

## Artificial Intelligence and Education: Problems, Prospect and Priorities

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### ABSTRACT

**Purpose:** The major purpose of the study is that how integration of Artificial Intelligence (AI) in every aspect of human life has brought transformative changes, facilitating their life effectively and efficiently. With various societal and technological developments over the decades, AI in 21st century has emerged as a revolutionary change, reshaping, and restyling the human's working capacity and capabilities but also, the other task is to investigate the challenges and future implications of AI in educational sector.

**Design/Methodology/Approach:** The article tries to make a thorough assessment of Artificial Intelligence and education, emphasizing upon the role of AI in education, its advantages and challenges and how AI in digital age is preparing learners to fit in an AI powered society. For conducting the study, various peer-reviewed articles, journals and blogs have been considered.

**Findings:** Education has always been the essential pillar supporting the societal progress and development, the integration between technological advancement, AI and education has indubitably boosted the interaction, innovation and inclusiveness among the learners and the educators. The amalgamation of AI and education has now become a global phenomenon, also playing both crucial and critical role in educational advancement. Though AI in education has many potential advantages but its concern in education is manifold. The issues concerning risk of biases such as algorithm bias, ethical use, data privacy, increasing surveillance, over reliance on technology, are some challenges and complexities faced by the learners and educators.

**Originality/value:** This paper tries to situate AI and education in broader perspective including priorities, problems and prospect not just technological advancement and ethical challenges. Moreover, it provides creative, constructive, and critical approach for understanding AI and education.

**Paper Type:** Theme Based Paper

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## Introduction

*“AI brings educational technology to an inflection point. We can either increase disparities or shrink them, depending on what we do now.”*

—Dr. Russell Shilling

Artificial intelligence can be defined as “automation based on association”(Cardona et al., 2023). It includes two fundamental steps. First, *pattern recognition* of data and second, *automated recommendations* about the data, collectively these two enhances the decision making and efficiency of the learners (Cardona et al., 2023).

AI is a technology of the human, by the human and for the human that mimics the human intelligence and provides creative, constructive and coherent approach to any problem, further enhancing the human efficiency and efficacy. In present times rarely there is any sector that undermines the AI working in their field and in educational sector AI has unquestionably contributed in all the level, be it primary, secondary or higher education. Personalized learning, AI chatbots, voice assistant, visual learning, edutainment are some of the examples of AI in education that has boosted student learning and teachers training in the field of education. “AI for All” hereby promises that it will be accessible to all and everyone can take its advantage in terms of innovation and knowledge.

In contemporary times, AI has emerged as a technological revolution fostering the attainment of SDG 4 i.e. Quality Education (*Artificial Intelligence in Education*). In education, AI came up with two dimensions:1) AI supporting student learning and teacher training. 2) learning about AI and related technologies. Former stresses upon the applications and software used by the learners and educators for effective understanding of any topic and the later stresses upon exploring AI a discipline to make more advancements. With continuous evolutions, technological developments in educational sector, AI has increased the connectivity, enhanced creativity, and promoted collaborations in the field of education. AI in recent times has positively affected the accessibility, availability and affordability in educational sector.

Though AI has multiple advantages in education but still the educators and the learners has to deal with lots of challenges and complexities arisen because of AI advancement in education. Educators not being techno friendly, learner’s privacy concerns, algorithm biases, ethical use of AI, over reliance on technology, these are some common challenges of introducing Artificial Intelligence in education (Allam et al., 2023).

The major task of the educators is to set and serve educational priorities, to protect learners from dangers arising from AI and finally promoting AI in education

sector(Cardona et al., 2023). The paper will highlight the pros and cons of amalgamation of AI and education, its impact on student learning and teacher training and focusing upon the future implications of AI and education.

## Objectives of the study

- To determine the relationship between AI and Education.
- To identify the impact of AI on learners and educators.
- To study the future implications of AI in educational sector.

## Research Methodology

The study of the topic i.e. Artificial Intelligence and Education: problems, prospect and priorities, requires holistic understanding of AI technology and its relationship and contribution in the educational sector. For the same the data is collected from the secondary sources such as articles, peer-reviewed journals, blogs to enrich the information.

