

Exploring the Impact of Chatbots on Learning Experiences: A Study of Spanish University Students

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Introduction: background



Promising tool
Revolution in education
Challenges & opportunities



European Union

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Research questions

1. Do Spanish university students in the field of education use the chatbots in their learning practices?

2. Which are the perspectives and opinions of Spanish university students regarding the integration of the chatbots in their educational experiences?

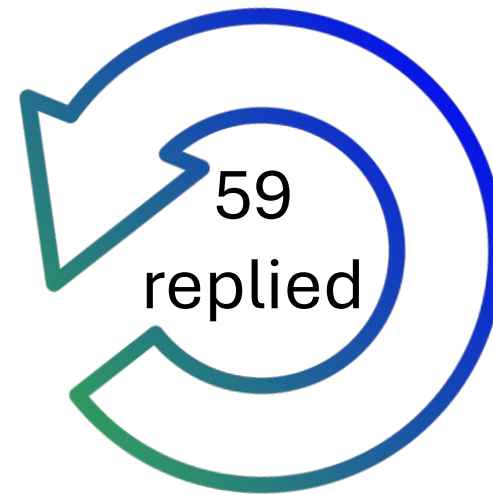
3. Which are the main use practices of the chatbots by these Spanish university students?

Methods: participants and procedure



2 Spanish universities
education degrees


400 students



15% response
rate

Methods: instruments

❑ **Customized survey** based on:

- ✓ Ngo (2023)
- ✓ Strzelecki (2023)
- ✓ Jinchuñá Huallpa, Flores Arocutipa et al. (2023)
- ✓ Malmström, Stöhr, & Ou (2023)
- ✓ ChatGTP 

❑ **Characteristics:**

- 11 questions
 - Multiple options
 - Frequency questions
 - 1-5 Likert scale
 - Final open-ended question

Methods: participants and procedure

☐ Instrument:



Google Forms

☐ Dissemination:



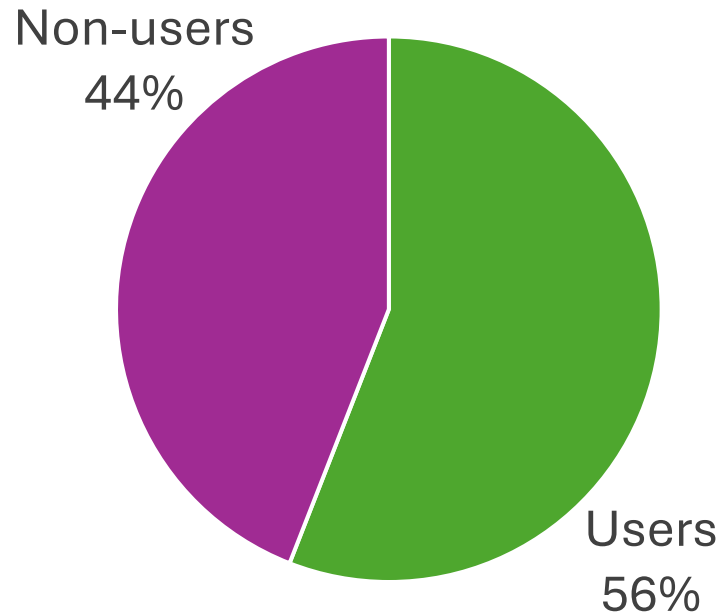
Available 2 weeks

☐ Data analysis:



