



ISSN 2454-1974

THE RUBRICS

Journal of Interdisciplinary Studies

International, Peer Reviewed, Indexed

www.therubrics.in

One Day Multidisciplinary International Conference On
**Global Perspectives in Higher Education:
Issues, Challenges and Remedies**

9th March 2024



Volume 6 Issue 3

Conference Proceeding: Special Issue Editors

**Dr. Manoj Bhagat, Dr. Pravin Chandak
Dr. Sau. Aparna Patil, Dr. Sunil Chakave
Dr. Deepak Kute**

Organized by

Bapuraoji Butle Arts, Narayanrao Bhat Commerce and
Bapusaheb Patil Science College, Digras, Dist. Yavatmal
Mungasaji Maharaj Mahavidyalaya Darwha, Dist. Yavatmal
Arts and Commerce College, Bori Arab, Dist. Yavatmal

Published by

Magnus Publishing & Distributors

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Artificial Intelligence: Assisting Higher Education

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Introduction:-

India has 1,000 universities and 40,000 colleges, making it the largest higher education system in the world. India is now going to witness a major transformation in the higher education sector. The pandemic is one of the reasons our higher education system is undergoing massive change. Secondly, the New Education Policy (NEP) 2020 will play a significant role in shaping higher education in India. Education is the imparting of values and knowledge to develop enhanced competent well-being including creativity, cognitive thinking and life skills. The combination of education and ICT has changed the entire teaching and learning environment.

Future classrooms around the world will be 24/7 classrooms, anywhere, anytime, with complete flexibility in all aspects related to content, university, teacher, time, place, etc. This will lead to massive use of the Internet for e-commerce, e-resources, social media, etc., creating large data sets in various forms. This data is the basis of numerous data analysis. Various data analysis techniques will help fields such as business, healthcare, education etc. Gathering, storing, evaluating and analyzing operational data to extract competitive intelligence to enable better operational and strategic decision making.

Artificial intelligence (AI) is defined as the ability and development of information technology based computer systems or other machines to perform tasks that normally require human intelligence and logical deduction. Although AI can make the world a better place, it has its own problems (Siau, 2018). It has made significant progress in recent years and represents an emerging technology that will revolutionize the way humans live. This technology is already being introduced in the field of higher education, although many teachers are not aware of its scope and, more importantly, what it entails (Hinojo-Lucena, et al, 2019).

Objectives of the Study:-

1. To know what Artificial Intelligence is.
2. To know the role of AI and various AI tools for education.
3. To know the Pros and Cons of Artificial Intelligence.

Artificial Intelligence and Its Role in Higher Education:-

Artificial intelligence is a branch of science that deals with the creation and study of machines designed to enhance human intelligence processes. Artificial intelligence (AI) is the embodiment of human cognitive processes, for example, visual and speech recognition, dialect interpretation and virtual decision-making by machines and robots. The ability of machines to think and act like humans has given AI a unique position in all fields. From smart sensors to personal assistants, artificial intelligence is present in various aspects of our lives. The main goal of AI is to optimize routine processes, improve their speed and efficiency (if properly implemented and supported). As a result, the number of companies adopting AI is increasing worldwide. Higher education institutions are joining other companies and organizations in using artificial intelligence in a variety of ways for both teachers and students.

1. Personalized Learning:-

One of the biggest benefits of AI in education is its ability to personalize learning based on the individual needs of each student. AI systems can analyze student data, such as strengths, weaknesses, and learning preferences, to deliver personalized learning content. This allows students to learn at their own pace and receive additional support in the areas they need, enhancing their learning experience.

2. Advanced Educational Resources:-

AI facilitates access to up-to-date, high-quality educational resources. Virtual assistants and chatbots can provide instant and accurate information on any topic, allowing students to gain up-to-date knowledge in real time. AI can also analyze and organize large amounts of data to create interactive and personalized learning content, enriching the educational experience.

3. Intelligent Teaching:-

AI-based learning systems can provide instant feedback, help and guidance to students, mimicking our encounter with a human teacher. These technologies can solve problems faced by students and provide them with personalized support, improving their academic performance and learning outcomes.

4. Streamlined administrative processes:-

Artificial intelligence can automate repetitive administrative processes such as registration, scheduling and admissions, saving significant time for staff and faculty. Chatbots powered by artificial intelligence (AI) can improve operational efficiency and the training experience by providing instant assistance and answers to frequently asked questions.