## Major findings and discussions

### Nature of AI

The term Artificial intelligence is not new, it was coined in 1956 by McCarthy and since then AI has witnessed many changes, growth and advancements (Crompton & Burke, 2023). AI is a technology, that allows computers to do task which earlier could be only done by humans. It mimics human intelligence and performs various task such as providing suggestions for market strategies, chatbots to respond the queries of the various institutions, voice assistant to the people, images, videos, graphics and many more. Key components of AI are Adaptive learning, Machine learning, Natural language processing, robotics and more. AI is a personalized learning platform that uses technology and algorithm to adjust, adapt or alter learning strategies and sequences, that further enhances learner’s engagement effectively and efficiently (Allam et al., 2023). Machine language is subset of AI that uses algorithm to identify pattern and makes predictions on the basis on it, influencing learners decision making. It analyses large amount of data when a specific task is assigned to computer. Natural language processing (NLP) is part of AI that allows computer to understand human language and respond to the human problems. The nature of AI is increasing enormously, nearly covering every aspect of human life. Currently, AI is making reasonable conversations with human and helping them to solve complicated problems and making accurate predictions, tasks that were done manually are now done by AI through automation. Recent developments have contributed to the expansion of AI, specifically in the field of education moreover, AI has benefitted the faculty, students, teachers, administrators, non-teaching staff etc.(Cardona et al., 2023).

## Reasons to address AI in education.

Set and serve educational priorities: After the global pandemic COVID 19, the role of AI has significantly increased in the education sector A. Karan, et al., (2022). AI's major contribution in learner's life is promoting personalized learning, wherein the students are not fully dependent on teacher for knowledge attainment. AI with learner's information, identifies learner's strength and needs, moreover it provides better recommendations. It has enhanced learner cognitive capabilities, inducing them with creative thought processes. It has also benefitted the educators through automated assistants and other tools. Educators are using AI technology for better plans, preparations and presentations for productive outcomes.

Mitigating potential risk of AI arising in education: Though amalgamation of AI and education has numerous advantages but it also has potential risks that must be addressed. For example, learners and educators becoming subject to greater surveillance, accuracy and reliability, algorithm bias or discrimination, data privacy, transparency and trust issues, increasing inequalities and more (Allam et al., 2023; Joshi, 2024; Muhammad Tahir et al., 2024). One of the major concern of educators is, AI might may replace them.

Tackle unintended consequences: As AI is defined as "automation based on association" and it totally relies on data, if the false or inaccurate data is provided, it might lead to wrong results. The institutions using AI models and those not using them, it might affect the student learning, leading to exacerbating gaps in learning quality, achievements and other outcomes.

Ultimately, AI in education requires a thorough assessment of opportunities, potential risks and its mitigation and curtailing the unintended consequences.

## AI and Education: An I3 perspective

The development of new technologies and growth of artificial intelligence as a transformative tool contributing in various sectors, specifically in education. With **Integration** of AI in education, advent of new **Innovations** and promotion of **Inclusive** education, the educational environment has witnessed significant changes.

Integration of AI in education has influenced and uplifted both, learner learning and educator's teaching. Replacing the traditional educational practices, AI has inaugurated new innovations in education such as- personalized and adaptive learning, accessibility of material, online discussion forums that fosters the pace of learning (Joshi, 2024; Kenchakkanavar, 2024). The technological advances and innovations have also led educator empowerment as the educators with AI

enabled applications can identify student's strengths, needs, improvements and modify their teaching strategies. AI performing the administrative task allows teacher to give more time to their students (*The Role of AI in Modern Education*, 2024).

AI also plays crucial role in ensuring inclusive education. In present time, AI has played a significant role in facilitating inclusive education, especially for the students with disabilities by providing learning aid resources and material such as speech-to-text and text-to-speech applications (Pagliara, 2024). Promoting democratic education, considering individual differences and needs, allowing learners from diverse region, religion and socio-economic background to access the education are some common aims that serves the very idea of inclusive education. Democratization of education entails accessibility and availability of education to everyone with respecting individual needs and without considering socio-cultural-economic differences (Muhammad, 2024). Moreover, democratizing education promotes a more equitable educational environment.

In summary, Integration, innovation and inclusiveness of AI has reshaped the entire educational ecosystem.

## AI: Education, Ethics and Edutainment

Artificial Intelligence has immensely contributed in the field of education covering nearly every aspect related to education. Its role and contribution increased during the global pandemic COVID 19, where people quarantined themselves at their own places but still the people were working, learners were learning, educators were teaching and this all was done through online meeting platforms such as Zoom, MS team, Google meet etc. Education sector uses Information communication Technology (ICT) to impart the education to the learners and AI in current times is one of the most trending technologies used to access knowledge through ICT. From online study material to AI generated images, videos and idea, learners sharpen their educative skills and enhances their knowledge. Moreover, Learning Management System (LMS) that is a software application, is widely to use to achieve the online educational aims providing live interactions and discussion forums. In past decades, Massive Open Online Courses (MOOCs) platform has given a rocket launching start to online learning that has been widely accepted by the students and teachers to gain educational knowledge. Some examples of MOOCs are SWAYAM, open edX, NPTEL, Khan Academy (Allam et al., 2023).

