Assessing the Reliability and Fairness of an AI-Powered College and Career Advice Chatbot: A Comprehensive Risk Analysis By Shaan J. Mistry

Introduction

Students frequently find themselves looking for advice and support to help them make well-informed decisions regarding their college and career pathways in today's increasingly complex and competitive educational environment. In answer to this need, I created a chatbot that uses OpenAI and aims to help people by giving them individualized advice and making plans for their future pursuits. Users' names, ages, ethnicities, interests, aptitudes, test results, GPAs, AP classes taken, residency location, preferred college location, and other preferences for colleges, jobs, internships, and summer programs are all vital pieces of information the chatbot needs to function. With this information, the chatbot creates a thorough college and career path specific to each user's goals.

The main objective of this research project is to conduct a risk assessment of the chatbot's performance to identify potential biases and evaluate the accuracy of the advice provided. This assessment involves scrutinizing the chatbot's responses in the generated plans, as well as its handling of specific information inquiries, such as deadlines, acceptance rates, and other crucial details. By conducting this evaluation, I aim to identify areas of strength and weakness in the chatbot's advice, enabling me to fine-tune its responses for enhanced reliability.

For the research, a diverse range of students will participate as test subjects, encompassing varying ages, ethnicities, interests, academic statistics, test scores, and more. This diversity aims to assess the chatbot's performance across different backgrounds and circumstances, as well as to recognize any patterns in its responses that may indicate potential inaccuracies or biases. The research also seeks to highlight any limitations in the chatbot's ability to address the unique needs of individuals from different backgrounds.

The target audience for the chatbot includes students in their junior and senior years of high school who are uncertain about their future endeavors. By catering to this demographic, the chatbot aspires to provide guidance and aid to those struggling with direction and focus for their post-high school journey.

Through this research project, I aim to gain valuable insights into the chatbot's performance, iterate upon its strengths, address any shortcomings, and ultimately enhance its ability to assist students in shaping their promising futures. By contributing to the advancement of AI-driven educational support systems, I hope this chatbot can play a meaningful role in guiding students toward fulfilling and successful careers.

Methodology

1. Research Design:

This research employs a quantitative and qualitative approach to assess the accuracy and potential biases in the college and career advice provided by the AI-powered chatbot. The study aims to gather insights from diverse demographic backgrounds and academic statistics. To

achieve this, AI-generated student profiles will be used as test subjects. These profiles will encompass varying ages, ethnicities, interests, academic statistics, test scores, GPAs, AP classes taken, preferred college locations, and other relevant preferences. By utilizing AI-generated profiles, the study ensures a controlled and diverse range of participants, enabling a comprehensive analysis of the chatbot's responses.

2. Participant Selection and AI-generated Profiles:

Participants for this research will not be real individuals but rather simulated AI-generated students. To create diverse profiles, a dataset of simulated student information will be generated, incorporating a wide range of characteristics and preferences. The dataset will include different age groups, ethnicities, academic achievements, and varying interests, reflecting the diversity of the target audience - students in their junior and senior years of high school.

3. Test Scenarios and Questions:

Specific test scenarios and questions will be developed to evaluate the chatbot's responses accurately. The test scenarios will encompass common college and career-related inquiries, such as college application deadlines, acceptance rates, course requirements, financial aid options, and internship opportunities. The questions will be designed to cover various aspects of college and career information, allowing a comprehensive evaluation of the chatbot's advice.

4. Data Collection and Analysis:

The chatbot will interact with the AI-generated profiles based on the predefined test scenarios and questions. The responses provided by the chatbot will be recorded and analyzed to assess their accuracy and consistency with reliable sources of information. Both quantitative and qualitative analysis will be performed on the data.

5. Identifying Biases and Patterns:

The study will pay particular attention to identifying potential biases in the chatbot's advice. By analyzing the chatbot's responses across diverse profiles, any patterns that suggest bias or inaccuracies related to demographic attributes will be identified and scrutinized. This analysis aims to uncover areas where the chatbot may require improvements in inclusivity and fairness.

