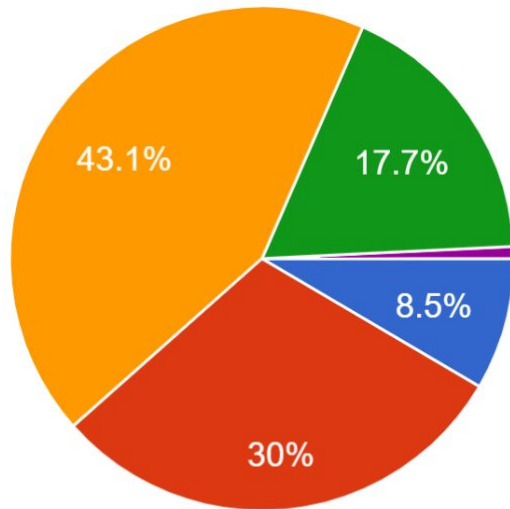
- Daily
- Weekly
- Monthly
- Rarely
- Never

Number of Responses:
520 responses

- **Never: 3.1%**

22. How often do you use AI chatbots for engaging with course content?

520 responses



- Not motivating at all
- Slightly motivating
- Moderately motivating
- Very motivating
- Extremely motivating

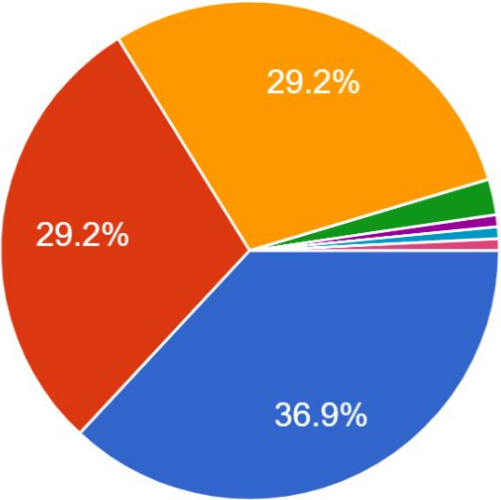
Number of Responses:

520 responses

- **Extremely motivating: 0.8%**

23. Which specific courses has AI chatbots increased your engagement?

520 responses



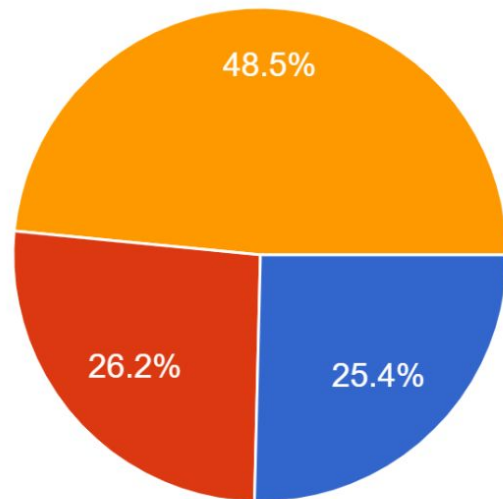
- English for Specific Purposes courses
- Foreign languages courses (Chinese, French,...)
- Translation & Interpretation courses
- None
- all of these ideas above
- International Relations courses
- Courses about history or finance, it helps me to explain things I don't understand

Number of Responses:
520 responses

- None: 2.3%**
- All of the above: 0.8%**
- IR courses: 0.8%**
- Others: 0.8%**

24. What aspects of AI chatbots do you find most engaging?

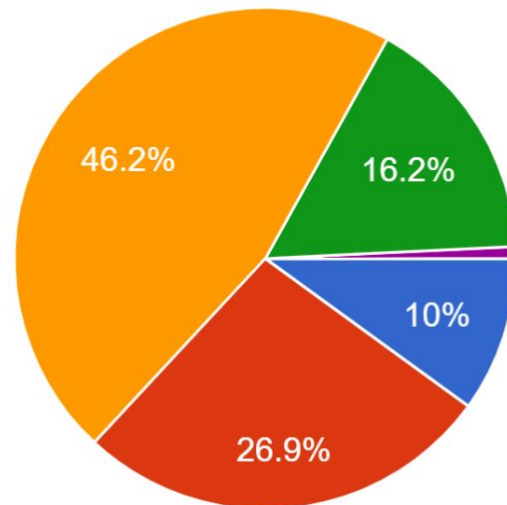
520 responses



- Personalized experience
- Interactive conversations
- Instant feedback and correction