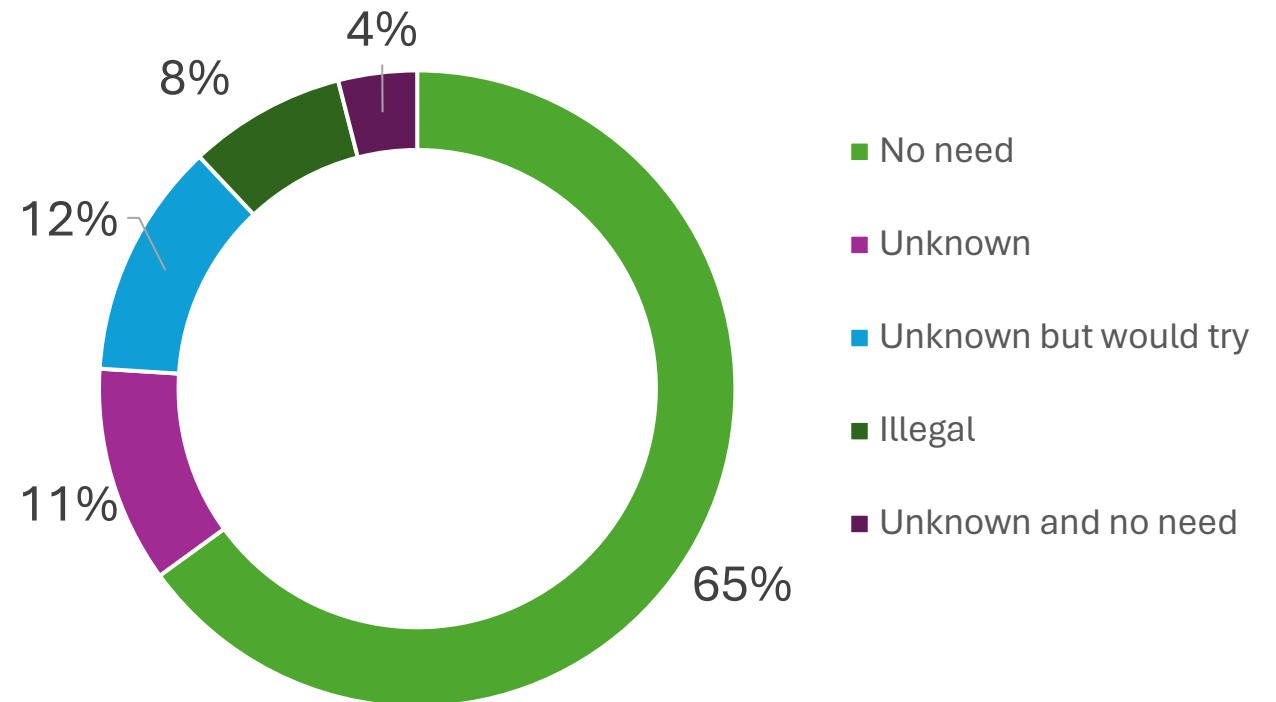
Results & Discussion

Participants



First research question

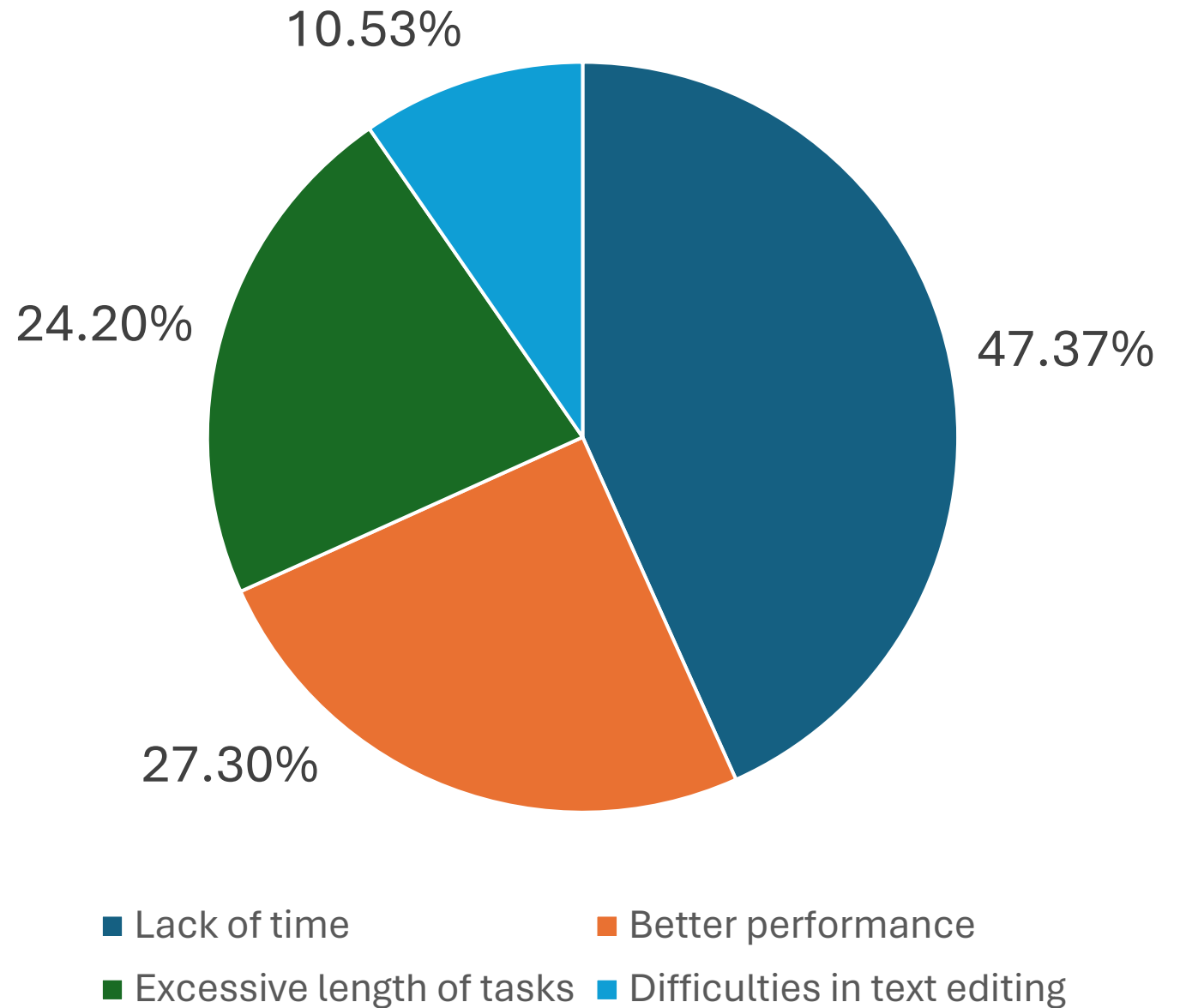
