CHATBOTS FOR LANGUAGE LEARNING - ARE THEY REALLY USEFUL? A SYSTEMATIC REVIEW OF CHATBOT-SUPPORTED LANGUAGE LEARNING

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KEY TERMS

Chatbot

A conversational software that interacts with users

WHAT CAN I LEARN FROM THIS SECONDARY RESEARCH?

What are the different types of chatbots, and their usefulness and limitations in language learning?

WHAT EVIDENCE IS SUMMARISED?

25 studies

WHAT DOES IT FIND?

- Chatbots can be used as:
1. Interlocutor
2. Simulation
3. Information transmitter
4. Helpline
5. Recommendation provider

- The usefulness of chatbots can be categorised into timeliness, ease of use, and personalisation.
- The challenges for chatbots can fall into three categories: technological limitations, novelty effects, and learners' cognitive overload.

HOW CAN I USE THE FINDINGS IN MY TEACHING?

- Teachers can use chatbots in various ways. For example, chatbots such as Cleverbot can be used as a virtual companion to talk to learners in the target language, or a task-focused chatbot can perform specific learning activities with learners.
- Using Chatbots can help EFL teachers and learners to teach and learn a language in a real-life environment.