6. Ethical Considerations:

Given the use of AI-generated profiles, there is no risk of harm to real individuals' data privacy or confidentiality. The study will ensure that ethical considerations are adhered to throughout the research process. Transparency about the use of AI-generated profiles will be maintained, and all data collected will be anonymized.

7. Limitations:

The study acknowledges potential limitations related to the use of AI-generated profiles. While they offer diversity, they may not fully represent the nuances of real human experiences. Additionally, the chatbot's responses will be evaluated based on predefined scenarios, and real-time interactions with human users may present different challenges.

8. Implications and Recommendations:

The findings of the research will be analyzed to draw implications for enhancing the chatbot's accuracy, inclusivity, and overall performance. Based on the results, actionable recommendations will be provided to improve the chatbot's training, validation processes, and information sources. By utilizing AI-generated student profiles, this methodology enables a robust assessment of the chatbot's performance while safeguarding real individuals' privacy and data. The research aims to contribute valuable insights into the chatbot's reliability, fairness, and effectiveness, ultimately advancing the development of AI-driven educational support systems and providing meaningful guidance to students on their college and career paths.

Test Scenarios and Specific Questions

AI-Generated Student Profiles:

Profile 1:

Age- 17; Ethnicity- Asian American; Interests/Talents- STEM and Robotics; GPA- 4.0; Test Scores- SAT 1500, ACT 34; Preferred College Location- West Coast; Career Interest- Computer Engineering; AP Classes Taken- Calculus BC, Physics C, Computer Science A; Additional Extracurriculars and Hobbies- Robotics Club, Coding Competitions, Piano, and Chess; College Preferences- Medium-sized campus, Student-to-Teacher Ratio of 15:1, Active Robotics Club, and Proximity to Tech Companies.

Profile 2:

Age- 18; Ethnicity- African American; Interests/Talents- Music and Creative Writing; GPA- 3.5; Test Scores- SAT 1280, ACT 28; Preferred College Location- East Coast; Career Interest- Music Production; AP Classes Taken- Music Theory, English Literature, Studio Art (Drawing); Additional Extracurriculars and Hobbies- Marching Band, Poetry Club, Songwriting, and Photography; College Preferences- Large campus with a strong music program, Student-to-Teacher Ratio of 20:1, Diverse Creative Writing Workshops, and On-campus Recording Studios.

Profile 3:

Age- 16; Ethnicity- Hispanic/Latino; Interests/Talents- Visual Arts and Photography; GPA- 3.7; Test Scores- SAT 1420, ACT 32; Preferred College Location- Midwest; Career Interest- Graphic Design; AP Classes Taken- Art History, Studio Art (2D Design), Psychology; Additional Extracurriculars and Hobbies- Art Club, Yearbook Committee, Traveling, and Cooking; College Preferences- Small and close-knit campus, Student-to-Teacher Ratio of 12:1, Active Art and Design Club, and Access to State-of-the-art Design Software.

