

## Appendix 2: FAQs

Use	<ul style="list-style-type: none"><li>▪ <b>Where can I find the bot?</b> Buddy can be found on Slack and Moodle.</li><li>▪ <b>Who can access Buddy?</b> Buddy is available to all students at Munich University of Applied Sciences.</li><li>▪ <b>Do I have to log in / register to use the chatbot?</b> In order to use Buddy, an active account at Munich University of Applied Sciences is required. You will receive this upon enrollment (matriculation number and password).</li><li>▪ <b>Do I need internet to use the bot?</b> Yes, a stable internet connection is required to chat with Buddy.</li><li>▪ <b>Can I use the chatbot with my smartphone?</b> Yes, Buddy can also be used from a smartphone via Moodle.</li><li>▪ <b>Can I use the chatbot with my tablet?</b> Yes, Buddy can also be used from a tablet via Moodle.</li><li>▪ <b>What devices can I use to access the bot?</b> Buddy can be used via laptop, tablet or smartphone.</li></ul>
Communication	<ul style="list-style-type: none"><li>▪ <b>Do I contact the chatbot or does it contact me?</b> Buddy opens automatically, contacts the user and is available 24/7.</li><li>▪ <b>In what languages can the bot communicate?</b> Buddy can (currently) communicate in English.</li></ul>
Data storage	<ul style="list-style-type: none"><li>▪ <b>Is my personal data stored when using the bot?</b> No, no personal data is stored.</li><li>▪ <b>Will my input to the bot be stored?</b> Buddy only saves the input to keep the conversation going correctly. Subsequently, all entries are deleted as soon as the chat has been closed.</li></ul>

	<ul style="list-style-type: none"> <li>▪ <b>Will my chat history with Buddy be stored?</b> No, chat histories are not saved.</li> <li>▪ <b>Will my test result be saved?</b> No, the quiz result is not automatically saved. However, it can be downloaded as a PDF or easily sent to your university email address.</li> <li>▪ <b>Can I repeat the test?</b> Yes, but your old chat history and results will not be taken in account.</li> </ul>
<b>Costs</b>	<ul style="list-style-type: none"> <li>▪ <b>Is the use of the bot free of charge?</b> Yes, students at Munich University of Applied Sciences can access Buddy, communicate with it, and complete the Future Skills Test at no cost. However, some E-Learnings may only be available for a payment.</li> <li>▪ <b>Are the advanced E-Learnings free of charge?</b> Most of the E-Learnings are available through LinkedIn Learning and therefore for students with an account at the University of Applied Science cost free. Additionally there are some E-Learnings students have to pay for, but they can also switch to free ones on LinkedIn Learning. In every category there is at least one cost free E-Learning.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>▪ <b>How long does the Future Skill Test take?</b> The test is going to take 10 minutes.</li> <li>▪ <b>What are Future Skills?</b> We define Future Skills as competencies that will be of significant importance in the next five years for professional life or social participation. This includes information &amp; data literacy, communication &amp; collaboration, digital content creation and safety as well as problem solving.</li> <li>▪ <b>What are the evaluation criteria for the test?</b> The test is subject to the criteria of the European Commission: <a href="https://ec.europa.eu/jrc/en/digcomp/digital-competence-framework">https://ec.europa.eu/jrc/en/digcomp/digital-competence-framework</a></li> </ul>

	<ul style="list-style-type: none"> <li>▪ <b>Why do I need to identify my Future Skills?</b> To be ready for the digital world of work and to have advantages over competitors.</li> <li>▪ <b>Is it possible to get a certificate which shows my status towards Future Skills?</b> Besides the test result it is possible to do an E-Learning program and get a certificate there.</li> </ul>
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