

Chatbot Technologies for Digital Entrepreneurship Education of Adult Learners – CHAT2LEARN

Thomas Fotiadis¹(✉), Evangelia Vanezi¹, Mariana Petrova²,
Vitlena Vasileva², and George A. Papadopoulos¹

¹ Department of Computer Science, University of Cyprus, Nicosia, Cyprus
{fotiadis.f.thomas, evanez01, george}@ucy.ac.cy

² School/Institute/Educational Centre, Nikanor Ltd., Sofia, Bulgaria
agency_nikanor@abv.bg

<https://ec.europa.eu/programmes/erasmus-plus/projects/eplu-project-details/#project/2020-1-CY01-KA204-065974>

1 Summary of the Project

The CHAT2LEARN project focuses on technology-enhanced learning, incorporating chatbot technologies and AI-based tools in adults' education. The project's innovativeness is to implement educational practices that will create unique and tailor-made educational experiences with tools, methodologies, and resources for teaching digital entrepreneurship and raise the awareness via chatbot-based development technologies and AI-based tools [1]. There has been increasing research effort and specialization in providing novel information and results for all the educational community exchanging learning experiences and good practices. The project's target groups include mainly economically active people and entrepreneurs, whose expectations are aimed to be met by implementing suitable educational tools, methodologies, and resources, to improve their knowledge. The project aims to promote best educational practices through the design of open-source and user-friendly software, applying principles of open pedagogy approaches and learner-centered models based on the technology. This will equip and encourage adult educators and training professionals to improve their awareness on chatbot and AI technologies and reveal opportunities for diversification of approaches that will support their training and teaching activities on entrepreneurship-related topics to involve their learners in educational procedures.

1.1 Objectives

The objectives of the project are to: (i) create opportunities for adult educators, trainers, entrepreneurs, and adult learners, in general to combine e-learning education and open pedagogy frameworks based on Technology Enhanced Learning, and (ii) enrich the self-learning opportunities of adult learners in the field of digital entrepreneurship by developing an inter-disciplinary training program based on chatbot technology. Moreover, the CHAT2LEARN project aims to improve the competencies of non-

formal and informal adult educators and training professionals by collecting the best practices and tools on technology-enhanced learning and creating a resource library (online teaching materials, online tests, quizzes, video lessons, animated videos, etc.). Furthermore, a methodology will be developed to incorporate chatbot technologies into the educational process and a handbook on creating and using the chatbot educational content for teaching entrepreneurship [1, 2].

1.2 Expected Tangible Results

CHAT2LEARN is an ongoing project just launched, that will follow a sequence of actions to achieve the objectives set and to have an expected impact. Beginning with gathering the best educational practices and tools on technology-enhanced learning, creating a resource library and developing a methodological procedure on incorporating the current technologies into the educational process are some of the project outcomes.

The developed chatbot learning environment in digital entrepreneurship, the resource library, the methodology, and handbook will give the target audience hands-on guidance and advice on how to apply technology-enhanced learning and chatbot technologies into the educational process. The developed training program based on chatbot technology with five lessons in digital entrepreneurship will benefit adult learners who want to improve their knowledge and competencies on how to develop their digital entrepreneurship endeavors. Besides, the program will support educators in their training activities on entrepreneurship-related topics. It will help them enrich the scope of AI-based tools they can use in their training and teaching activities.

New challenges are faced in front of adult learners, educators and training professionals as economically active people and entrepreneurs who need innovative educational practices that will create unique and tailor-made learning experiences. Furthermore, teachers, trainers and tutors need to adapt to this new reality and find new tools to meet the raised expectations of nowadays learners [1].

The expected results of the project completion are to increase the digital and professional competencies of adult educators and training professionals about the applications of AI-based tools and technology-enhanced learning into formal, non-formal, and informal adult education. Furthermore, the approach of applying the chatbot learning environment into daily practices, will increase the awareness and the skills in the field of digital entrepreneurship. In addition, the encouragement of using modern digital self-learning tools, will promote a network between adult education and training providers, universities, chambers of commerce and public bodies in a national and international level improving the educational process.

References

1. Soltanifar, M., Mathew H., Lutz G.: Digital Entrepreneurship: Impact on Business and Society. Springer Nature (2021). ISBN 978-3-030-53914-6 (eBook)
2. Feine, J., Morana S., Maedche A.: Designing interactive Chatbot development systems. In: Proceedings of the 41st International Conference on Information Systems (ICIS), pp. 1–18. AISel, India (2020)