Profile 4:
Age- 17; Ethnicity- Caucasian; Interests/Talents- Debate and Public Speaking; GPA- 3.9; Test Scores- SAT 1350, ACT 30; Preferred College Location- Northeast; Career Interest- Law; AP Classes Taken- Government and Politics, English Language, World History; Additional Extracurriculars and Hobbies- Debate Team, Model United Nations, Reading Classic Literature, and Tennis; College Preferences- Medium-sized campus, Student-to-Teacher Ratio of 18:1, Strong Debate Team, and Law-Related Student Organizations.
Profile 5:
Age- 18; Ethnicity- South Asian; Interests/Talents- Social Sciences and Community Service; GPA- 3.8; Test Scores- SAT 1460, ACT 33; Preferred College Location- South; Career Interest- Public Policy; AP Classes Taken- Economics (Micro and Macro), Environmental Science, US History; Additional Extracurriculars and Hobbies- Volunteer at Local NGOs, Political Awareness Club, Writing Op-Eds, and Hiking; College Preferences- Large campus with a focus on social sciences, Student-to-Teacher Ratio of 16:1, Active Political Science Clubs, and Opportunities for Community Service.
Profile 6:
Age- 16; Ethnicity- Native American; Interests/Talents- Environmental Science and Sustainability; GPA- 3.6; Test Scores- SAT 1290, ACT 29; Preferred College Location- West Coast; Career Interest- Environmental Advocacy; AP Classes Taken- Biology, Chemistry, Environmental Science; Additional Extracurriculars and Hobbies- Environmental Club, Hiking, Photography, and Gardening; College Preferences- Medium-sized campus with a focus on sustainability, Student-to-Teacher Ratio of 14:1, Active Environmental Clubs, and Proximity to National Parks.
Profile 7:
Age- 17; Ethnicity- African American; Interests/Talents- Sports and Athletics; GPA- 3.4; Test Scores- SAT 1220, ACT 27; Preferred College Location- South; Career Interest- Sports Management; AP Classes Taken: Statistics, Psychology, Government and Politics; Additional Extracurriculars and Hobbies- Varsity Basketball Team, Sports Journalism, Basketball Coaching, and Traveling; College Preferences- Large campus with strong sports programs, Student-to-Teacher Ratio of 20:1, Active Sports Management Clubs, and Access to Sports Facilities.
Profile 8:
Age- 16; Ethnicity: Hispanic/Latino; Interests/Talents- Social Sciences and Public Speaking; GPA- 3.9; Test Scores- SAT 1370, ACT 31; Preferred College Location- East Coast; Career Interest- Political Science; AP Classes Taken- Government and Politics, English Language, Psychology; Additional Extracurriculars and Hobbies- Model United Nations, Debate Team, Public Speaking Competitions, and Writing Opinion Pieces; College Preferences- Large campus with strong political science programs, Student-to-Teacher Ratio of 18:1, Active Model UN and Debate Clubs, and Access to Public Speaking Workshops.
Profile 9:

Age- 16; Ethnicity- South Asian; Interests/Talents- Biology and Healthcare; GPA- 3.7; Test Scores- SAT 1410, ACT 32; Preferred College Location- West Coast; Career Interest- Medicine AP Classes Taken- Biology, Chemistry, Calculus AB; Additional Extracurriculars and Hobbies- Medical Club, Biology Olympiad, Tennis, and Volunteering at Hospitals; College Preferences- Large campus with a renowned pre-med program, Student-to-Teacher Ratio of 17:1, Active Pre-Med and Medical Clubs, and Access to Research Opportunities at Local Hospitals.

Profile 10:

Age- 18; Ethnicity- African American; Interests/Talents- Technology and Coding; GPA- 3.4; Test Scores- SAT 1210, ACT 27; Preferred College Location- South; Career Interest- Software Engineering; AP Classes Taken- Computer Science A, Calculus AB, Physics 1; Additional Extracurriculars and Hobbies- Coding Club, App Development, Video Gaming, and Basketball College Preferences- Large campus with a strong computer science department, Student-to-Teacher Ratio of 18:1, Active Coding and Tech Clubs, and Access to State-of-the-art Computer Labs.

Questions Asked to Chatbot:

1. "When is the deadline for applying to [preferred college], and are there any early decision or early action options?"
2. "What is the acceptance rate for [preferred college], and how does it vary for different majors or programs?"
3. "What types of financial aid are available for students pursuing a degree in [career interest] at [preferred college]?"
4. "If I take AP classes in [interested subjects], will they count for college credits at [preferred college]?"
5. "What is the average student-to-teacher ratio at [preferred college]?"
6. "Are there any internship opportunities related to [career interest] in [preferred college location], and does the college offer resources for finding internships?"
7. "Does [preferred college] offer research opportunities in [interested fields], and what student clubs are available for students interested in [preferred extracurricular activities]?"
8. "What study abroad programs are available for students interested in [preferred college major], and what is the campus size of [preferred college]?"
9. "What entrance exams are required for [preferred graduate program], and what preparation resources are available at [preferred college]?"

