



# CHAT2LEARN

## Chatbot technologies for digital entrepreneurship education and adult learners

*Project n. 2020-1-CY01-KA204-065974*

*IO1: Developing a chatbot learning environment in the field of digital  
entrepreneurship*

*1.1. Collecting best practices and tools on Technology Enhanced Learning and  
creation of a resource library on topic*

PREPARED BY





# Good practices template

## **Good practice definition**

A “good practice” can be defined as follows:

A good practice is not only a practice that is good, but a practice that has been proven to work well and produce good results, and is therefore recommended as a model. It is a successful experience, which has been tested and validated, in a broad sense, which has been repeated and deserves to be shared so that a greater number of people can adopt it

## **Good practice criteria**

The following set of criteria will help us to understand whether a practice is a “good practice”:

- **Effective and successful:**

A “good practice” has proven its strategic relevance as the most effective way in achieving a specific objective; it has been successfully adopted and has a positive impact on individuals and/or communities

- **Technically feasible:**

Technical feasibility is the basis of a “good practice”. It is easy to learn and to implement

- **Replicable and adaptable:**

A “good practice” should have the potential for replication and should therefore be adaptable to similar objectives in varying situations

- **Environmentally, economically and socially sustainable:**

A “good practice” meets current needs without compromising the environment and/or the social cohesion of the territories



<b>CPIABot - a chatbot for teaching Italian L2 to foreigners</b> (What is the name that best describes the good practice?)	
<b>2018-2021</b> (When was the good practice documented/published/carried out?)	<b>National Research Council - Institute of Didactic Technologies (Italy)</b> (Who – person/organization – wrote/carried out the good practice?)
<b>ASSET</b> (who collected the practice)	

Element	Guiding question
<b>Type of practice</b>	Technical application
<b>Publisher (optional)</b>	website; academic paper ( <a href="http://www.researchgate.net">www.researchgate.net</a> : CPIAbot: un chatbot nell'insegnamento dell'Italiano L2 per stranieri, di Ravicchio F., Robino G., Trentin G., Bernava L.)
<b>Target audience</b>	<p>The CPIAbot project is aimed at foreigners (irregular immigrants who arrived by sea in Italy) who have to learn Italian and teachers who teach Italian to foreigners.</p> <p>The Provincial Centers for Adult Education (CPIA) of the Province of Genoa participate as partners in the project.</p> <p>Other collaborations: PhD in Digital Humanities and Department of modern language and culture of University of Genoa</p>
<b>Objective/Aim</b>	<p>The project aims to develop a chatbot to facilitate the learning of the Italian language by foreigners with little or no schooling and poor language skills.</p> <p>The specific objectives are:</p> <ul style="list-style-type: none"> <li>● stimulate the use of the Italian language in and outside the classroom with the assistance of a conversational application;</li> <li>● cover a segment not particularly cared for by current applications for learning Italian as L2;</li> </ul>



	<ul style="list-style-type: none"> <li>• support teachers in the teaching-learning process in the classroom, both during the explanations and in the personalization of individual language use exercises</li> </ul>
<b>Location/Geographical coverage</b>	National (Italy)
<b>Description</b>	<p>The problem of the social inclusion of migrants necessarily passes through the development of language skills in the country of arrival. The project's principal purpose is to create and test conversational applications (chatbots) for Telegram. By playing on the use of mobile devices (commonly used by foreigners arriving in Italy), the chatbots aim to favour the teaching-learning processes of Italian L2 in seamless learning logic, contextualizing language learning in the places lived daily by migrants.</p>
<b>Methodological approach</b>	<p>Development of a multimodal/multisurface chatbot based on technologies developed ad hoc in CNR (among these the NaifJs dialogue manager), able to interact vocally and in writing, with examples supported by multimedia contents, and with the task of conducting learning tests of the language in a playful way.</p> <p>The starting point of the project was the administration of several exploratory interviews with the teachers of the CPIAs, aimed at understanding the specific context and the needs of the students. CPIAs are adult education centres that have the task of teaching basic Italian (L2) to irregular immigrants.</p>
<b>Finance</b>	Public research bodies (National Research Council - Italy)
<b>Constraints (optional)</b>	No constraints reported in testing
<b>Outcomes</b>	<p>It is available a prototype with the first set of educational features tested with some students. This first set includes:</p> <ul style="list-style-type: none"> <li>- read: activates the reproduction, through synthetic voice, of a text written by the user;</li> <li>- write: similarly, it displays the written text corresponding to the speech that the user sent to the bot with a voice or video message;</li> <li>- spell: similar to write, but which scans a word letter by letter;</li> <li>- translate (with Google Translate);</li> </ul>



	- word: access to a simplified glossary. For example, with the word "billboard" it is possible to access a text description and multimedia contents.
<b>Replicability and/or up-scaling</b>	4 The best practice (net of copyrights and patents) is easily replicable in other geographical and social contexts.
<b>Conclusion (optional)</b>	
<b>Opinion (optional)</b>	Express your opinion on a scale from 1 (=min) to 5 (=max) about: <ul style="list-style-type: none"> <li>● Usability: 4</li> <li>● Relevance (the degree to which the problem addressed by the good practise is experienced as significant) : 5</li> <li>● Granularity (the degree to which the good practice is detailed): 5</li> <li>● Integration (the degree to which to good practice can be integrated into the Chat2learn project) : 4</li> </ul>
<b>Further considerations</b>	