Ethical considerations in AI includes data privacy, accuracy & reliability, bias-free, transparency, accountability, fairness (*Ethics of Artificial Intelligence, The Recommendation*) adheres for maximizing the advantages of AI and minimizing the downside risk that contributes to a peaceful and inclusive



world. In educational sector, AI moves from conventional data to more detailed information about the student or a learner for boosting the learning, and it requires teacher's data for providing better teaching materials, plans, strategies for productive outcomes. If AI is not linked with strong ethical guardrail, it might harm the learner's and educator's privacy. In education, one of major ethical consideration includes protecting data privacy. Furthermore, promoting transparency is another objective of ethical consideration in education. The AI model or AI-enabled application adopted by the educational institutions must satisfy the faculty, decision makers and administrator requirements that it must entails importance, capability and capacity to achieve educational goals and implications of the AI model.

One of the prime tasks of AI in education to enhance learner's learning and educators teaching is maintaining educational continuity and conceptual clarity of the topic. Pedagogical approach or the traditional method of study was basically a triadic process including student, teacher and subject matter, due to which learner starting losing interest in knowledge attainment. AI in education has promoted personalized learning, it introduced learners to the smart education i.e. images, videos, graphics related to topic, it provided online discussion forums for doubt clarity, generative AI provides new ideas to make understanding about a topic (Kenchakkanavar, 2024). Instead of losing interest, learners are now enjoying knowledge attainment and this amalgamation of education and entertainment is known as edutainment.

## Challenges

Though AI contributed in democratization of education, adaptive learning, inclusive education and collaboration between various education institutions or research organizations for achieving educational goals, still it has many potential risks that much be addressed for maintaining the trust of masses in the technological advancements. Some of the major challenges are following-

**Inequitable education environment** - Socio-economic differences and infrastructural differences are two specific reasons responsible for inequitable education environment. Learner from different socio-economic background couldn't afford AI applications hence, it might affect the availability and accessibility of data that further affects learner's learning (Kazmi, 2024; Muhammad Tahir et al., 2024). Infrastructural differences between educational institutions where well-equipped institutions using AI model enhances learning and teaching capacity of learners and the teachers, other institutions not using AI couldn't compete furthermore, it bridges the gap between the learners.

**Risk of biasness**- AI bias is a situation where incorrect or false data is used to achieve a specific objective but because the erroneous data being used to generate a specific result, the results are inaccurate or unexpected that either favours one section over other or it increases the discrimination in a society (Allam et al., 2023). For example, if a system uses old data to hire employees in a company, it will prefer men over women as in past men were working more in number than women without considering current reports or events. The risk of biasness is also known as algorithm risk or algorithm discrimination.

**Privacy concerns**- The data provided to AI by the educators about the students to determine their strength, need and improvements might include personal information i.e. from region to religion and culture to community (Allam et al., 2023; Joshi, 2024). Hence, the educators have to ensure that the AI system being used is subject to the IT laws and privacy laws.

**Over-reliance on technology**- Increasing usage of technology adheres human efficiency and efficacy but it lessens the face-to-face human interaction. Furthermore, decreasing the social interaction and increasing the social isolation. It also hinders the process of critical thinking as the learner uses AI tools, such as generative AI to get solutions but it diminishes their capacity to think critically and rationally. Moreover, excessive use of technology comes with a lot of distraction, muddling the learner's routine and timetable (Allam et al., 2023; Muhammad Tahir et al., 2024).

**Greater surveillance**- Though AI makes teaching and learning interesting and easy, but if one makes close observation, they might find that AI has gained greater surveillance over every action of human being. AI has close information about the students, raising concerns about data security, furthermore, the educators using AI models or AI-enabled applications uses AI assistant for helping and supporting in student teaching but here, AI monitors teacher's behaviour, it observes and record every movement of a teacher (Cardona et al., 2023). Thus, it creates a dilemma of professional vs private life for the teacher.

**Less flexibility**- AI is less flexible as compared to human mind. An educator's mind can provide multiple solutions and strategies for problem solving as compared to AI. Human mind can find out the faults, make correction and can explain the reason for that correction, same AI can identify the faults but cannot provide remedy to it. If an erroneous data is provided to AI, it will generate the results but without corrections and the result would be inaccurate or incorrect (Allam et al., 2023). Also, students and learners are incapable of realising their full potential (Muhammad Tahir et al., 2024).

## Future Implication

Integration of artificial intelligence in education has made many modifications, influencing both the learner and the educators. With globalisation the world is in a phase of rapid change. One of the major factors contributing to the rapid evolution of lifestyle of people is technological advancement. Artificial intelligence in present times is one of the most impactful, innovative and interesting technologies. Evolutions in AI technology might have wholesome impact on the education in future. The recent advancements such as generative artificial intelligence (GAI) and generative pre-trained transformers (GPT) have raised the interest of people in using AI as GPT can make human like conversations (Grassini, 2023). In current times, AI is rapidly shaping human's future and assisting educational advancements, therefore, OpenAI is one of its prime examples.

