





INNOVATING EDUCATION FOR A BETTER TOMORROW

INTERNATIONAL UNIVERSITY CARNIVAL ON E-LEARNING (IUCEL) **PROCEEDINGS 2022**

Innovating Education for A Better Tomorrow International University Carnival on E-Learning (IUCEL) Proceedings 2022

eISBN 978-967-26517-1-0

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Book cover illustration and design: Muhammad Farhan Azmi

Published by
Centre for Academic Development (CADe)
Bangunan Canselori Putra
Universiti Putra Malaysia
43400 UPM Serdang, Selangor



03-97696175



http://www.cade.upm.edu.my

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Preface

by the Editors

Centre for Academic Development (CADe) Universiti Putra Malaysia had the privilege and honour of organising the International University Carnival on E-Learning 2022 (IUCEL2022) in collaboration with the Ministry of Higher Education Malaysia (MoHE). The event was supported by the Department of Higher Education, MoHE and the Public University e-Learning Council (MEIPTA). IUCEL2022 which was organized virtually on Gather, a metaverse platform from 28th to 30th June 2022, has marked UPM's capabilities to unearth the talents of 294 e-learning innovators representing 38 institutions from 10 countries (Malaysia, Germany, China, South Korea, Jordan, Iraq, Singapore, Philipines, Indonesia and Myanmar). IUCEL2022 was successful in providing a platform for educators to facilitate the dissemination and sharing of their innovation on e-learning which are aptly reflected through the papers presented in this e-proceedings.

We invited all presenters of IUCEL2022 to submit their extended abstract in June 2022. The selection of 163 articles from diverse disciplines was then concluded in September 2022. All papers were subjected to substantial peer review to ensure their originality, significance and impact on higher education..As a result, we are confident that this eproceedings will be of interest to a diverse readership.

The theme of IUCEL 2022 inspired the title of this e-proceedings, "Innovating Education for a Better Tomorrow". We would like to take this opportunity to thank Professor Dr. Ismi Arif Ismail, the Advisor of IUCEL2022 as well as Associate Professor Dr. Wan Marzuki Wan Jaafar, the Chairman of IUCEL2022, for their vision and exceptional leadership in making the event a reality. We would also want to express our profound gratitude to all authors (as well the reviewers) who put in immense effort to contribute to these e-proceedings.

Finally, we would like to put on record our gratitude to all staff members at CADe, who made IUCEL2022 a resounding success.

AMICA: An Adaptive Mobile Application for the Learning of Academic English with Pedagogical Agents

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Abstract

The mastery of academic English at tertiary levels is undeniably pivotal in ensuring students' progress and success. Its importance is due to the number of academic materials that students need to refer to and they are largely published in English. In teaching academic English, however, lecturers tend to face problems in providing sustainable guidance and meaningful feedback to the students. Hence, this project proposes a viable solution by introducing a mobile application that could be used to as a tool for students to independently learn academic English. The Adaptive Mobile Interactive Coach for Academic English (or known as AMICA) is a mobile application equipped with interactive pedagogical agents that would constantly guide students in academic reading and writing. In the reading module, they would be able to learn the proper strategies to read journal papers and academic materials through the adaptive and interactive assistance provided by the virtual agent or coach. As for the writing module, they would be able to obtain feedback from the AMICA app on the more accurate way of expressing ideas academically, especially in terms of using academic words and sentence structure. The AMICA app has been piloted on 35 undergraduate students and the outcomes from the test are encouraging. A majority of the students considered it as effective since they treat it like a virtual friend that guides them without the need to disturb their lecturers constantly. It also motivates them to master academic English as the AMICA app was designed to be engaging and interesting rather than the typical lecture-style delivery of the subject. Further improvements will be made to the AMICA app before it is publicly released.

Keywords: mobile application, academic English, pedagogical agents, mobile learning

Background of the Innovation

In the English as a Second Language or Foreign Language (ESL/EFL) contexts, the teaching of academic English is often perceived as very challenging due to its greater demand of complex language constructions than other domains of language use (Selvaraj & Abdul Aziz, 2019). ESL and EFL students constantly struggle to cope with academic English requirements especially in the higher education settings where most academic materials and references are published in English. Despite the use of various blended learning tools among undergraduates (Adams et al., 2021) and other more advanced devices such as humanoids (Guggemos et al., 2020), many of them still could not enhance their academic English competence. Previous studies have investigated various factors that hinder students' progress in mastering academic English and one problem that is prevalent is the lack of formative feedback (Huisman et al., 2019; Knight et

al., 2020). Instructors were not able to constantly provide quality feedback to the learners particularly in terms of reading and writing skills since students are expected to learn independently using existing tools to perform self-monitoring and self-study. Examples of these tools are Grammarly, Turnitin, Quillbot, and RefnWrite. The primary problem with these tools is that they lack pedagogical scaffolding and adaptiveness in guiding students consistently. Students have to rely on their own ability to comprehend the analytical information or tips given (Knight et al., 2020). Such a situation poses more confusion and the feedback given may not be meaningful to them. Furthermore, learning is a complex process that encompasses both cognitive processing skills and social interactions between students and instructors. Hence, this innovation aims to address this problem by introducing an adaptive mobile application that is equipped with pedagogical agents.