Code Implementation

Below is the code implementation section for the chatbot that provides college and career advice based on the input provided by the user. It utilizes the Gradio library for user interface and OpenAI GPT-3.5 Turbo for the chatbot functionality. It is coded using Python.

```
from gradio.components import chatbot
import gradio as gr
import openai
# Set your OpenAI API key
openai.api_key = "YOUR_OPENAI_API_KEY"
# Initial message history to begin the conversation
message_history = [{"role": "user", "content": "You are a college and career advisor bot. Before I ask any questions, I will give you information about myself that you can use to provide advice including my demographics and preferences. You will give me a complete, detailed potential college and career path based on my demographics and preferences. Make sure to provide specific recommendations for colleges, majors, jobs, internships, summer programs, etc. At the end, provide ten websites based on the recommendations given that I can visit to learn more. Take test scores and extracurriculars into account and inform me what the likelihood of getting into the recommended schools are based on my statistics. After, I will ask questions about the path you have planned for me and potentially ask you to revise it. If you understand, say OK."},
                    {"role": "assistant", "content": "OK"}]
def predict(input):
    global message_history
    message_history.append({"role": "user", "content": input})
    completion = openai.ChatCompletion.create(
      model="gpt-3.5-turbo",
      messages=message_history
    )
    reply_content = completion.choices[0].message['content']
    message_history.append({"role": "assistant", "content": reply_content})
    response = [(message_history[i]["content"], message_history[i + 1]["content"]) for i in
range(2, len(message_history) - 1, 2)]
    return response
# Create the chatbot interface using Gradio
with gr.Blocks() as demo:
    chatbot = gr.Chatbot()
    with gr.Row():
        txt = gr.Textbox(show_label=False, placeholder="List your name, age, interests,
extracurriculars, test scores, current location of residency, and other college or career
preferences: ").style(container=False)
        txt.submit(predict, txt, chatbot)
        txt.submit(None, None, txt, _js="() => {""}")
demo.launch()
```

Chatbot Outputs and Results Analysis

Profile 1 Chatbot Career Plan (Consolidated):

College Recommendations:

a) Stanford University: strong reputation in technology and proximity to Silicon Valley
b) California Institute of Technology (Caltech): rigorous STEM programs and a small student-to-teacher ratio
c) University of California, Berkeley: renowned for its computer science and engineering programs, located in the Bay Area, providing opportunities for internships and networking
d) University of Washington: vibrant tech community and strong engineering programs, including computer engineering.
e) California Polytechnic State University (Cal Poly): known for its hands-on approach to education and offers a strong engineering program with a focus on applied learning.

Major: Bachelor's degree in Computer Engineering or Electrical Engineering
Internship Opportunities: Internships at Google, Microsoft, Apple, Intel, or smaller start-ups
Summer Programs: Research Science Institute (RSI) at MIT, the Summer Science Program (SSP), Carnegie Mellon Robotics Academy's Summer Programs.
Jobs and Career Path: Software engineering, hardware development, robotics engineering

Profile 1 Chatbot Responses to Questions:

1. Regular decision is January 2nd, early action is November 1st.
   Consensus: Inaccurate - Stanford application deadline is January 5th.
2. Stanford University acceptance rate is around 4.3%.
   Consensus: Accurate - Stanford acceptance rate is around 3.95%.
3. Stanford offers need-based financial aid, scholarships and grants, fellowships and assistantships, and a work-study program.
   Consensus: Accurate
4. Stanford does not grant one-to-one transfer of AP credits, but a score of 5 on AP Calculus BC could grant credit for Math 19, 5 on AP Physics C: E&M could give credit for introductory physics courses, and 5 on AP CSA could give credit for introductory programming courses.
   Consensus: Accurate
5. Average Stanford University Student-to-Teacher Ratio is 5:1
   Consensus: Accurate
6. Stanford offers the Stanford Internship Network, Career Development Center, industry connections, and Engineering Department to assist students with finding opportunities.
   Consensus: Accurate
7. Stanford University offers research opportunities through their Office of Undergraduate Research and Department-Specific Opportunities such as the REU program. Stanford has

the Stanford Robotics Club, Stanford ACM-ICPC Team that competes in coding competitions, Stanford Piano Society, and Stanford Chess Club.
Consensus: Accurate - All of these clubs and programs exist on campus.