OpenAI ChatGPT builds both, concern and interest of the educators and learner considering future of AI in education. Concern, because OpenAI ChatGPT lacks transparency and sources used for displaying the output or solution to the problem asked. Interest, because it can make humanlike conversations and provide many possible solutions. Increasing plagiarism is also being of the major concern of educationalist considering AI and education, but several plagiarism detector tools have somewhat decreased the tension. Recent studies have found that ChatGPT can circumvent the plagiarism detector tool. To maintain the academic honesty and avoiding academic distrust, AI technology is continuously in battle with ChatGPT (Grassini, 2023).

One of the most potential risks for the future is job cut of the educators because AI now can converse with students, it can provide solutions and strategies but what AI lack is empathy that still maintains the trust of teachers or educators in AI. Though advancements in AI comes with many advantages but also, it invites potential risks and challenges that must be tackled as they might raise security & ethical concerns in future.

## Conclusion

Technological advancement has contributed in various sectors such as industry, health, security and the most prominent contribution has been in the field of education. The integration of AI and education has reshaped the entire education ecosystem, restyled the teaching and learning process & methods and revolutionized the core conception of education. The rapid technological advancements in education have increased the connectivity, connecting multiple learners from diverse region to religion and culture to community. It has also enhanced the creativity among the learners and promoted collaborations between various educational institutions regionally and globally.

With new innovations and all- inclusive actions, AI has revamped the entire education environment. Personalised & adaptive learning, all-inclusive education, democratization of education, edutainment, these are unleashing burden of teacher so that they can focus on the learner, these are some advantages of amalgamation of AI and education. Furthermore, AI concerns in education are manifold. Data privacy, accuracy & reliability, inequitable education, over-reliance on technology, social isolation, laziness, algorithm bias & discrimination are some potential risks that must be addressed. AI is pioneering the future of education, maintaining academic honesty and trust of people in AI.

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**Annexure 17.1.2**

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**Reviewers Memorandum**

**Reviewer’s Comment 1:** The paper provides a comprehensive analysis of AI’s integration in education. The “I<sup>3</sup> perspective”—integration, innovation, and inclusiveness—provides a compelling framework for assessing the potential of AI in education. The study addresses the emerging ethical concerns and challenges aligned with the usage of AI, such as surveillance and algorithm bias, with the help of an evidence-backed narrative. The use of secondary sources is properly organised; however, additional research might benefit from empirical studies that involve educators and learners to provide further practical insights.

**Reviewer’s Comment 2:** The study successfully incorporates the growing intersection of AI technologies with learning outcomes. Its strength is in pointing out practical applications such as MOOCs, adaptive learning systems, and edutainment with AI support. The study adequately discusses data privacy and its moral implications. An improvement would be to elaborate more on regional differences in AI uptake, especially among underfunded learning environments, to enhance the study’s worldwide applicability.

**Reviewer’s Comment 3:** The author has been able to present an organised, well-articulated investigation of the contribution of AI to redefining education. The citations are recent and represent the existing worldwide discourse; thus, the study fits for academicians and policymakers. The consideration of the implications of ChatGPT within the educational landscape, both as an instrument and as a threat, is particularly significant within the current AI-driven academic landscape. Generally, the paper is an important addition to the study of educational technology and policy development.



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**Editorial Excerpt**

The article has 02% of plagiarism which is the accepted percentage as per the norms and standards of the journal for publication. As per the editorial board's observations and blind reviewers' remarks the paper had some minor revisions which were communicated on a timely basis to the author (Kamal) and accordingly, all the corrections had been incorporated as and when directed and required to do so. The comments related to this manuscript are noticeably related to the theme "Artificial Intelligence and Education: Problems, Prospect and Priorities" both subject-wise and research-wise. The paper is well-written, structured logically, and maintains a professional tone. The abstract and introduction effectively set the stage for the discussion, and the conclusions are well-supported by evidence. The language is clear and accessible, making it suitable for both academic and practitioner audiences. Overall, the paper contributes valuable insights into the future of education. After comprehensive reviews and the editorial board's remarks, the manuscript has been categorized and decided to publish under the "Theme Based Paper" category.

**Acknowledgement**

The acknowledgment section is an essential part of all academic research papers. It provides appropriate recognition to all contributors for their hard work and effort taken while writing a paper. The data presented and analyzed in this paper by (Kamal) were collected first handily and wherever it has been taken the proper acknowledgment and endorsement depicts. The authors are highly indebted to others who facilitated accomplishing the research. Last but not least, endorse all reviewers and editors of GJEIS in publishing in the present issue.

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