

## How IELTS Teachers Integrate ChatGPT in Developing Students' Writing Skills: Potential and Limitations

The role of ChatGPT in foreign language learning has been growing rapidly, particularly in providing feedback and correction to language learners. Its impact is especially evident in the teaching profession, as more and more IELTS teachers consider this tool as an approachable partner in reducing heavy workloads and delivering consistent writing feedback to students. This study aimed to collect data on IELTS teachers, who were pursuing a Bachelor's Degree in TESOL (Teaching English to Speakers of Other Languages) at Open University, Ho Chi Minh City. The study investigated how teachers apply ChatGPT and AI-generated feedback in improving student's writing abilities, such as paraphrasing or correcting, and their beliefs toward AI-generated feedback compared to their own. The study employed a qualitative approach, interviewing 10 different ESL teachers to gain a deeper insight into how they leverage ChatGPT in giving feedback for writing tasks. Findings revealed that most teachers perceive ChatGPT as an effective tool in speeding up their feedback processes, maintaining standardized responses, which are free from fatigue or mood bias, and helping them figure out grammatical errors; nevertheless, the role of human-biased feedback remained essential as it allows educators to provide instructional comments with motivational tone and empathy, which brought students emotional support and encouragement. In addition, some argued that ChatGPT commonly used repetitive word choices and unnatural expressions in certain settings; that is why some teachers still preferred to give feedback by themselves for better quality. The study hopes to contribute valuable insights into the world of AI Integration in TESOL, providing a deeper understanding of how teachers adapt to technological advancements, and how they apply AI in TESOL to support other pedagogical practices in the future.

*Keywords: artificial intelligent, AI-generated feedback, writing assessment, AI in TESOL.*

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