

BEST PRACTICES FROM EDUBOTS



EDUBOTS



- **Target group:**
University students
- **Type of program:**
Uhybrid learning program
- **Discipline:**
Higher Education
- **Language availability:**
English
- **Solution:**
Hubert.ai

Use case:

Students' self-reflection - Middle of Semester.

Short description:

Sometimes it is hard to motivate students to evaluate a university course since the focus is on the performance of the educators. Instead, you can use interactive dialogues within a chatbot, and ask students to reflect on their experiences and expectations about the course. This feedback can be used by the educator in a formative manner, to find out about students' learning experience so far, things that students found (not) interesting and (not) useful, and thus adapt his/her teaching to the students' needs.

Need/ added value:

While in a hybrid learning program interactions with the students take place both in the class and online, sometimes the students are not very responsive and open in the classroom environment. This could be particularly the case in IT courses in which students are used to interact with new technologies. Chatbots are an interesting piece of technology that provide feeling close to human-human conversation in a written form. Used online or in the laboratory classroom as a part of the task, evaluation chatbots give opportunity to the students to express themselves as they would talk to each other. Asking students by mean of a chatbot about their experiences in the course could result with an interested feedback that might not be collected with a conventional survey or in face-to-face conversation. Students' feedback in a chatbot could be then further analysed and used to adapt the teaching methods or the course topics.





Educator Preparation:

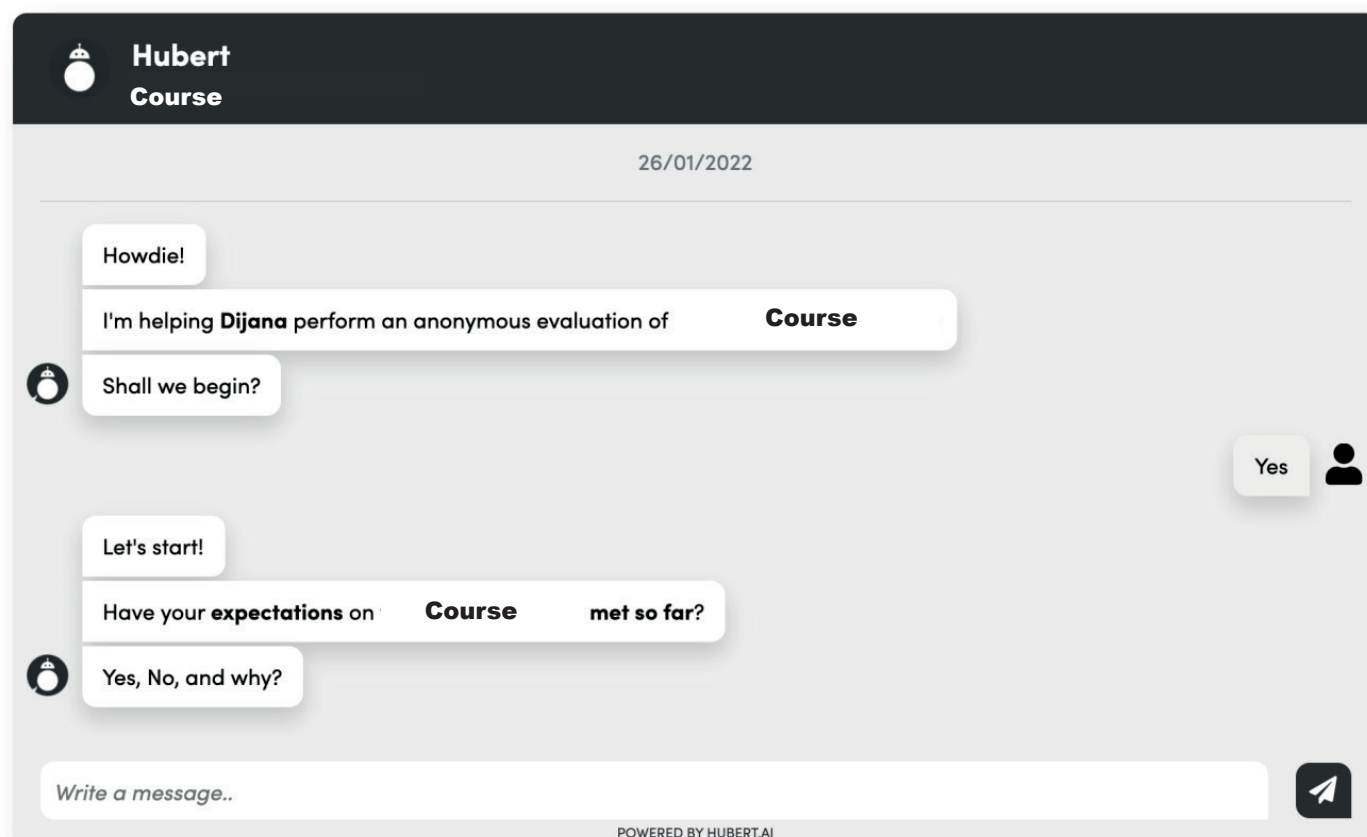
The use of the Hubert chatbot use case scenario does not require any background knowledge in chatbots and relevant domains, nor extensive technical skills more than basic computer skills and familiarity with technology.

