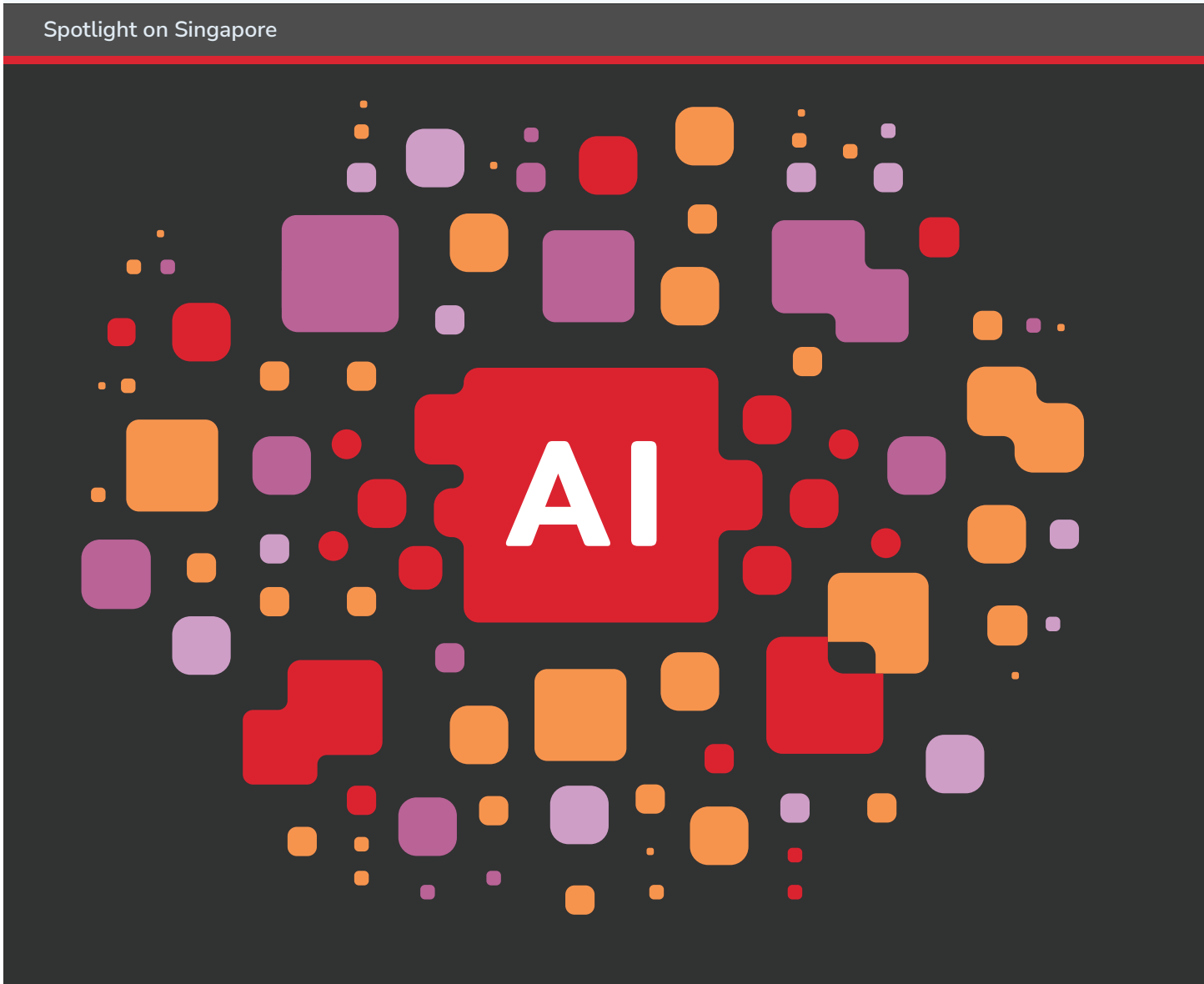




AI in Higher Ed: Hype, Harm, or Help

The perceptions and realities of AI among university leaders and students.

Spotlight on Singapore



In the constantly evolving landscape of higher education, the emergence of artificial intelligence (AI), its integration into technology and our daily life, and its use by students have brought incredible opportunities and complex challenges. As universities embrace this new age, understanding the unique viewpoints of students and university leadership—the key stakeholders—is vital in capitalising on the potential of AI while addressing possible ethical, pedagogical, and operational challenges.

Anthology conducted a global survey of more than 5,000 higher education leaders and current students in eleven countries to provide context and perspective from students and leaders about the opportunities, challenges, adoption, and impact of artificial intelligence. The study reveals insights highlighting the need for a collaborative approach regarding AI to help enrich the educational experience and ensure future-ready graduates.

This report focuses on the responses from students and university leaders in Singapore, including where there are significant differences compared to their counterparts in other countries.

