Chapter 8
Applications of Artificial Intelligence Tools in Higher Education

P. S. Venkateswaran

 https://orcid.org/0000-0001-8958-103X

PSNA College of Engineering and Technology, Dindigul, India

Firas Tayseer Mohammad Ayasrah

 https://orcid.org/0000-0002-6477-000X

Al Ain University, UAE

Varun Kumar Nomula

Georgia Institute of Technology, USA

P. Paramasivan

Dhaanish Ahmed College of Engineering, India

P. Anand

Dhaanish Ahmed College of Engineering, India

K. Bogeshwaran

Dhaanish Ahmed College of Engineering, India

ABSTRACT

The rapid integration of information and communication technologies (ICT) in higher education has brought about transformative changes to traditional teaching and learning practices. This chapter examines the multifaceted impacts of ICT in the higher education sector. Over the past two decades, ICT has revolutionized the way educational institutions operate, impacting teaching methodologies, student engagement, and administrative processes. In the realm of pedagogy, ICT has facilitated the shift towards student-centered learning, empowering learners with access to diverse digital resources and interactive learning platforms. Moreover, administrative tasks within higher education have been streamlined through the adoption of ICT, resulting in enhanced efficiency in enrollment, record-keeping, and communication between stakeholders. This optimization allows educators to focus more on instructional design and student support, fostering a conducive learning environment.

1. INTRODUCTION

Over the past two decades, Information and Communication Technologies (ICT) have become ubiquitous across all aspects of life. Their influence has significantly transformed the practices and procedures of businesses and governance (Ocoró et al., 2023). However, in the field of education, while ICT has made some progress, its impact hasn't been as extensive as in other domains (Al Khawaldeh, et al., 2022). Education has traditionally been a socially oriented activity, emphasizing the importance of strong teacher-student relationships for quality learning (Alawneh, 2022). By embracing ICT, higher education institutions can create more dynamic and interactive learning experiences for students (Vashishtha & Kapoor, 2023). This technology enables access to vast educational resources, facilitates remote learning, and fosters global collaboration among students and educators (Alawneh et al., 2022). It also encourages self-paced learning, personalized education pathways, and adaptive learning systems that cater to individual student needs and preferences (An et al., 2023).

Moreover, the integration of ICT in education can enhance administrative efficiency, streamlining tasks such as enrollment, record-keeping, and communication between various stakeholders (Balas-Timar, 2015). This allows educators to focus more on instructional design and student support (Hong, 2023). However, the adoption of ICT in education also poses challenges (Xu et al., 2023). Some educators might be hesitant to fully embrace technology, fearing that it could replace traditional teaching methods (Demeter et al., 2021). Additionally, not all students have equal access to digital resources, leading to potential disparities in learning opportunities (Hong, 2021a,b).

Looking ahead, the future of higher education is likely to witness an even deeper integration of ICT into the learning process (Maseleno et al., 2023). Virtual and augmented reality technologies may offer immersive learning experiences, while artificial intelligence can provide personalized tutoring and support. ICT's influence is evident in the way educational institutions design and implement their teaching strategies (Nithyanantham, 2023). The shift towards online learning has necessitated the incorporation of new scientific concepts and skills into the curriculum, leading to a reconfiguration of traditional course structures (Tripathi & Al -Zubaidi, 2023). Additionally, the focus has expanded beyond mere subject knowledge to encompass essential competencies such as critical thinking, problem-solving, adaptability, and collaboration (Balas-Timar & Ignat, 2015).

As technology continues to evolve, students are now required to learn not only subject-specific content but also how to learn effectively using the available digital tools and resources (Hong et al., 2022). This broader skillset equips them with the capability to manipulate information, use technology proficiently, and work collaboratively in teams (Hong, 2018).

AI tools play a crucial role in enhancing the administrative efficiency and information management of educational institutions (Rad & Balas, 2020). These technologies enable better data collection and retrieval, streamlining various processes within universities (Tripathi & Al-Shahri, 2023). Customized software programs are developed to cater to the specific needs of each university, including admissions, entrance exams, fee collection, attendance management, mark sheet preparation, and other related activities (Lian et al., 2022).

As part of the technological revolution, several academic institutions have embraced new initiatives and implemented changes in their campus life to leverage the potential of these advancements (Saxena et al., 2023). The integration of technology has facilitated a more efficient and modern educational experience for students and faculty alike. By adapting to these innovations, universities aim to stay competitive and relevant in the rapidly evolving educational landscape (Rad et al., 2022).

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