Non-users' reasons



Results & Discussion

Reasons of use

First research question

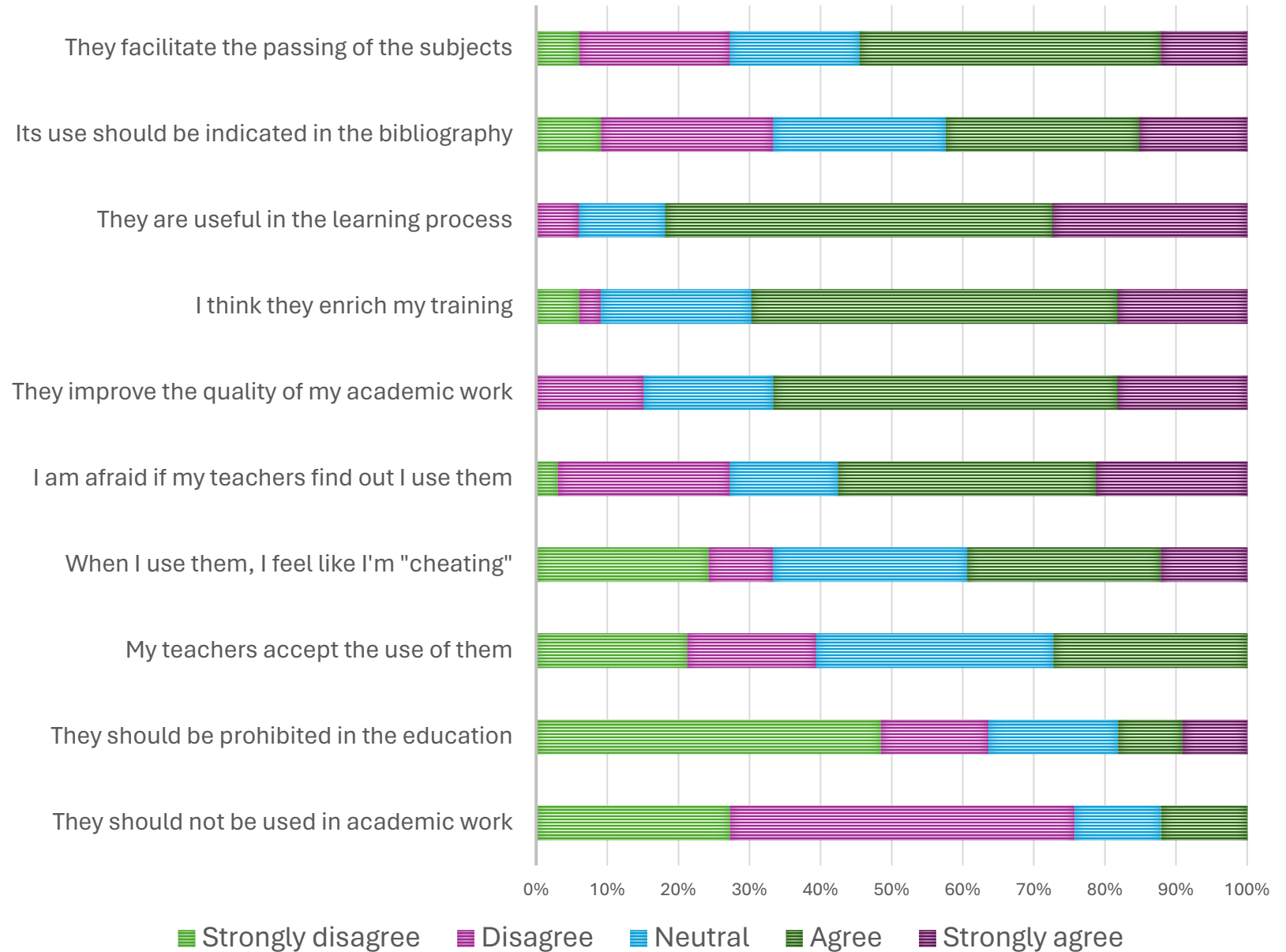


Results & Discussion

Opinions

Second research question

In accordance with:
Ngo (2023)
Malmström, Stöhr & Ou (2023)

