




Using Artificial Chatbots as Academic Counselors; When Chatgpt Becomes an Academic Counselor (A Case Study of Chatgpt)

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E d i t o r	R e v i e w e r s
Chiedu Eseadi  Department of Educational Foundations, University of Nigeria, Nsukka, Nigeria chiedu.esyadi@unn.edu.ng	Reviewer 1: Parvaneh Mohammadkhani  Professor, Department of Clinical Psychology, University of Rehabilitation Sciences and Social Health, Tehran, Iran. Email: Pa.mohammadkhani@uswr.ac.ir Reviewer 2: Abolghasem Khoshkanesh  Assistant Professor, Counseling Department, Shahid Beheshti University, Tehran, Iran. Email: akhoshkonesh@sbu.ac.ir

1. Round 1

1.1. Reviewer 1

Reviewer:

In paragraph 3 of the Introduction, the discussion of NLP models states that ChatGPT “makes the responses... natural.” This needs theoretical grounding. Please integrate a brief explanation of transformer architectures and large-scale pretraining, as the current explanation lacks academic depth.

In the paragraph beginning with “In today's age, chatbots have increased a lot...”, the claim that “we can attribute the birth and beginning of chatbots to ChatGPT” is historically inaccurate. Early chatbots such as ELIZA (1966) and ALICE (1995) predate ChatGPT by decades. Please correct the historical timeline.

In paragraph 5 of the Introduction, the sentence “Some researchers believe that ChatGPT... can have the potential to be warm, sympathetic” needs more critical nuance. Please clarify what methodological criteria were used in those studies to evaluate “warmth” and “sympathy,” as these are complex psychometric constructs.

In paragraph 3 of the Methods, you write “A deductive comparative coding method was applied, derived from predefined categories of counseling competence.” Please provide a citation or a short table listing these predefined categories to increase methodological transparency.

Authors revised and uploaded the document.

1.2. Reviewer 2

Reviewer:

The narrative in the Introduction claims that “ChatGPT’s performance is better in fields where logical relationships are the rule”. This assertion (para. 5) needs empirical justification. Please cite either evidence from your own data or prior research that operationalizes “performance” and “logical fields.”

In the section reviewing prior studies, the long paragraph beginning “Several studies have been conducted...” lacks structural coherence. It currently reads as a list of summaries. Please reorganize it into sub-thematic categories such as “accuracy,” “therapeutic potential,” and “limitations,” to improve readability.

In the paragraph ending with “Therefore, this study addresses the gap...”, the transition to stating your research gap is abrupt. Please include a more explicit problem statement that connects the literature review to the stated research question logically and systematically.

In Materials and Methods, paragraph 2, the description of “targeted sampling” contains the statement “Since ChatGPT was the first and most famous chatbot...” which is factually incorrect. Please revise this and justify why ChatGPT alone constitutes an adequate case for a single-case qualitative design.

Authors revised and uploaded the document.

2. Revised

Editor’s decision after revisions: Accepted.

Editor in Chief’s decision: Accepted.