25. How do AI chatbots support your autonomy in learning?

520 responses



- Not at all
- Slightly
- Moderately
- Significantly
- Completely

Number of Responses:

520 responses

- **Completely: 0.8%**

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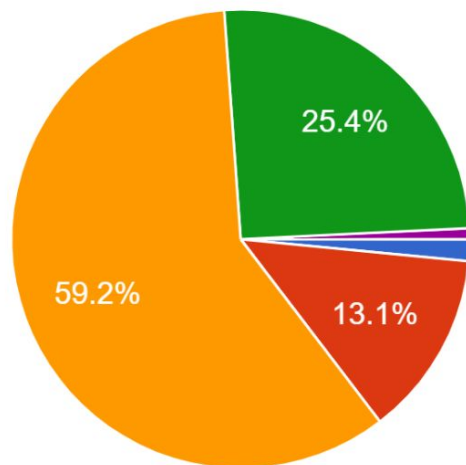
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27. How do you feel about the balance between AI-driven activities and traditional methods in terms of keeping you engaged?

520 responses



- Very imbalance
- Imbalance
- Neutral
- Balance
- Very balance

Number of Responses:
520 responses

- **Very imbalance: 1.5%**
- **Very balance: 0.8%**

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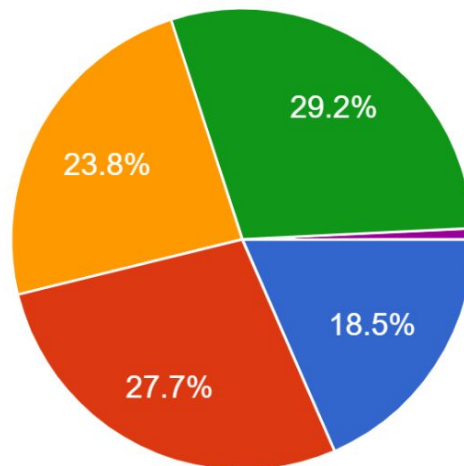
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28. What suggestions do you have for improving the use of AI chatbots to enhance student engagement in your courses?

520 responses



- Integrate AI Chatbots with gamification elements
- Increase personalized experience
- Utilize for inquiry-based learning
- Combine with lecturers' interaction
- I don't know

Number of Responses:
520 responses

- **None: 0.8%**

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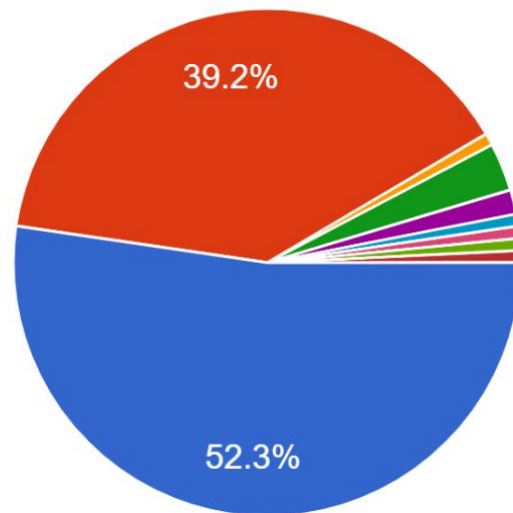
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29. Which AI chatbots have you used the most for increasing engagement?

520 responses



- ChatGPT
- Gemini
- Modo Language
- Wordtune
- None
- No idea
- Blackbox AI
- I don't use AI chatbot for this purpose
- Duolingo

Number of Responses:
520 responses

- **Modo Language: 0.8%**
- **Wordtune: 3.1%**
- **None/ No: 3.1%**
- **Others: 1.6%**

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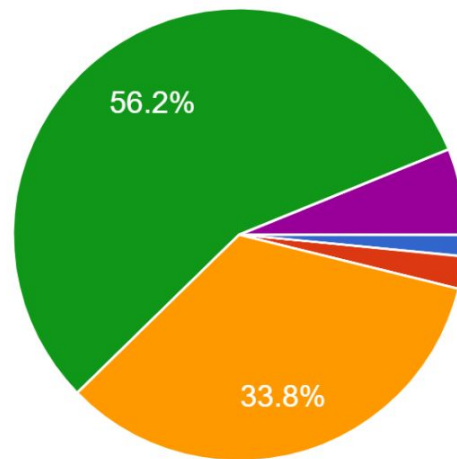


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Overall

31. Overall, how would you rate the impact of AI chatbots on your learning experience at the Diplomatic Academy of Vietnam?