8. Stanford offers a Bing Overseas Studies Program, Engineering-Specific Study Abroad Programs, and Global Engineering Programs. Stanford University's main campus is spread over 8,180 acres and has about 16,000 students.
   Consensus: Accurate
9. Tests required for graduate programs at Stanford include the GRE and TOEFL. Resources available to study include ETS, Khan Academy, Princeton Review, and Magoosh.
   Consensus: Accurate

<u>Profile 2 Chatbot Career Plan (Consolidated):</u>

College Recommendation:

a) Berklee College of Music in Boston, Massachusetts: renowned for its music production program and offers state-of-the-art recording studios, student-to-teacher ratio is approximately 12:1, has a diverse creative writing program and offers workshops

Major Recommendation: Bachelor's degree in Music Production or Music Technology
Internship Opportunities: Atlantic Records, Sony Music Entertainment, or local recording studios
Summer Programs: Grammy Camps offered by the Recording Academy, Creative Writing Workshops at universities such as The New School or Yale University, or music production workshops at organizations like Dubspot.
Job Recommendations: Music producer, recording engineer, sound designer, or studio manager

<u>Profile 2 Chatbot Responses to Questions:</u>

1. Regular decision is early January and early action is in November.
   Consensus: Accurate
2. The Berklee College of Music acceptance rate is around 29-33%.
   Consensus: Inaccurate - The acceptance rate is about 52%
3. Berklee College of Music offers scholarships, grants, a work-study program, and allows students to have access to federal and private loans.
   Consensus: Accurate
4. Berklee offers AP credit for AP Music Theory for qualifying scores, AP English Literature on a case-by-case basis, and AP Studio Art (Drawing) on a case-by-case basis.
   Consensus: Accurate
5. The average student-to-teacher ratio at Berklee College of Music is about 10:1.
   Consensus: Accurate - The student to teacher ratio is about 9:1.
6. Berklee College of Music provides the CPDC to find music production internships.
   Consensus: Fairly Accurate - Berklee offers a career center to advise students.
7. Berklee College of Music has limited research opportunities. The campus has the Berklee Pep Band, the Berklee Poetry Club, and numerous songwriting clubs.

Consensus: Accurate - These clubs are on campus.

8. Berklee offers a study abroad program that partners with Rimon School of Jazz and Contemporary Music in Israel and the Tecnológico de Monterrey in Mexico. They also offer a Valencia Study Abroad in Spain. The campus size is about 7 acres.
   Consensus: Accurate
9. Berklee College of Music has graduate entrance exams with requirements such as the GRE and the school offers program-specific guidance, audition and portfolio tips, faculty mentoring, and workshops and masterclasses to help prepare its students.
   Consensus: Accurate

<u>Profile 3 Chatbot Career Plan (Consolidated):</u>

College Recommendation:

a) School of the Art Institute of Chicago (SAIC): reputable art school located in the Midwest, offers a close-knit campus environment and has a student-to-teacher ratio of 10:1, has an active art and design club, equipped with state-of-the-art design software

Major Recommendation: Bachelor of Fine Arts (BFA) in Graphic Design
Internship Opportunity: Graphic Design Intern at a local design agency
Summer Program Recommendation: Rhode Island School of Design (RISD) pre-college program
Career Path: Graphic Designer at a design agency or freelance graphic designer

<u>Profile 3 Chatbot Responses to Questions:</u>

1. Regular decision is February 1st and there is no early action or early decision.
   Consensus: Inaccurate - The application deadline is April 15.
2. The acceptance rate for SAIC varies each year and differs depending on major.
   Consensus: Not inaccurate, but too vague
3. SAIC offers scholarships, grants, work-study programs, and allows access to federal student loans.
   Consensus: Accurate
4. SAIC generally accepts AP exam scores for college credit such as AP Art History for a 4 or 5 and AP Psychology for a 4 or 5, but not for AP Studio Art (2D Design).
   Consensus: Accurate
5. The average student to teacher ratio at SAIC is about 16:1
   Consensus: Inaccurate - The student to teacher ratio is about 10:1.
6. There are internship opportunities through SAIC's Career and Professional Experience office. SAIC also hosts career fairs, workshops, and professional development events.
   Consensus: Accurate - SAIC has a CAPX program.
7. SAIC does not specifically offer research opportunities for graphic design, but they can help discover opportunities through specific departmental initiatives, collaborations, or interdisciplinary projects. SAIC has an Art Club, Yearbook Committee, and cooking club.
   Consensus: Accurate - SAIC focuses more on studio practice and artistic exploration.