Description of the Innovation

The innovation is named as the Adaptive Mobile Interactive Coach for Academic English (AMICA), and it is designed for the teaching and learning of academic reading and writing. Based on the synthesis of research on virtual pedagogical agents done in the last decade, several key features are incorporated into AMICA, which include:

- i. Interactive 2D pedagogical agents To enhance user-friendliness and reduce cognitive load, 2D pedagogical agents for each module are used. As suggested by Alfaro et al. (2020), 2D agents reduce the redundancy effect of cognitive load theory significantly. In the AMICA app, students are given a choice to pick the agents that they like and adjust the level of interactivity accordingly (e.g., frequency of guidance, activation of voice feedback)
- ii. Adaptive levels Students will be able to learn both academic reading and writing modules progressively according to their levels. As they use the app, pertinent data will be collected in order to adjust the types of information or scaffolding provided by the pedagogical agents. Also, the app contains more practices for students that may not cross the threshold set for each level, giving them more motivation to improve. Besides, students can track their progress in each level that has badges for them to collect. Level-adaptation has been studied to increase students' willingness to stay on track in their learning (Nushi & Fadaei. 2020).
- iii. **Social presence** The AMICA app is designed with the goal of elevating social presence in the learning process in a way that the students would feel like they are interacting with a dependable coach. Our earlier research on this project (Chuah & Kabilan, 2021) found that interactive chatbots were able to engage students more effectively and they were noted to be more proactive in learning. In this app, the social presence is increased through the conversational cues presented via the pedagogical agents.

Significance of the Innovation

The AMICA app can assist instructors who are teaching academic English by providing constant feedback to the students. As a mobile app, students can also use it as an on-demand self-learning tool without the hassle of using a different device or expensive software. Thus, it widens the opportunity for students to practise academic English regularly with formative feedback. Indirectly, it also reduces the burden of instructors in monitoring students' progress.

Impact of the Innovation Towards Education

The AMICA app has been piloted in an academic reading and writing class with 35 undergraduate

students. They were asked to use the app for five weeks and provide their rating (a scale of 1 to 7, with 1 being the lowest and 7 being the highest) in a given questionnaire with items aligned to seven constructs or aspects as shown in Figure 1. The students rated the AMICA app highly as the average rating for each aspect is greater than 5.0. Most notably, the subsequent follow-up discussion with some of the students revealed that they find the app particularly useful in motivating them to learn the topics covered. They also thought that the use of pedagogical agent was refreshing to them as it serves like a virtual friend that never get bored in helping them. Nonetheless, they have identified some areas for improvement especially the quality of formative feedback, which in some levels, was rather repetitive. On the whole, the pilot test has shown that the app can be impactful in the context of learning academic English.

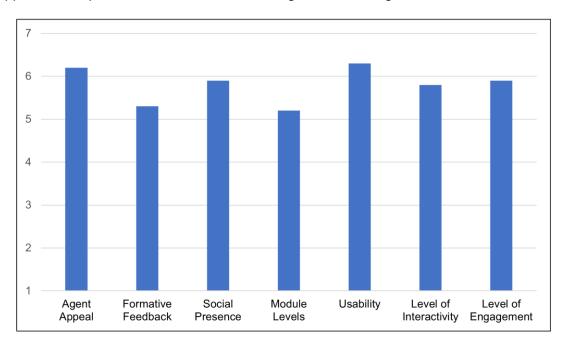


Figure 1: Overall Rating of the AMICA App According to Key Constructs

Commercialization Potential

The AMICA app has the potential to be commercially published in relevant mobile app market stores such as Apple App Store, Android Play Store and Huawei AppGallery. The "freemium" model is noted to be suitable for the app, as students would be able to use the app for free with unlockable features that requires payments or subscriptions. The content of the app could also be modified to cover other domains of English language use such as English for occupational purposes or business English. This flexibility increases the potential for greater use of the app.

Conclusion

All in the all, the AMICA app shows promising contribution in enhancing students' competency in mastering academic English through the use of mobile-based pedagogical agents. The initial testing of the app has yielded positive reviews from the target users, and they find it very useful and also effective in providing constant feedback. The current version of the app would be improved before it is publicly released in the major app markets.

Acknowledgement

The authors would like to express their appreciation for the support of Universiti Malaysia Sarawak and Ministry of Higher Education in the design and development of this innovation.

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