

AI Chatbot Mobile App Lifts Usability Scores for Communication-Skills Tutoring at Peru's Universidad Privada del Norte

AI in Education · Good practice · Peru

Quality score: 40/100

Evidence strength: Moderate

Summary

Researcher Marllury Melgarejo-Alcantara at Peru's Universidad Privada del Norte built a mobile AI chatbot for communication tutoring, motivated by literacy gaps affecting an estimated 55% of Latin American students; teacher and student evaluators rated it 4.37-4.39 out of 5.

Key dimensions

Dimension	Score
Evidence of learning impact	1/3
Equity & inclusion	1/3
Transparency, ethics & data protection	2/3
Teacher capability & pedagogy	1/3
Scalability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-25

[Universidad Privada del Norte \(UPN\)](#) — accessed 2026-09-25

[Journal article \(iJIM 2026\)](#) — accessed 2026-09-25

[Universidad Privada del Norte announcement](#) — accessed 2026-09-25

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