

Integration of a Chatbot to facilitate access to educational content in digital universities

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Abstract— Digital universities have been developed in several countries, particularly on the African continent, to meet the need for massification in the higher education sector. However, the lack of physical space is a major drawback, preventing learners from succeeding and increasing the drop-out rate compared with a conventional university. In these digital universities, learners use distance learning platforms to complete their training. For a good training, mastery of the fundamental modules is essential. With the frequent use of messaging applications, the integration of Artificial Intelligence (AI) could promote and facilitate access to educational content and enhance their learning experience. In this article, we propose a model for integrating a chatbot that will enable learners to access training modules to increase their knowledge and master core modules through formative skills assessments. The model we propose is based on the use of Machine Learning (ML) with the Rasa open-source framework and the Moodle Learning Management System (LMS) platform.

Keyword— Artificial Intelligence, Chatbot, MachineLearning, Moodle

Birahim Babou was born in Mbour, Senegal, on January 24, 1989. He holds a Master's degree in Teleinformatics, option Software Engineering and Network Administration from the Ecole Supérieure de Technologies et de Management in Dakar, Senegal, in 2020. His research is focused on Artificial Intelligence (AI) for intelligent education, with a view to minimizing the negative impact of the massification of learners in higher education establishments.



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