520 responses



- Very negative
- Negative
- Neutral
- Positive
- Very positive

Number of Responses:
520 responses

- **Very negative: 1.5%**
- **Negative: 2.3%**
- **Very positive: 6.2%**

How to use AI Chatbots effectively in teaching and learning foreign languages

- **Integrate Regularly**
- **Focus on Writing and Reading**
- **Provide Instant Feedback**
- **Enhance Engagement:** Incorporate interactive and personalized experiences to maintain student interest and motivation.
- **Combine with Traditional Methods:** Balance AI-driven activities with traditional teaching methods for a comprehensive learning approach.
- **Gamify Learning:** Integrate gamification elements to make language learning more engaging and fun.
- **Support Critical Thinking**
- **Monitor and Adapt:** Regularly assess the effectiveness of chatbot interactions and adapt teaching strategies accordingly.

Comparison: Human brain's system of thinking and AI - Similarities

	HUMAN BRAIN	AI
Information processing	Neurons in the brain transmit electrical signals to process information	AI algorithms process information using artificial neurons in neural networks
Learning	The brain learns through experience, forming new neural connections and strengthening existing ones (neuroplasticity)	AI learns through data, adjusting the weights of connections in neural networks during training (machine learning)
Pattern recognition	The brain excels at recognizing patterns, such as faces, voices, and handwriting	AI is also adept at pattern recognition, often outperforming humans in specific tasks like image and speech recognition
Decision making	The brain uses past experiences and sensory input to make decisions	AI systems use data and algorithms to make decisions, often based on probabilistic models

Comparison: Human brain's system of thinking and AI - Differences

	HUMAN BRAIN	AI
Architecture	Consists of approximately 86 billion neurons interconnected in a highly complex and adaptive network	Have far fewer "neurons" and simpler connectivity compared to the human brain, even advanced ones like deep neural networks
Energy efficiency	Extremely energy-efficient, consuming about 20 watts of power	Can require significant computational power and energy, often measured in kilowatts or more
Flexibility and Generalization	Highly flexible and can generalize knowledge across diverse contexts (e.g., a person can transfer problem-solving skills from one area to another)	Typically less flexible and often specialized in specific tasks. General AI, which can generalize across tasks like a human, is still a research goal
Learning mechanism	involves complex biochemical processes, including synaptic plasticity, neurotransmitter release, and more	Primarily involves mathematical optimization techniques, such as gradient descent, to minimize error in predictions

Comparison: Human brain's system of thinking and AI - Differences

	HUMAN BRAIN	AI
Consciousness and Emotions	Possesses consciousness, emotions, and subjective experiences	Lacks consciousness, emotions, and subjective experiences, operating purely on logical and statistical processes
Adaptation to new situations	Humans can quickly adapt to new, unforeseen situations using intuition and common sense	AI often struggles with novel situations not covered by its training data and requires specific retraining or additional data
Developmental process	Human cognitive development involves stages influenced by biological growth and environmental interaction over many years	AI development is an engineering process involving data collection, algorithm design, and computational training over days or weeks

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GENERAL INFORMATION ON THE ENGLISH PROGRAM MANAGED BY ENGLISH FACULTY, DIPLOMATIC ACADEMY OF VIETNAM

ENGLISH MODULES FOR SPECIALIZED FACULTIES

- GENERAL ENGLISH I
- GENERAL ENGLISH II
- GENERAL ENGLISH III
- GENERAL ENGLISH IV
- ENGLISH FOR SPECIFIC PURPOSES I
- ENGLISH FOR SPECIFIC PURPOSES II
- ENGLISH FOR SPECIFIC PURPOSES III
- ENGLISH FOR SPECIFIC PURPOSES IV
- ENGLISH FOR SPECIFIC PURPOSES V
- TRANSLATION I
- TRANSLATION II