5. Automated grading:-

One of the most common uses of AI is automatic grading. It goes beyond multiple choice tests to leverage the use of artificial intelligence to grade more complex text



assignments for students. Essay scoring is a huge advantage for professors who spend hours grading long essays. AI-based automated essay scoring systems, such as WriteToLearn and Research Writing Tutor, can be used to provide in-depth feedback and, most importantly, students can use them to review ways to revise an essay before submitting it for assessment.

6. Real-time feedback:-

AI teaching tools can analyze assignments, presentations and projects and provide real-time feedback. This immediate feedback helps students understand their areas for improvement without waiting for teacher evaluation

Artificial Intelligence tools for education:-

Here are some of the AI learning tools that are leading and revolutionizing learning experiences for students globally.

1. Quillbot:-

A revolutionary AI note-taking tool, QuillBot is specifically designed to improve the quality and versatility of written content. QuillBot acts as a second pair of eyes, helping students revise and elevate their writing assignments and ensure they make the best impression. Students can speed up the editing and proofreading process with instant suggestions and corrections, saving valuable time.

2. ClickUp:-

ClickUp's is an educational project management program that allows students to break down tasks into individual steps, make difficult projects more manageable, and then categorize those tasks based on their urgency and importance so they can focus on what's more important. ClickUp collaboration tools turn group tasks from work to fun with real-time editing, advanced commenting features, and ClickUp Chat. ClickUp's AI tools provide productivity analytics that suggest areas for improvement and optimize your study routine.

3. Otter.ai:-

Real-time speech-to-text converter Otter.ai doesn't just transcribe, it changes how students interact with audio content. Using Otter.ai, students can capture every word of a lecture, ensuring they don't miss any important details. Without the pressure to take notes, students can be more present during lectures, focusing on understanding and absorbing the material.

4. GradeScope:-

Grading and evaluation are often time-consuming and often subjective. This AI tool is specifically designed to simplify the grading process for teachers and provide valuable feedback to students. Through the detailed rubrics used in GradeScope, students clearly understand how they will be evaluated, reducing subjectivity and promoting

fairness. Because teachers can grade the same answers in batches, students are ensured that they receive consistent feedback even in large classes.

5. OpenAI:-

OpenAI's extensive library of research papers and studies serves as a valuable repository of knowledge for students. Language models like GPT can help with drafting, editing, and even brainstorming, enhancing students' writing and research abilities. It is a beacon of student progress, innovation and responsible growth. For students, this is a golden opportunity to be part of the AI revolution, ensuring that they are equipped, informed and empowered to face the challenges and opportunities of tomorrow.

6. Knowji:-

This AI-based application combines the power of cognitive science, educational principles and cutting-edge technology to deliver a unique learning experience. Designed specifically for students, Knowji seeks to turn the often daunting task of building vocabulary into an engaging and productive endeavor. Through visual mnemonics and spaced repetition, Knowji ensures vocabulary learning and long-term retention.

7. Brainly:-

Brainly's enhanced features make AI-powered learning tools more accessible, empowering students to ask for help with homework, enrich their understanding of subject matter, and bridge knowledge gaps in the classroom. Brainly's mission is clear: to increase understanding and accelerate learning in this dynamic digital age.

8. Audioopen.ai:-

Audioopen.ai is an AI-powered platform that magically converts audio notes into publish-ready duplicate text. Whether you're a student drafting a research paper, brainstorming a tough essay topic, or just brainstorming, Audioopen.ai is here to redefine your content creation experience. With Audioopen.ai, you can draft documents, memos and emails in no time at all, boosting productivity. This tool makes it easy to go from vague ideas to coherent, publication-ready text.

9. Wolfram Alpha:-

Designed to serve both students and professionals, it goes beyond simple research to answer complex questions across multiple disciplines. Wolfram Alpha's unique approach to online research sets it apart. Unlike traditional search engines that pull web pages with potential answers, Wolfram Alpha quickly calculates answers. This means that students get direct and accurate answers to specific questions ranging from mathematical equations to historical data.

10. Smart Sparrow:-



With rich text editing, high-resolution media import and custom CSS, the customization potential is limitless. Built-in analytics and reporting go beyond just grades, providing deep insight into student learning patterns, identifying problem areas, and understanding how students navigate and engage with content. From dragging and dropping items, choosing from a wide range of interactive elements and customizing lesson plans, Smart Sparrow ensures a seamless digital journey.

Pros and Cons of Artificial Intelligence (AI):-

While artificial intelligence has many advantages, there are disadvantages as well. The benefits of AI include automating tasks, analyzing data to make informed decisions, assisting with medical diagnosis, and developing self-driving vehicles. Disadvantages of AI include high costs, job displacement, bias and ethical concerns about privacy, security risks from hacking, and a lack of human-like creativity and empathy.