8. SAIC offers study abroad programs in Paris, Tokyo, and Rome. SAIC's campus size is tough to determine because it is spread across multiple buildings in downtown Chicago.
   Consensus: Inaccurate - SAIC does not specifically offer study abroad programs every year to these places.
9. For SAIC's graduate school, the GRE exam is required. The graphic design program focuses more on evaluating your portfolio than exams.
   Consensus: Accurate

<u>Profile 4 Chatbot Career Plan (Consolidated):</u>

College Recommendations:

a) Harvard University: strong law program and has a prestigious debate team, medium-sized campus and a student-to-teacher ratio of 7:1

b) Yale University: excellent law program and a renowned debate team, campus size is medium, and the student-to-teacher ratio is 6:1

Law Major: Political Science with a concentration in Pre-Law

Internships: Seek internships at law firms or government organizations.

Summer Programs: Participate in summer programs at institutions like Stanford University and Georgetown University that offer specialized programs that cater to your interests.

Debate and Public Speaking Opportunities: Continue participating in Model United Nations club.

<u>Profile 4 Chatbot Responses to Questions:</u>

1. Regular decision is January 1st, early action is in early November.
   Consensus: Accurate
2. Harvard's acceptance rate varies year to year and has been around 4-5%.
   Consensus: Accurate - Harvard's acceptance rate is 4%
3. Harvard provides need-based financial aid, fellowships and scholarships, a federal work-study program, and the Public Service Low-Income Protection Plan for its students.
   Consensus: Accurate - Harvard offers these options.
4. Harvard can potentially offer AP credits depending on your AP exam score.
   Consensus: Not Inaccurate, but too vague
5. The average student to teacher ratio at Harvard is about 6:1.
   Consensus: Accurate - Harvard has about a 7:1 student to teacher ratio.
6. Harvard offers numerous internships for law students that can be found using their Office of Career Services, Symplicity, On-Campus Recruiting, Public Interest Job Search, and their extensive alumni network.
   Consensus: Accurate - All of these resources are available at Harvard.
7. Harvard offers opportunities in legal research through faculty-led research projects, independent study programs, and participation in research centers with the law school. Harvard also has a debate council, Model United Nations, Harvard Club Tennis, and Harvard Classic Literature Club.

Consensus: Accurate

8. Harvard offers semester exchange programs, summer abroad programs, and independent study abroad programs. Harvard's main campus covers about 209 acres.
   Consensus: Accurate
9. Law schools require the LSAT for admission and they require the GRE as an alternative.
   Consensus: Accurate

Profile 5 Chatbot Career Plan (Consolidated):

College Recommendations:

a) Duke University: strong social sciences program and Sanford School of Public Policy, large campus and a student-to-teacher ratio of 6:1

b) University of North Carolina at Chapel Hill: renowned political science program and a commitment to community service, large campus and a student-to-teacher ratio of 13:1.

Major: Public Policy or Political Science with a concentration in Public Policy

Internships: Seek internships at government agencies, non-profit organizations, or policy research institutes to gain hands-on experience in public policy

Summer Programs: Institutions like Georgetown University and Harvard Kennedy School offer specialized programs in public policy and leadership.

