Neyyer: Also had an interview about a chatbot last year.

Neyyer: Record is ok

Which questions & requests do you receive most frequently?

Neyyer: Aaah…most frequently I’m asked by students about the different dates, dates of exams, result of the exams, although it is written on the information platform. When there is the time when students can enrol for courses, I receive mails about the registration. It depends on the time. If the exams are over, I get mails about the grades. If there’s a time about the bills, some students ask if they can send the bills to the companies. So, we have to send the bills directly to the companies.

Lo: Any differences between foreign students, etc?

Neyyer: Students from Switzerland not so many questions. Students about of Europe have a lot of questions. How long studies goes, full-time, part-time. Ask about enrolment procedure, I send them the link to all the informations online. More questions about the legal issues, embassy etc.

Local students we do not have that much questions. Questions about the applications. Students write back, that they didn’t hear about their application, so they ask back. Maybe there is a delay because the number of applications.

- What are your sources of information for answering these questions?

Neyyer: If someone asks about dates, which we already mentioned on the info platform, we already have these dates as we have an academic calendar. This is for whole FHWN, so we get our dates from this calendar. Exams, trips, grades etc. Academic Calendar is available as booklet, hard copy. Not digitized from the beginning. Information is split to the information needed to put it on the information platform. I have the impression that students do not use the information platform, because it my look “easier” for them.

Evento = Database, they just work on the database, our IT department provides us with this software. Information is added by Neyyer etc.

No special resources for modules, as this information is created on their own on Evento, all info in our system about modules, students, rooms etc.  
- For which requests could a chatbot relieve you?

Neyyer: dates in the academic calendar, module registration (CHATBOT could **not** help in the situation), chatbot can only provide information but cannot do anything else, like make module changes etc.