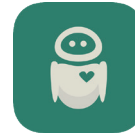
How to get started:

Setting up an evaluation in Hubert.ai is pretty much an easy process that can be easily done by any educator. The first step to go is to create an account in [Hubert.ai](https://hubert.ai) (sign up). Second, you need to sign in and choose the “create a new evaluation” option. Third, follow the steps required by filling in basic information about your course. During this process, you will be asked to choose a template with predefined questions that the chatbot will pose to the students during their interaction. Three templates are available for students’ self-reflection. The first template can be used at the beginning of the semester to explore starting positions of the students; the second template can be used during the academic semester for assessing opinions about their progress; likewise, the third template can be used at the end of the semester. Detailed guidelines are provided in Appendix A for educators that wish to set up a new evaluation in Hubert. After having created a new evaluation, a link is generated which you can share with students.

How to engage your students:

The students can interact with Hubert by clicking on the link. Hubert poses the predefined (by the chosen template) questions to the students, with a degree of smart interactions in the sense that Hubert could react positively or negatively to students’ responses or ask additional questions for clarification of the student response. The interaction might last from 1 to 3 minutes, depending on students’ reaction rate to Hubert’s questions.





Detailed question report

Show help ①

QUESTION: WHAT IS THE MOST EXCITING/INTERESTING THING YOU HAVE LEARNT SO FAR IN THE (EVALOBJ)?

ALL (18)

CLEAR (15)

PROBED (0)

UNCLEAR (3)

SENTIMENT (BETA)

EMOTIONS (BETA)

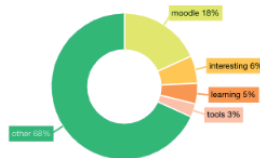
TOPICS (BETA)

FILTERS

Summary

No common topics were identified in this question.

Respondents: 1
Messages: 18



assignments on moodle

How to create subject in Moodle

Theories of learning

How to use moodle, and various tools for presenting ideas the multimedia way

Probably Moodle administration because I can see everything from perspective of our professors.

How the Moodle work

How Moodle works

The most interesting thing I learnt was how moodle works

Common words related to most

moodle 13
interesting 4
learning 3
lms 3
tools 2
works 2
stuff 2
assignments 1
create 1
subject 1
theories 1
presenting 1
ideas 1
multimedia 1
administration 1
perspective 1
professors 1
work 1
learnt 1
complexity 1
making 1
methods 1
controversial 1
topics 1
perspective 1
izrada 1
stranica 1
function 1
honest 1
lcms 1
common 1
knowledge 1
contradicts 1
standpoint 1
multiple 1
intelligences 1
theory 1
proven 1
edit 1
psychology 1

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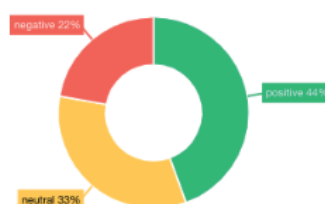
FILTERS

ALL POSITIVE NEUTRAL NEGATIVE +

Summary

No common topics were identified in this question.

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Common words related to most

moodle 13
interesting 4
learning 3
lms 3
tools 2
works 2
stuff 2
assignments 1
create 1
subject 1
theories 1
presenting 1
ideas 1
multimedia 1
administration 1
perspective 1
professors 1
work 1
learnt 1



Evaluation results

Each card represents one question. Related questions, such as follow-ups, are grouped together in corresponding sections.

Knowledge

Not understood

1. **understood** - 45.5%
2. **concepts** - 9.1%
3. **everythingh** - 9.1%
4. **teachers** - 9.1%
5. **properly** - 9.1%

Useful

Least

1. **learning** - 6.1%
2. **definitions** - 3.0%
3. **knew** - 3.0%
4. **determining** - 3.0%
5. **styles** - 3.0%

Learning

Most useful

1. **moodle** - 13.0%
2. **create** - 5.6%
3. **learning** - 5.6%
4. **presentations** - 5.6%
5. **presentation** - 3.7%

Interesting

Least

1. **interesting** - 11.1%
2. **exciting** - 5.6%
3. **moodle** - 5.6%
4. **guess** - 3.7%
5. **learn** - 3.7%

Most

1. **moodle** - 20.0%
2. **interesting** - 6.2%
3. **learning** - 4.6%
4. **lms** - 4.6%
5. **tools** - 3.1%

Expectations

Met

yes
50.0%



What happens next:

You can view the evaluation results with students' responses on your dashboard, having access to the raw data (i.e., the actual conversation of each student with Hubert), but also to a thematic analysis of students' responses. Examples of such data are provided below.

