🌟 Chatbot Ethical Policy Framework 🌟

# Problem 7

# Purpose and Mission

First-generation college students and nontraditional learners often feel overwhelmed trying to balance school, work, and family life. This chatbot is here to kindly and clearly guide them to the help they need, ensuring every student feels welcome and valued.  
  
\*\*Who It Serves:\*\*  
- First-generation students  
- Adult learners and working students  
- Parents  
- Immigrants and English language learners  
- Students with disabilities  
- LGBTQ+ students  
- Students from low-income backgrounds

# Ethical Principles Commitment

We commit to protecting your \*\*privacy\*\*, using \*\*clear and respectful language\*\*, ensuring \*\*fairness and accessibility\*\* for all, and fostering \*\*inclusion and belonging\*\*.

# Data Privacy and Consent Policy

\*\*Data Protection:\*\*  
- No collection of sensitive personal information.  
- Only optional, anonymous feedback with clear consent.  
- No permanent conversation storage.  
  
\*\*Disclaimer to Users:\*\*  
Before starting, users see: \*"Hi! I’m an AI chatbot here to help. I don’t collect personal info. Please don’t share sensitive details."\*  
  
\*\*Training Sources:\*\*  
- Open educational and approved school resources only.

# User Rights and Protections

\*\*If a Principle is Violated:\*\*  
- Users can report issues anytime through a visible 'Report a Concern' button.  
- Reports are sent to the Office of Student Support and Ethics.  
- Acknowledgment within 24 hours; resolution within 5 business days.  
  
\*\*Communication to Users:\*\*  
- Welcome messages and FAQs explain user rights simply.  
- Easy request for human support anytime.

# Special Protections for Vulnerable Users

\*\*Who We Protect:\*\*  
- Women, LGBTQ+ students, Seniors, Youth  
- People of color, Immigrants, Students with disabilities  
- Survivors of trauma or violence  
- Low-income, first-generation learners  
  
\*\*Safeguards:\*\*  
- Monthly bias audits  
- Screen reader and accessibility support  
- Identity-neutral, nonjudgmental responses  
- Crisis support referrals  
- Language accessibility options  
- Feedback button always available

**Honest Limitations and Risks (Communicated Simply)**

We explain upfront:

* 📚 The chatbot gives **general help** only.
* 🩺 It is **not a doctor, therapist, or academic advisor.**
* 🚫 It **cannot handle emergencies** or give legal, health, or financial advice.

If users need urgent or personal help, the chatbot will suggest real people and trusted services on campus to talk to instead.

# Closing Affirmation

Our chatbot stands for \*\*trust, kindness, privacy, inclusion, and belonging\*\*. We promise to listen, act, and improve based on your feedback. You belong here — and we are here to support you.

# 📚 References

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