Let's start with the benefits of artificial intelligence.

1. Eliminates Human Error and Risk:-

One of the biggest benefits of AI is that it can significantly reduce errors and increase accuracy and precision. Decisions made by AI at each stage are determined by previously collected information and a specific set of algorithms. When properly programmed, these errors can be reduced to zero. Humans can overcome many risks by letting AI robots do it for us. Whether defusing bombs, going into space or exploring the depths of the oceans, metal-bodied machines are inherently resistant and can survive in hostile environments.

2. Availability 24/7:-

There are many studies that show that humans are productive only for 3 to 4 hours. People also need rest and vacations to balance their work life and personal life. But artificial intelligence can work indefinitely without interruption. They think much faster than humans and perform multiple tasks simultaneously with accurate results. They can easily handle boring repetitive tasks with the help of AI algorithms.

3. Impartially Decision Making:-

Humans are driven by emotions, whether we like them or not. On the other hand, artificial intelligence is devoid of emotions and is very practical and rational in its approach. A major advantage of AI is that it has no biased opinions, making more accurate decisions.

4. Repetitive Actions:-

We perform many repetitive tasks as part of our daily work, such as checking documents for errors and sending thank you letters, among other things. We can use AI to efficiently automate these menial tasks and eliminate "boring" tasks for people, allowing them to focus on being more creative.

5. Reduce Costs:-

As mentioned above, AI can work around the clock, creating more value on the same day as human workers. As AI can help take over manual and cumbersome tasks, it frees up workers to perform tasks that require higher skills. This, ultimately, creates more value for the end user or customer.

6. Daily Application:-

Today our daily life is completely dependent on mobile devices and the internet. We use various apps including Google Maps, Alexa, Siri, Cortana on Windows and OK Google to take selfies, make calls, respond to emails. Using several AI-based technologies, we can also predict the weather for today and the coming days.

7. New Invention:-

In almost every field, AI is the driving force behind many innovations that will help humans solve the most difficult problems. For example, recent advances in AI-based technology have allowed doctors to detect breast cancer in women at an earlier stage. Now let's see what are the major disadvantages of artificial intelligence.

1. Implementation is Expensive:-

Being able to create a machine that can mimic human intelligence is no small feat. It takes a lot of time and resources and can cost a lot of money. AI also needs to run on the latest hardware and software to stay up-to-date and meet the latest requirements, making it very expensive.

2. Lack of Passion and Creativity:-

A major disadvantage of artificial intelligence is that it cannot learn to think outside the box. AI is capable of learning over time from previously given data and past experiences, but it cannot be creative in its approach. When making sensitive decisions, humans naturally consider emotional consequences. AI does not have this capability, it only makes optimal decisions based on the parameters provided, ignoring emotional influence. Artificial intelligence programmed to read and understand human emotions still falls short.

3. Unemployment:-

This is another flaw. As AI becomes more common, this may lead to a reduction in available jobs, as AI can easily handle repetitive tasks previously performed by workers. Robotization, which displaces jobs and increases unemployment. Hence, some claim that unemployment is always a possibility as chatbots and bots replace humans.

4. Lack of Ethics and Emotions:-

Morality and emotion are important human characteristics that can be difficult to incorporate into AI. The rapid advancement of artificial intelligence has raised many fears that artificial intelligence will one day grow uncontrollably and eventually



destroy humanity. This moment is called the AI Singularity. Computers or other devices do not have feelings. Humans work as a team and team management is essential to achieve goals.

5. No Improvement from Experience:-

AI is good at doing the same task over and over again, but if we want any changes or improvements, we have to change the codes manually. AI cannot be accessed and used like human intelligence, but it can store unlimited data. Machines can only perform the tasks for which they were developed or programmed; If they are asked to accomplish anything else, they often fail or produce useless results, which can have significant negative consequences.

Conclusion:-

The field of artificial intelligence has made significant progress over the past few years and is having a real impact on people, organizations and culture. The current state of AI technology falls far short of the field's founding ambitions to recreate fully human-like intelligence in machines, yet R&D teams are taking advantage of these advances and integrating them into society-facing applications.

Artificial intelligence is changing the way we learn and teach. With the ability to personalize learning, automate administrative tasks, provide innovative educational content and more, AI is shaping an exciting future for education. However, there is a need to address ethical challenges and ensure that education remains a beacon of opportunity and growth in an ever-changing world.

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