Review of: "The Future of AI Chatbots in Higher Education"

Otilia Manta[1]

1 Romanian-American University

Potential competing interests: No potential competing interests to declare.

The authors of the paper present a topic relevant to the academic environment in the context of AI, especially as both teachers and students actively participate in reshaping the educational system. The study conducted by the authors is relevant due to its aim, namely to "understand their potential impact on teaching, learning, and research processes."

The concepts, citations, and bibliographic references are adequately mentioned by the authors. For example, the authors who support chatbots, such as Ilieva, Yankova, Klisarova-Belcheva, Dimitrov, Bratkov, and Angelov (2023), show that "AI chatbots can promote critical thinking skills through interactive conversations that prompt students to analyse information and consider various perspectives."

The research methodology is simplistically presented, based on narrative literature review (NLR), but appropriate for the study's proposed aim. The results are presented descriptively but are limited in graphical representation (only one table). Nonetheless, based on the methodology used, the authors "highlight the transformative potential of AI chatbots in streamlining administrative tasks, enhancing student learning experiences, and supporting research activities."

However, we suggest that the authors highlight the innovative scientific contributions to the specialized literature, as well as the contributions in terms of applicability and the multiplier effects of the research results. The conclusions are presented by the authors, emphasizing that "by leveraging the benefits of AI technologies, higher education institutions can harness the full potential of AI chatbots to create a more efficient, inclusive, and innovative educational environment." However, we suggest that the authors also present the study's limitations and future research directions in the field.

We congratulate the research team and suggest revising the paper with the elements mentioned in the review report.