ADVANCED SPECIALIZED MODULES

- ENGLISH FOR SPECIFIC PURPOSES IV
- ENGLISH FOR SPECIFIC PURPOSES V

THESE MODULES ARE TAUGHT FOR STUDENTS MAJORING IN:

- INTERNATIONAL RELATIONS
- INTERNATIONAL ECONOMICS/BUSINESS
- INTERNATIONAL LAW
- INTERNATIONAL COMMUNICATION
- ASIA-PACIFIC STUDIES

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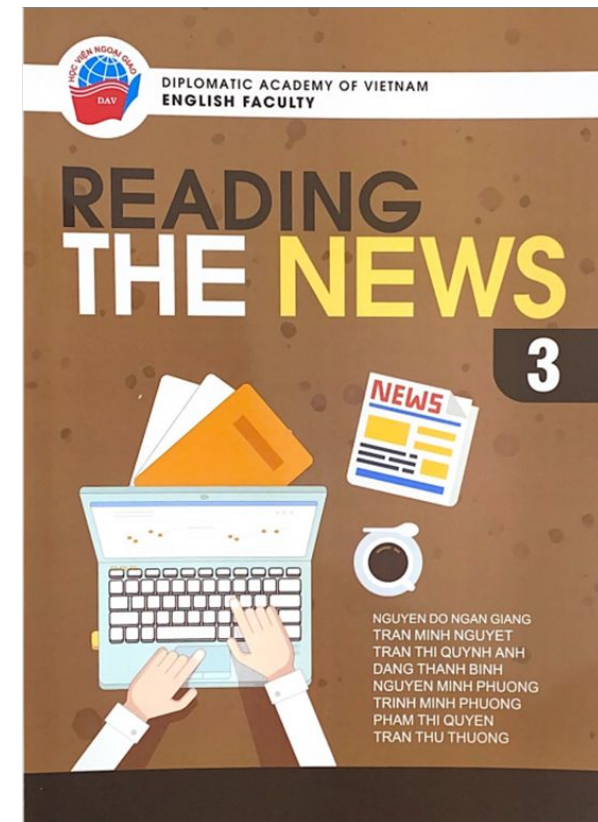
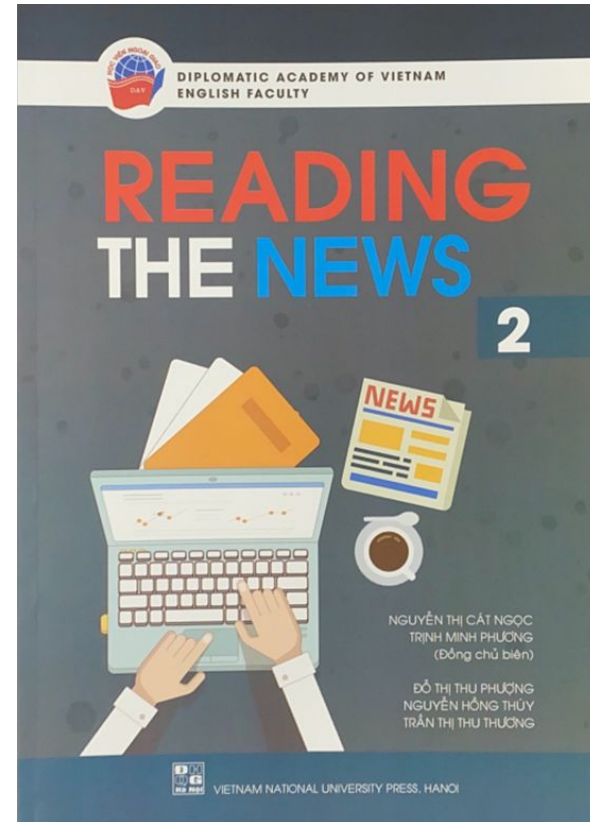
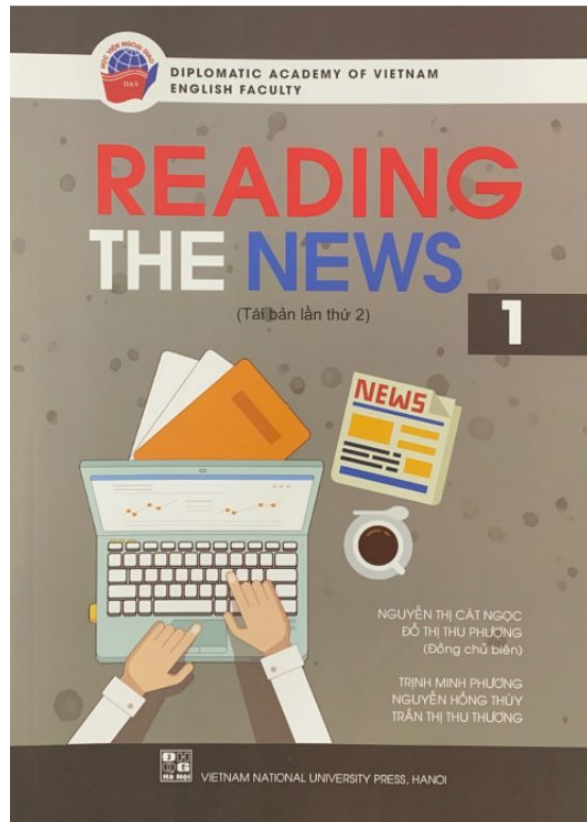