Students, Leaders, and Artificial Intelligence

Based on the survey results, students in Singapore appear a bit more hesitant about using generative AI than their peers in some of the other countries surveyed. 50% of students in Singapore consider themselves to be frequent or occasional users of AI, with 23% being frequent users. They trail students in Australia, Brazil, and Saudi Arabia, along with the UAE, who all have more than 30% of students who report using generative AI frequently.

However, more than seven in ten students in Singapore expect their use of AI to increase in the next six months, indicating growing interest in using generative AI. Overall, while there is growing interest in AI among students in Singapore, they are not among the heaviest users of AI.

7 in 10 students
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55% of leaders
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In Singapore, unlike in nearly all other countries surveyed, university leaders report similar use of generative AI as students, with 49% of university leaders indicating that they frequently or occasionally use it. This highlights strong interest among university leaders in incorporating generative AI into their routines, and places them second highest across all countries surveyed, only trailing university leaders in the United Arab Emirates. Additionally, 55% of leaders indicate that their use of generative AI is likely to increase somewhat or significantly in the next

six months. This speaks to the continued opportunity to increase the incorporation of AI tools, including generative AI, into university processes and the classroom.

The Role of AI in Higher Education

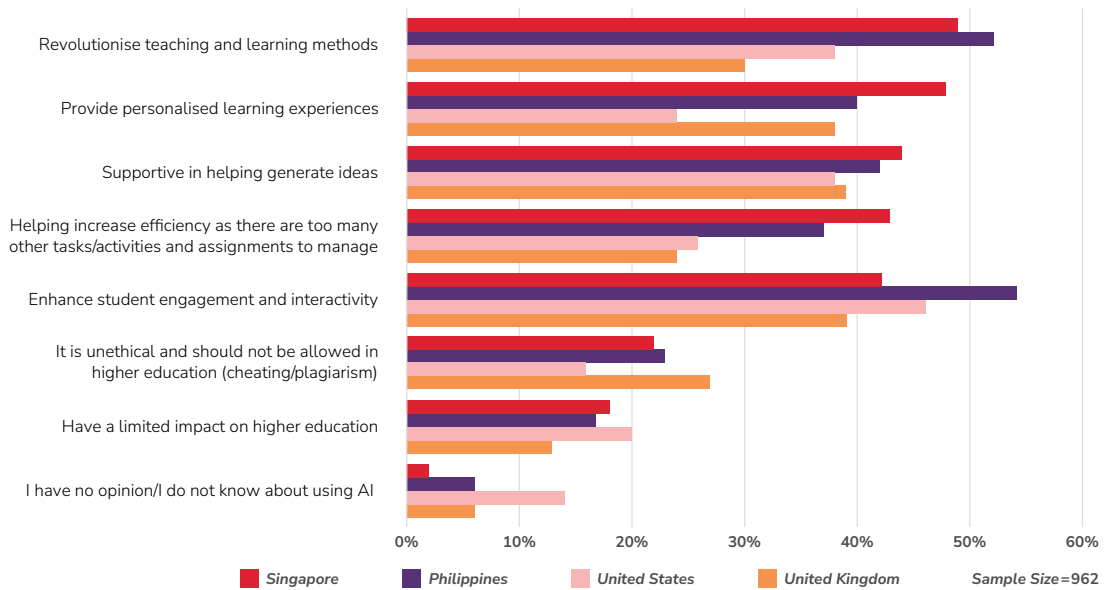
When asked about opportunities related to AI and its potential role in higher education, students and leaders in Singapore appear excited about the opportunities that generative AI and AI will bring.

In fact, nearly one in two students in Singapore feel that AI will revolutionise teaching and learning methods (49%) and will provide personalised learning experiences (48%). These were closely followed by AI also being supportive in helping to generate ideas (44%) and helping increase efficiency on tasks and assignments (43%). At the same time, one in five students feels that generative AI is unethical and should not be allowed in higher education—in line with results from most other countries. Overwhelmingly, though, students in Singapore are more positive about the impact AI will have on their efficiency and on idea generation than their counterparts in other countries.

Students in Singapore are clearly comfortable using AI and generative AI based on these results. This is also supported by eight in ten students stating that they are somewhat or very comfortable using AI chatbots to get quick answers to questions. This presents an opportunity for universities to consider adding chatbots as an option to better serve students.