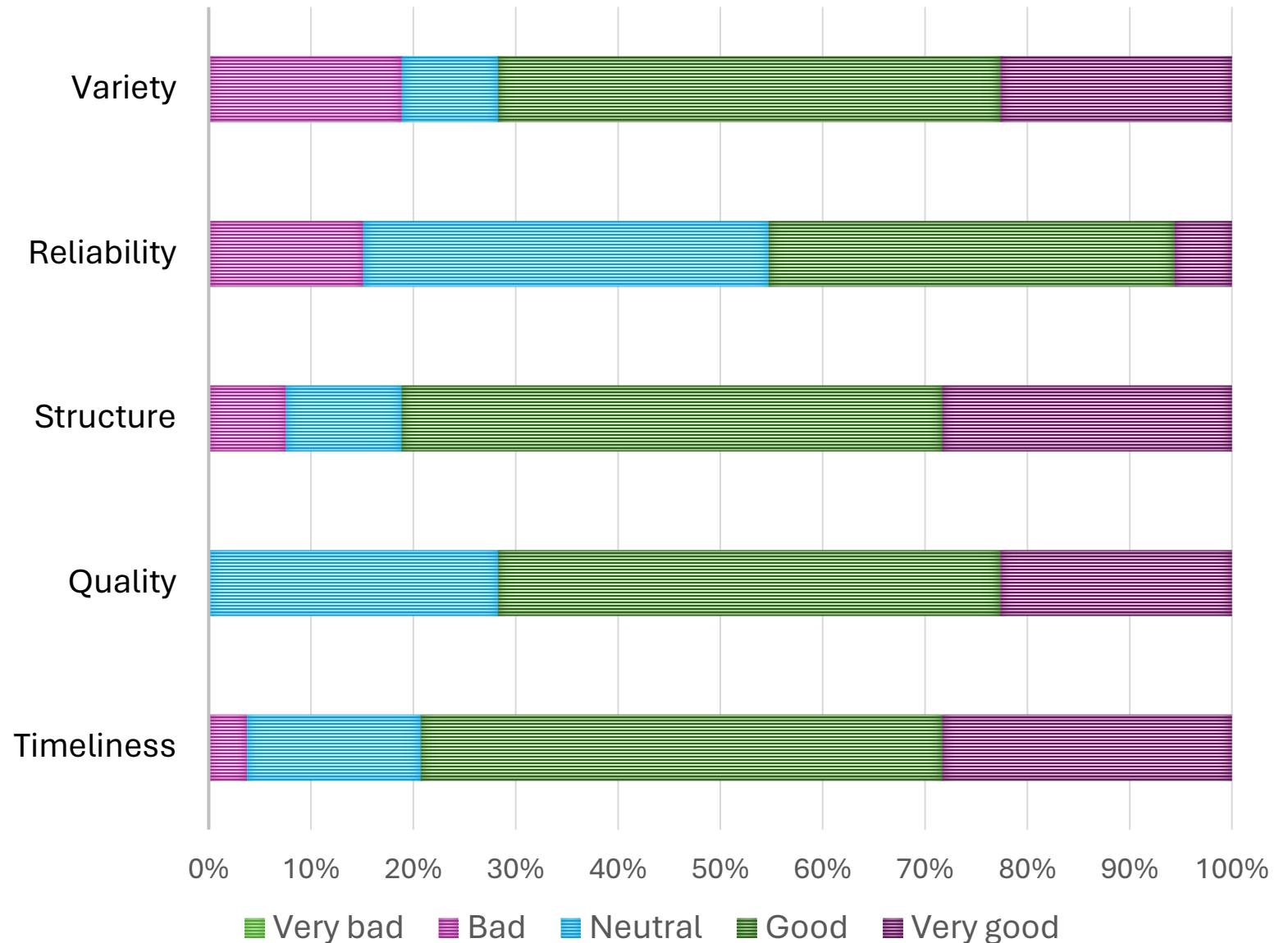


Results & Discussion

Perceptions

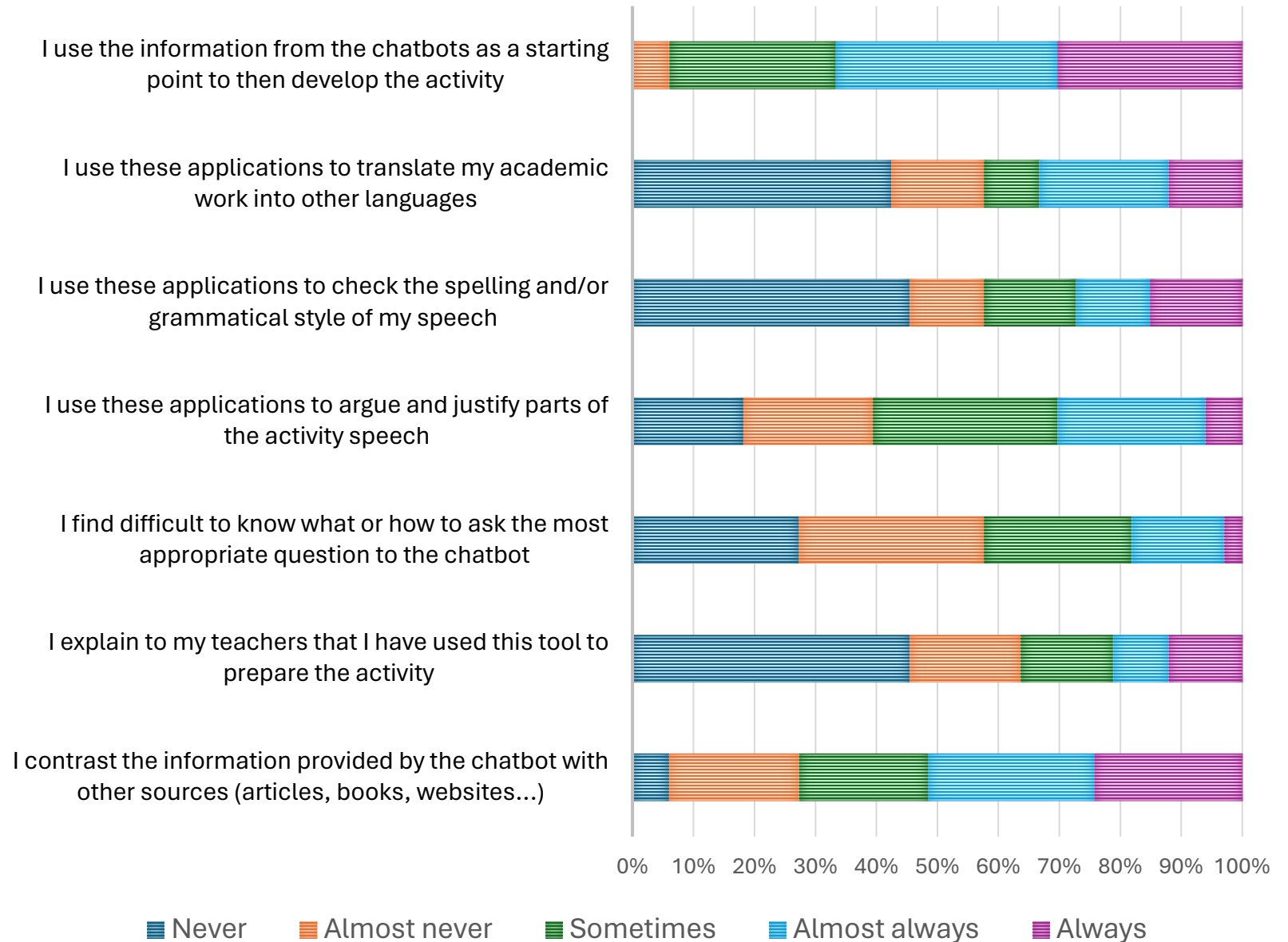
Second research question

In accordance with:
Ajlouni, Wahba & Almahaireh (2023)