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ESP I, II, III



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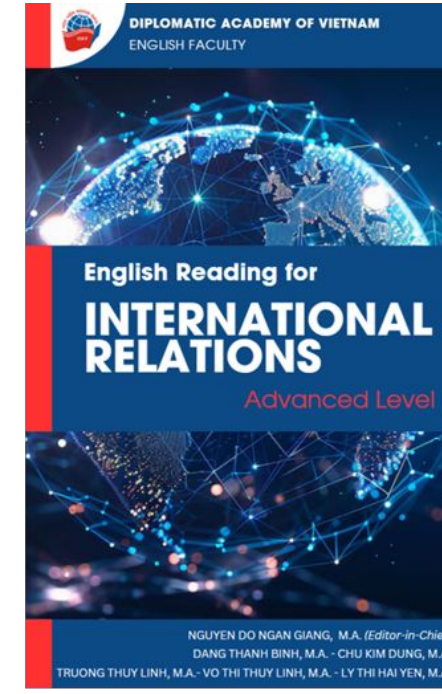
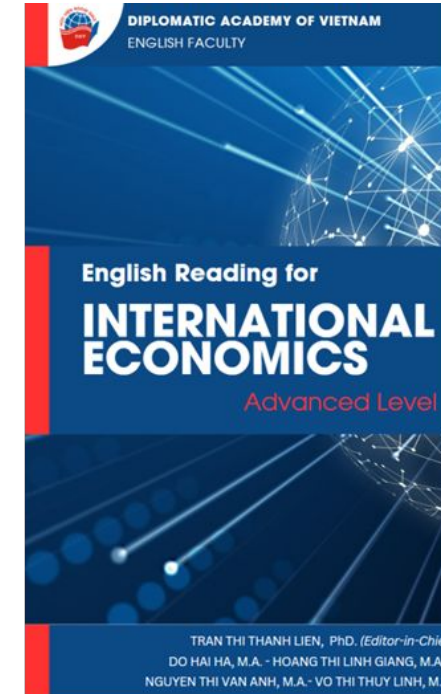
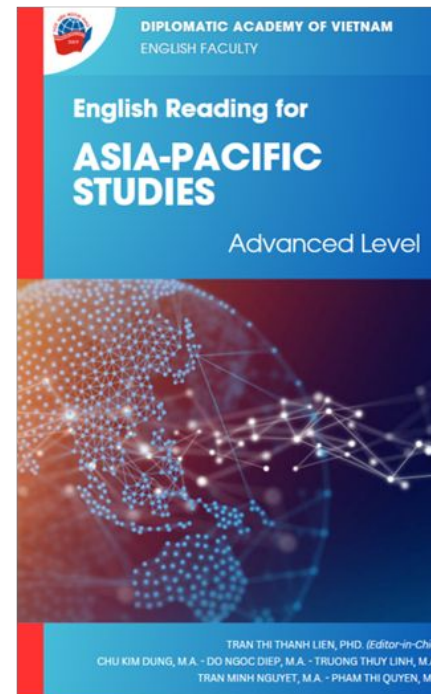
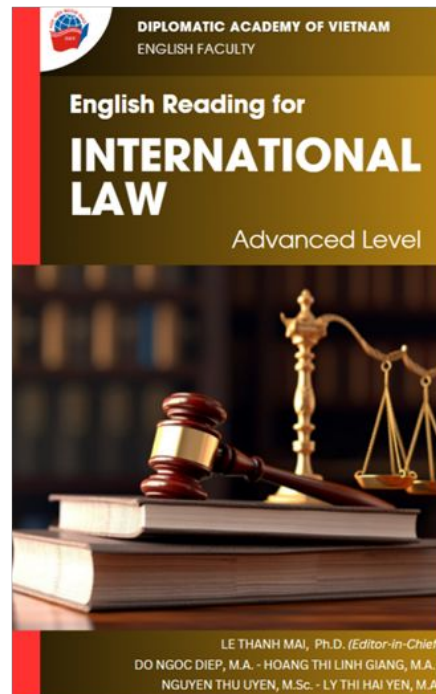
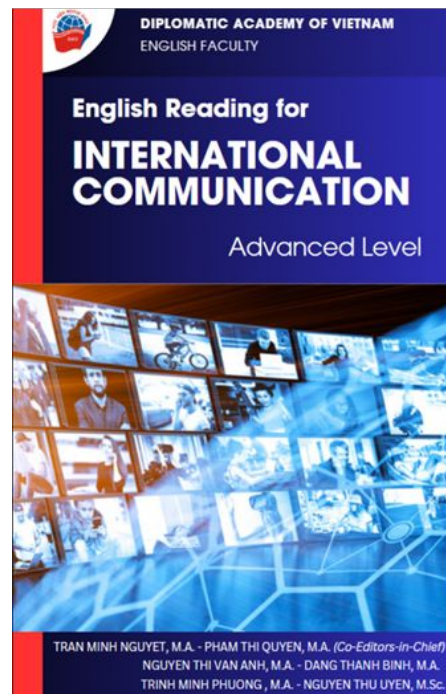