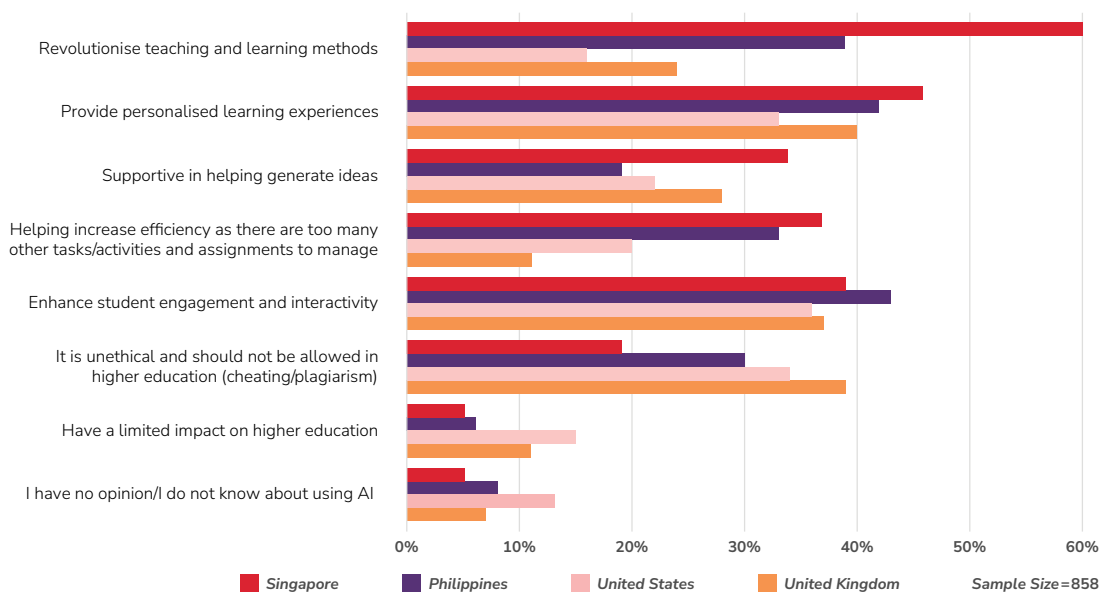
Students' view of role of AI in higher education

What role do you think artificial intelligence (AI) will play in higher education?
(Please select all that apply.)



University leaders' view of role of AI in higher education

What role do you think artificial intelligence (AI) will play in higher education?
(Please select all that apply.)



While it is to be expected that students more quickly adopt new technology, including generative AI, in this case, it is especially important that university leaders and faculty members familiarise themselves with this technology, as it presents new opportunities to adjust the approach to teaching.

In fact, six in ten university leaders in Singapore expect AI to revolutionize teaching and learning—a higher percentage than among students. Of all countries surveyed, Singapore is the only country where leaders had higher agreement than students in terms of seeing an opportunity to enhance the teaching experience.

Leaders were more closely aligned with students on the potential for AI to provide personalised learning experiences (46%). Interestingly, leaders saw less relevance than students in AI being helpful in generating ideas at 34%—a ten percent difference compared to students. Only 5% of university leaders felt that AI would have a limited impact on higher education, with about one in five also indicating that generative AI is unethical and should not be allowed in higher education. These were both among the lowest percentages across the countries surveyed, again highlighting the strong interest and buy-in to the potential of AI in Singapore.

When asked to anticipate the most significant ways AI tools will impact higher education and university operations, over one third of leaders pointed to helping expand thinking by assisting with brainstorming, as well as assisting in course building. Three in ten also see an opportunity for AI to help develop retention or student success campaigns, while over one in four see the opportunity for AI to help draft assessment questions aligned to learning outcomes.

Universities in Singapore have taken a proactive approach to addressing the potential implications of AI, as 66% of leaders reported that their universities have rolled out a university-wide policy with respect to generative AI writing tools like ChatGPT, and 27% report working on one currently. Taken together, this is the highest percentage of any country surveyed—although a few countries report a slightly higher percentage of universities having already rolled out policies.

Based on this survey, Singapore is on a path to more broadly incorporating AI into higher education both from the student and university leader perspective. As AI is helping to more quickly shift the technological landscape, it will be important to continue to reflect on, and seek to incorporate, aspects of AI into the teaching and learning experience while also ensuring that it is done in an ethical, responsible way.

Opportunities

- Review ways that AI can help enhance the student experience based on student sentiment
- Consider and implement ways that AI can be used to enhance the educational experience in and outside of the classroom
- Continue to educate students on the use of AI and encourage its continued use where appropriate

Methodology

Data collection was conducted online among university leaders and students across eleven countries in August 2023, including Australia, Brazil, Mexico, Philippines, Saudi Arabia, Singapore, South Africa, Spain, the United Kingdom, United Arab Emirates, and the United States. Separate questionnaires with similar questions were utilised to enable comparisons. To qualify, student respondents had to indicate that they were currently enrolled at a higher education institution and were pursuing a degree or diploma. University leader respondents had to indicate that they were currently senior leaders (dean, provost, rector, etc.) at a higher education institution. In total, 2,617 university leaders and 2,728 students qualified for and completed the survey. In Singapore, 202 students and 102 university leaders responded to the survey.

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