

Anhang 3: Press Release

Munich University of Applied Sciences introduces Ednic to support students 24/7

Chatbot for students - The recently launched chatbot Ednic is the new first contact point for students in order to get information about their studies at any time.

Munich, March 31st 2021 (HM News) - Master students at Munich University of Applied Sciences launched a new chatbot called Ednic. The bot serves as the centralised first contact point for students mainly in the first and second semester (department of Business Administration), in order to get quick answers on matters concerning their studies. Information on exams, schedules and lecture scripts are only a few examples. Thus, students no longer have to search for different sources of information, save a lot of time and feel safe.

At the beginning of their studies, the great amount of information is often a problem for students. Among all different platforms provided by Munich University of Applied Sciences, maintaining an overview and knowing which information can be received on which platform is very challenging. In some cases, neither fellow students can help, nor are student services or professors available for answering questions. A survey shows that almost half of the students of the first and second semester think that finding the information they need takes a lot of time. Moreover, about 40 % share the opinion that it is challenging to keep an overview of important dates and about 30 % do not know on which platform they can find the required information. It is astounding that due to that, more than 10 % have already missed important deadlines.

In order to help new students and to make them feel more comfortable, Master students developed and launched the chatbot Ednic. After logging on to Moodle (learning platform of the university), a small window in the bottom right area of the screen appears in which the text based chatbot greets the student and offers its support. When starting a conversation, Ednic gives students the opportunity to choose between four different topics: Organisational matters, lectures, library and career center. After that, the bot can be asked any question concerning the chosen topic and provides students with immediate answers. Questions could regard deadlines for exam registrations, lecture plans or scripts, information on how to borrow a book in the library or dates for courses offered by the career center, only to mention a few. Moreover, Ednic thinks even further and suggests topics which are similar to the concern of the student. For example, if the student asks for a lecture plan, Ednic is not only capable of providing the answer to that, but also asks the student if he/she needs the scripts for the lectures as well. To support students even if the bot can not serve with the correct answer, Ednic provides them with appropriate links to find responsible contact persons. Thus, students receive all necessary information at one contact-point around the clock.

“My colleagues told me that they have received significantly fewer inquiries since we have introduced Ednic”, says Prof. Dr. Markus Wessler, Dean of the Department Business Administration, “This shows that the Chatbot makes it much easier for students to find the required information themselves.”

“It is great to chat with Ednic, because it allows me to collect all the information I need in a very short time. Before the Chatbot was launched, it took me a lot of time and nerves to find the correct lecture plans. But now one question to Ednic is enough and it tells me my lectures for the next day.” (Michi, age 21, student of Business Administration, 1st semester)

If you want to chat with Ednic, log on to [Moodle](#) and ask your question! Ednic would be happy to support you and make your life easier.

Team 1:

Stefanie Baumann, Teresa Ding, Lisa Gaul, Laura Hang, Alexandra Müller, Manuel Schmitt, Lisa Zehentmaier