

## Leveraging AI to Enhance Non-major English Teaching and Overcome Pedagogical Challenges: A Case Study

This article investigates how artificial intelligence (AI) can enhance non-major English instruction in Vietnam, where instructors face challenges such as limited class time, low learner motivation, and an exam-focused curriculum. Grounded in INTESOL principles, the study investigates the use of AI tools—ChatGPT, Grammarly, Plickers, and Quizlet—to support communicative, learner-centered instruction for police cadets. Over six weeks, 80 cadets and four teachers participated in a case study that combined AI-supported lessons with surveys, classroom observations, and interviews. Results indicate that AI tools improved student engagement, supported vocabulary and writing development, and reduced teacher workload. Teachers appreciated the flexibility and personalization that AI tools offered, but raised concerns about device access and the potential for overreliance on AI-generated content. The study concludes that AI when integrated with thoughtful pedagogy, can promote learner autonomy and communicative competence in non-major English contexts. These findings provide practical strategies for educators in similar institutions as they navigate the evolving intersection of TESOL and technology.

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