



CHAT2LEARN

Chatbot technologies for digital entrepreneurship education and adult learners

Project n. 2020-1-CY01-KA204-065974

*IO1: Developing a chatbot learning environment in the field of digital
entrepreneurship*

*1.1. Collecting best practices and tools on Technology Enhanced Learning and
creation of a resource library on topic*

PREPARED BY





Title <i>BOT - Universidad CEU Cardenal Herrera</i>	
Date/Period <i>2017</i>	Authors <i>Laura Blanch</i>
Partner <i>DOMSPAIN</i>	

Element	Guiding question
Type of practice	<i>A bot that relies on Microsoft's cloud platform, Azure and Office 365 to improve interaction with its students.</i>
Publisher (optional)	https://blogs.encamina.com/transformacion-digital/el-bot-que-revolucionara-los-centros-educativos/ https://www.computerworlduniversity.es/actualidad/la-universidad-ceu-implanta-un-bot-que-mejora-la-relacion-con-sus-alumnos
Target audience	<i>students, teachers and administrative staff of CEU Cardenal Herrera</i>
Objective/Aim	<i>to provide their students with a single site where they could request the information they wanted and even resolve their own incidents, all with the need for them to be able to use their usual channels, using their natural language and without having to learn to use new applications.</i>
Location/Geographical coverage	<i>Spain</i>
Description	<i>The bot is intended to be a virtual assistant for students, a tool that will accompany them throughout their time at the University, capable of resolving their doubts in Spanish, English or French, without having to physically go to the faculty's facilities.</i>



	<i>The support will be available 24 hours a day, 7 days a week, so the student will not have to interrupt their learning because the teacher is not available (however, if the bot is not able to answer the questions, it will always refer the student to the teacher).</i>
Methodological approach	<p><i>At CEU universities, students, teachers and users in general currently use different tools, applications and even different web environments to access information, an issue that concerned the current IT managers at the university.</i></p> <p><i>The bot, on the other hand, provides a single channel for information on both university services and subjects.</i></p>
Finance	<i>with the support of the technology company ENCAMINA</i>
Constraints (optional)	
Outcomes	N.A
Replicability and/or up-scaling	<p><i>From a technology point of view, the bot brings several advantages over the current situation:</i></p> <p><i>Single site for requesting information and resolving incidents.</i></p> <p><i>To use it, the student will not have to learn to use new applications.</i></p> <p><i>The learner will solve their problems using their natural language.</i></p> <p><i>The student will use their usual communication channels (mobile messaging apps).</i></p>
Conclusion (optional)	
Opinion (optional)	<p><i>I think the idea is very good as it reduces the waiting time for the student to receive an answer.</i></p> <p><i>And in case the chatbot can't answer, you can always turn to the teacher.</i></p>



Further considerations	<i>The idea is from 2017 but there is no more current news where you can see results.</i>
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