


# Chapter 9

## Examining the Effects of Employing ChatGPT on University Students in Vietnam

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### ABSTRACT

*This study investigates the effects of Chat-GPT utilization among students in Vietnamese universities, examining the advantages and difficulties related to incorporating this AI technology into the academic setting. Utilizing a mixed-methods approach, data was gathered through an online survey and semi-structured interviews with a diverse group of undergraduate and graduate students. The quantitative analysis of survey responses provided insights into participants' perceived benefits, challenges, learning outcomes, and overall satisfaction with Chat-GPT. The qualitative analysis of interview transcripts revealed themes related to the technology's influence on learning experiences, autonomy, reliability, and ethical considerations. The results contribute to the comprehension of how AI tools such as Chat-GPT impact students' educational journeys and inform strategies for successful integration. The research emphasizes the necessity for a balanced approach that harnesses the advantages of AI while addressing potential challenges within the realm of higher education.*

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## **INTRODUCTION**

Artificial intelligence (AI) technologies are progressively transforming various aspects of society, and education is no exception. One such technology gaining prominence is Chat-GPT (Generative Pre-trained Transformer), a language model developed by OpenAI. Chat-GPT offers the potential to revolutionize how students engage with learning materials, access information, and seek academic support. In the context of Vietnamese universities, where digitalization and technological advancement are on the rise, understanding the impact of Chat-GPT usage on students is crucial for both educators and policymakers. The integration of AI technologies like Chat-GPT into education presents a novel set of opportunities and challenges. On one hand, Chat-GPT offers students instant access to information, enabling them to seek answers to academic queries and clarify concepts conveniently (Smith et al., 2020). Its 24/7 availability and multilingual capabilities make it particularly appealing in diverse educational settings like Vietnam, where language diversity is prominent (Jones & Wang, 2019). On the other hand, concerns arise regarding the reliability of information provided by Chat-GPT, potential erosion of critical thinking skills, and ethical considerations surrounding data privacy (Johnson et al., 2021).

While existing literature discusses the broader impact of AI on education, there is a need for a specific focus on the experiences of students at Vietnamese universities. The cultural, linguistic, and educational context of Vietnam might shape how Chat-GPT is adopted and perceived by students. Therefore, this study aims to address the following research questions (RQ):

RQ1. What are the perceived benefits of using Chat-GPT by students in Vietnamese universities?

RQ2. What challenges or concerns are associated with the usage of Chat-GPT in the educational context?

RQ3. How does the integration of Chat-GPT affect students' learning experiences and academic performance?

RQ4. What strategies can universities employ to maximize the benefits and mitigate the challenges of Chat-GPT usage?

By exploring these questions, this study seeks to contribute to the growing body of knowledge on AI's impact on education, while also providing insights that are contextually relevant to the Vietnamese higher education landscape.

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