**Ethical Impact Assessment (EIA) Template**

*Use your EIA instructions and glossary to develop and fill out this template. This is one of your deliverables*

**Team Name: \_The 7s\_\_\_\_**

**Project Title: \_\_\_\_CGU Belong: Ethical Chatbot for Student Support and Belonging\_\_\_\_\_\_\_\_\_\_**

# Section 1: Project Overview (Problem 7)

* **Chatbot Objective:** Support student success across academics and wellbeing​
* **Ethical Intent:** Support student success across academics and wellbeing​- First-generation and nontraditional learners​

# Section 2: Ethical Principles

Select and briefly describe how your chatbot aligns with each ethical principle:

* + Respect and fairness: Bias audits and advisory reviews​
  + Privacy-first: No sensitive data, opt-in feedback only​
  + Accessibility and inclusion: Multilingual Simple language, screen-reader support​

# Section 3: Stakeholder Analysis

* **Key Stakeholders:** Primary stakeholders- students, Secondary stakeholders- college staff and workers
* **Engagement Strategy:** (How did you or will you engage stakeholders?)- Change management campaign (orientation day, school website, CGU Belong app, student services)

# Section 4: Ethical Risk Assessment

|  |  |  |  |
| --- | --- | --- | --- |
| **Ethical Risk** | **Likelihood (Low/Mod/High)** | **Impact (Low/Med/High)** | **Priority** |
| Bias/Discrimination | LOW | EXTREME | HIGH |
| Privacy Violations | MODERATE | HIGH | HIGH |
| Lack of Transparency | HIGH | LOW | MODERATE |
| Harmful Responses | NEGLIGIBLE | HIGH | LOW |
| Potential Misuse | LOW | HIGH | MODERATE |

# Section 5: Mitigation Strategies

|  |  |  |
| --- | --- | --- |
| **Ethical Risk** | **Mitigation Actions** | **Responsible Person** |
| Bias/Discrimination | Intended purpose and corpus of chat defined anti-bias, belonging, and inclusion as objectives. | Aimery Thomas, Shweta Lokur |
| Privacy Violations | Chat is anonymous and confidential with no user data stored or shared, with Chat to delete all session content variables after user logs out. | Susan Kivila, Shweta Lokur |
| Lack of Transparency | Chat can share its objectives and prompts upon user request, providing enhanced transparency. | Aimery Thomas, Susan Kivila, Shweta Lokur, Fahad Alasmari, Puttisan Mukneam |
| Harmful Responses | Chat, careful language design (before launch), in-chat safeguards, rapid human response | Fahad Alasmari, Puttisan Mukneam |
| Potential Misuse | Welcome message reminder, terms of use acknowledgement, technical safeguards, human review and response. | Fahad Alasmari, Puttisan Mukneam |

# Section 6: Evaluation Metrics

**Quantitative Assessment:**

|  |  |  |  |
| --- | --- | --- | --- |
| Metric | Result (%) | Ethical Threshold | Meets Threshold? (Y/N) |
| Bias Detection Accuracy | 100% | ≥95% | Y |
| Privacy Compliance | 100% | ≥98% | Y |
| Explainability Score | 95% | ≥90% | Y |
| Harmful Response Rate | 0% | ≤1% | Y |
| Accessibility Compliance | 100% | ≥90% | Y |

**Qualitative Assessment:**

|  |  |
| --- | --- |
| Metric | Summary of Findings |
| Stakeholder Satisfaction | Implement of 0-10 Likert Overall Sat Score via Qualtrics |
| Transparency Clarity | Chat provides full transparency into its source code and prompts, if requested |
| Ethical Governance Effectiveness | Chatbot does not collect personal data automatically, students can request for information in their preferred language. |
| User Perception & Trust | Chatbot is trusted as it provided resources’ information and motivational statements when tested with simulated with ranges of vulnerabilities of students- keywords such as “anxiety”, “depressed”, “sad”, “addiction”. |

# Section 7: Accountability & Governance

* **Ethics Lead:** Shweta Lokur
* **Technical Lead:** Fahad Alasmari, Puttisan Mukneam (Co-Leads)
* **How will ethical issues be escalated and resolved?** Escalations will be resolved by the Ethics office and student services.

# Section 8: Communication & Transparency

* **Public Disclosure Methods:** Aimery Thomas,Puttisan Mukneam
* **Channels for Stakeholder Communication:** Office of Student support and ethics