Results & Discussion

Usage habits



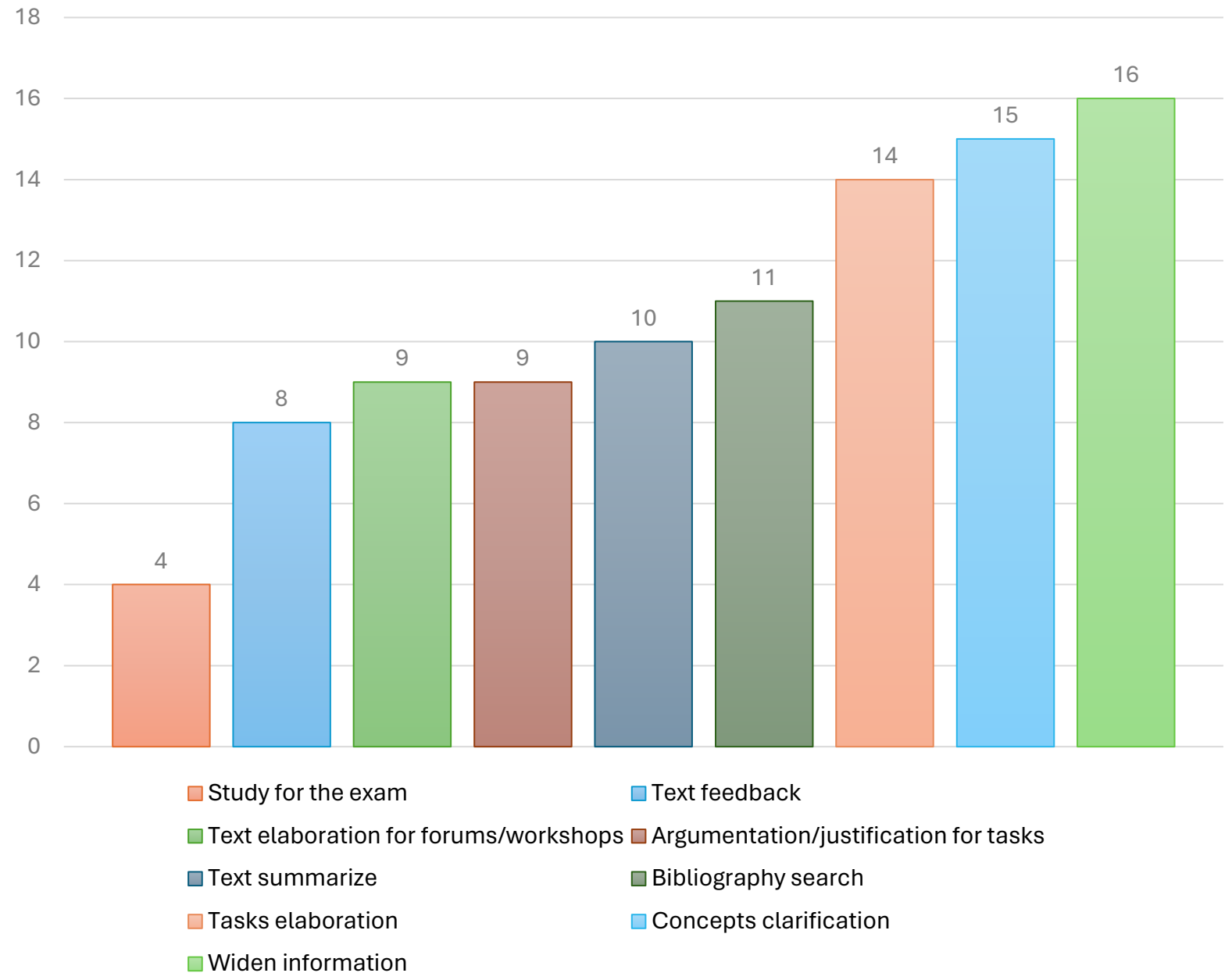
Second and third research questions

Results & Discussion

Purposes of use

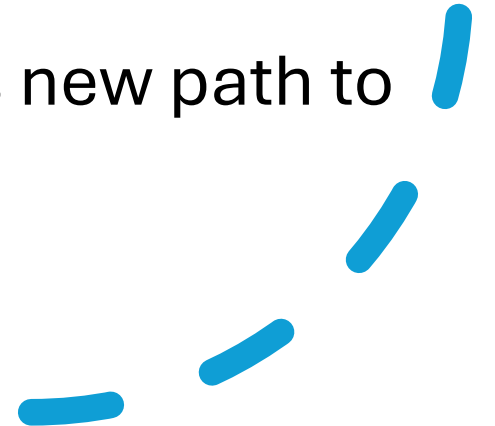
Third research question

In accordance with:
Malmström, Stöhr & Ou (2023)

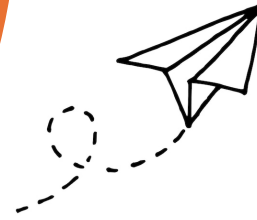


Conclusions & reflections

- Chatbots → integral to learning experience
- Enriching training
- Conceived as inspiration source
- Unclear stance of Spanish universities
- Opportunity to transform traditional teaching methods
- Accepting the challenge of this new path to follow in the educational field



Limitations & future research



Deeper insights
into non-users'
reasons

University
teachers' opinions
and habits

Examination
results by
demographic
information

Comparision
among students
from different
countries



Participant
number

Potential social
desirability bias

List of references

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**Thank you for
your attention!**

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**Questions
&
suggestions**