Tips

- *Inform your students about the added value of using the chatbot for self-reflection.*
- *Use self-reflection evaluations multiple times during the semester for receiving students' feedback in a formative manner.*

Pros

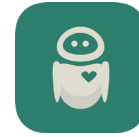
- *Hubert secures anonymity which is an essential factor for securing honest and reliable responses from your students.*
- *Easy of use for both you and your students.*
- *An innovative and entertaining way for students to provide feedback for your course.*

Further Possibilities

- *Additionally use cases can be applied with the use of Hubert.ai for addressing different needs of students and teachers.*

Just check the evaluation templates in Appendix A.






Appendix A

Steps in creating students' self-reflection evaluations in Hubert.

1. Choose a domain

 Customer Experience

 Human Resources

 Education

Education

Are you working in educational environments, or maybe giving lectures or workshops?

Choose this domain to get access to the good ol' Stop/Start/Continue evaluation for mid-term feedback collection, or if you want to collect feedback on e.g. a seminar, workshop, lecture or presentation.

Cancel

Next

2. Chat details

EVALUATION NAME

Course

CHAT LANGUAGES

English

Swedish

German

EVALUATION FREQUENCY

☒ Once

☐ Daily

☐ Weekly

☐ Monthly

Evaluation name

Give your evaluation a name so that you can find it later. This is also how Hubert refers to the evaluation in the chat.

Chat language

Select the languages that you want Hubert to speak during the evaluation.

Evaluation frequency

Select if you want to conduct this evaluation once or if you want it to be a recurring one. You will set up the specifics in step 5.

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Next

CHOOSE ONE

3. Chat template

Stop, start, continue

Edubots Pilot 2

Students' self-reflection – Beginning of semester

Students' self-reflection – Middle of semester

Students' self-reflection – End of semester

Informal course evaluation – During the semester

Informal course evaluation – End of the semester

OR

3. Chat template

Stop, start, continue

Edubots Pilot 2

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3. Chat template

Stop, start, continue

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Students' self-reflection – Beginning of semester
Customized template.

Questions

What do you expect to learn in the _____?

What do you already know about the topic of this _____?

What is the most effective way of learning for you?

What is the most effective way of teaching for you?

Are there any other points you would like to comment on?

How much did you enjoy using me (Hubert), from 1 to 5?

Did I meet your requirements?

Am I easy to use?

Back

Next



Students' self-reflection – Middle of semester
Customized template.

Questions

Have your expectations on the _____ been met so far?

What is the most exciting/interesting thing you have learnt so far in the _____?

What is the most useful thing you have learnt so far in the _____?

What is the least exciting/interesting thing you have learnt so far in the _____?

What is the least useful thing you have learnt so far in the _____?

Do you feel that some concepts were not fully understood?

What is your overall learning experience of the _____ so far?

How much did you enjoy using me (Hubert), from 1 to 5?

Did I meet your requirements?



Students' self-reflection – End of semester
Customized template.

Questions

Have your expectations on the _____ been met?

What is the most exciting/interesting thing you have learnt in the _____?

What is the most useful thing you have learnt in the _____?

What is the least exciting/interesting thing you have learnt in the _____?

What is the least useful thing you have learnt in the _____?

How will you apply your new knowledge in your future steps?

What is your overall learning experience of the _____ so far?

How much did you enjoy using me (Hubert), from 1 to 5?

Did I meet your requirements?

Am I easy to use?



4. Fill in the gaps

Almost done!

Hubert needs a few inputs to complete the conversations he will have with the respondents. Fill in the gaps and see how your changes affect the chat in the preview.

ADDITIONAL INVITATION MESSAGE (OPTIONAL)

Hello, here is a short survey about your self-reflection and experiences within the course (insert the course_name). We kindly ask you to answer the questions honestly in English language. Chatbot will guide you through the survey, and don't worry - it is completely anonymous. By participating in the survey, you agree that your data will be collected, additionally anonymised if necessary, then aggregated and shared for the research purposes. Now, you know everything, let's talk. :-)

WHAT SHOULD HUBERT CALL YOU?

* the teachers

WHAT ARE YOU EVALUATING

* [course name]

Preview chat

Hubert

I've also been asked to tell you the following:

Hello, here is a short survey about your self-reflection and experiences within the course (insert the course_name). We kindly ask you to answer the questions honestly in English language. Chatbot will guide you through the survey, and don't worry - it is completely anonymous. By participating in the survey, you agree that your data will be collected, additionally anonymised if necessary, then aggregated and shared for the research purposes. Now, you know everything, let's talk. :-)

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5. Last step - Scheduling

Activate the evaluation now and close it in...

1 day

1 week

1 month

(or set your specific dates and times below)

Set specific times

ACTIVATION DATE: 2022-01-26 @ 00:00

CLOSING DATE: 2022-02-02 @ 23:59

Email invitations (optional)

Reminders (optional)

Choices made

Schedule

The evaluation will start 2022-01-26 at 00:00 and close 2022-02-02 at 23:59

Reminder dates

Enter valid emails to enable reminders!

Back

Finish

We're all set!

Here is the link to your evaluation:

<https://www.hubert.ai/feedback/61f13236c902d6001ccf4fc1>



Download QR code

Go to evaluation →