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ESP IV



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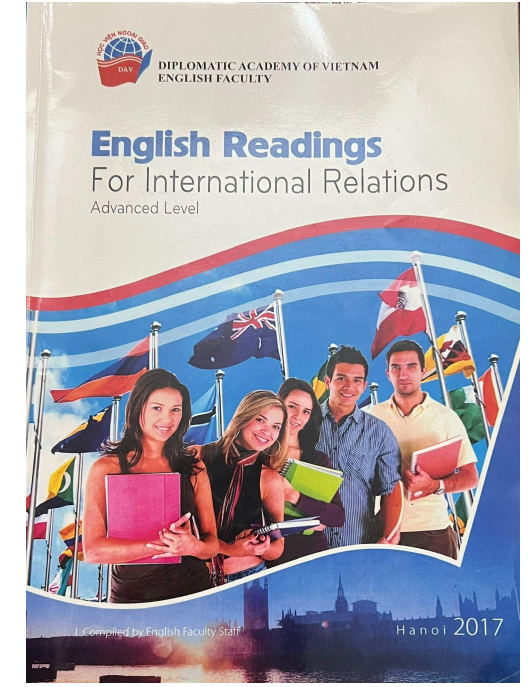
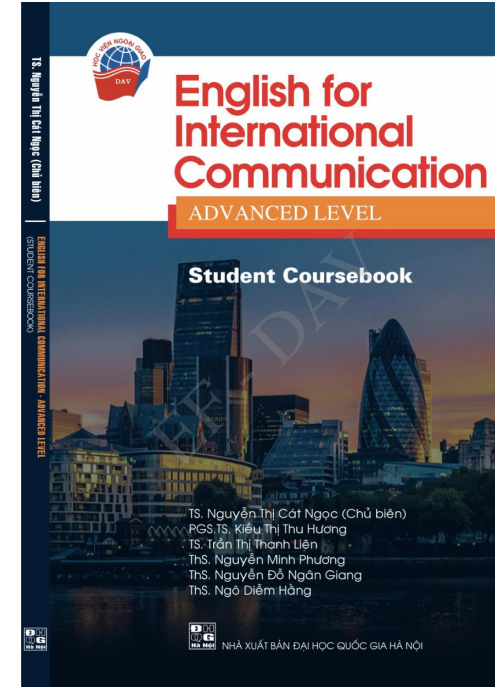
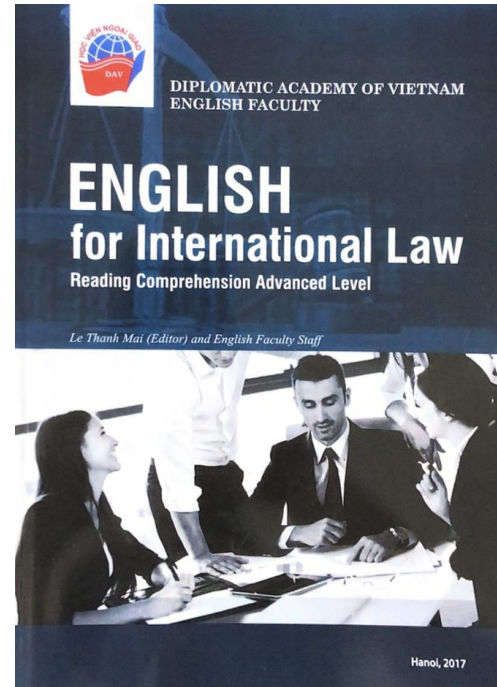
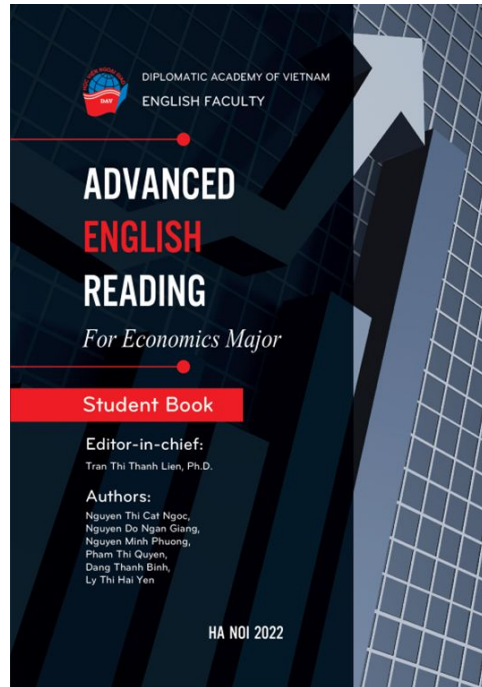


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ESP V



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STRUCTURE OF ENGLISH FOR SPECIFIC PURPOSES

SECTION	DETAILS
A. SOURCE (ALL LEVELS: I-V)	This article was written and published on [source] on [date and time].
B. PRE-READING TASKS (ALL LEVELS: I-V)	<p>I. Brainstorming questions:</p> <p>II. Vocabulary tasks: Match the words and phrases in the article with their correct meanings.</p> <ol style="list-style-type: none">1. Fill in each blank with the correct form of the words from Exercise 1.2. Rewrite the following sentences with the given words.
C. COMPREHENSION TASKS	<p>I. Words and expressions: (ALL LEVELS: I-V) <i>Explain the following words and expressions, as used in the article.</i></p> <p>II. Comprehension questions: (ALL LEVELS: I-V) <i>Read the article and answer the following questions.</i></p> <p>III. Understanding the article (ALL LEVELS: I-V) <i>Match the paragraph headings below with the correct paragraph in the text.</i></p> <p>IV. Reading for the gist: (ESP II) <i>Summarize the article in ONE sentence, using your own words.</i></p> <p>V. Summary: (ESP III, IV, V) <i>Summarize the main points of the article in 150 words.</i></p>
D. TRANSLATION (ESP III, IV, V)	Translate paragraphs [...] – [...] into Vietnamese.
E. EXTENDED QUESTIONS (ALL LEVELS: I-V)	
EXTRA READING (ALL LEVELS: I-V)	



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THANK YOU