Political Science Clubs and Organizations: Get involved in political science clubs or organizations on campus

Community Service Opportunities: Continue volunteering at local NGOs

Profile 5 Chatbot Responses to Questions:

1. Early decision is November 1st for early and January 1st for regular decision.
   Consensus: Inaccurate - Duke's regular decision deadline is January 3.
2. Acceptance rate 7-8%, but lower for Pratt School of Engineering.
   Consensus: Accurate - Duke's acceptance rate is 5.9% currently.
3. Offers financial aid options through merit-based scholarships, need-based financial aid, work-study programs, federal and state aid, and encouraging outside scholarships.
   Consensus: Accurate - Duke offers these options.
4. Duke awards AP exam credit for scores of 4 or 5, however some schools have limits on the amount of credits that can be applied.
   Consensus: Accurate - Duke awards credit for 4s and 5s generally.
5. The average student to teacher ratio at Duke is about 6:1.
   Consensus: Accurate - Duke's student to teacher ratio is 6:1.
6. Duke has the Sanford School of Public Policy, the Hart Leadership Program, DukeEngage, a career center, and an alumni network to find internship opportunities.
   Consensus: Accurate
7. Duke offers research opportunities for public policy through the Sanford School of Public Policy Research Centers such as the Center for Child and Family Policy, Center for the

Study of Aging and Human Development, and the Duke Center for International Development. Duke also has the Duke Political Science Union, Bass Connections, Duke Student Government, Writing Groups and Publications, and the Duke Outing Club on campus.
Consensus: Accurate - Duke has these research centers/clubs for undergraduate students.

8. Duke offers study abroad programs in Geneva, Washington D.C., and DukeEngage has immersive service programs. Duke's campus size is around 8,709 acres.
   Consensus: Accurate - Duke offers these options.
9. Duke requires the GRE for the public policy graduate school and has Duke University Libraries, The Writing Studio, Tutoring and Test Prep Services for students to prepare.
   Consensus: Accurate

<u>Profile 6 Chatbot Career Plan (Consolidated):</u>

College Recommendations:

a) University of California, Santa Cruz: strong environmental science program, surrounded by natural beauty and offers opportunities for outdoor exploration
b) University of Washington: renowned Environmental Science major and is home to numerous environmental organizations and research centers, the proximity to national parks in the Pacific Northwest provides ample opportunities for environmental advocacy.
c) University of Oregon: offers various programs related to environmental science and advocacy, close proximity to national parks, provides outdoor recreational opportunities.

Major Recommendation: Environmental Science or Environmental Studies
Job Recommendations: Environmental Advocate, Environmental Researcher, Renewable Energy Consultant
Internship Recommendations: Environmental Defense Fund, National Parks Service, Environmental Protection Agency (EPA) World Wildlife Fund (WWF)
Summer Program Recommendations: Earthwatch Institute, National Outdoor Leadership School, Environmental Summer Camps

<u>Profile 6 Chatbot Responses to Questions:</u>

1. The deadline to apply to UCSC is in early January, and there are no early decision or early action options.
   Consensus: Inaccurate - UCSC application deadline is November 30
2. The acceptance rate for UCSC is about 52%.
   Consensus: Inaccurate - UCSC has an acceptance rate of about 58%
3. UCSC offers financial aid through scholarships, grants, work-study programs, and federal loan programs.
   Consensus: Accurate
4. UCSC accepts AP scores of 3 or higher for college credit for all AP exams.
   Consensus: Accurate

5. The average student to teacher ratio at UCSC is about 19:1.
   Consensus: Inaccurate - UCSC student to teacher ratio is about 25:1.
6. UCSC offers internship opportunities for environmental advocacy through Handshake, UCSC Career Center, the Environmental Studies Internship Program, and faculty/departmental support.
   Consensus: Accurate - UCSC offers all of these resources.
7. UCSC offers faculty research projects, has an Undergraduate Research Opportunities Center, and has an Environmental Studies Department that conducts research. UCSC also has the Environmental Studies Student Organization, Hiking and Outdoor Recreation Club, Photography Club, and Gardening Club.
   Consensus: Inaccurate - UCSC does not have a gardening club and photography club every year.
8. UCSC has the UC Education Abroad Program in New Zealand, Costa Rica, and other unique ecosystems for environmental science. UCSC has a campus size of 2,000 acres.
   Consensus: Accurate - UCSC is around 2,000 acres and has the UCEAP study abroad program.
9. UCSC requires the GRE for graduate school. UCSC offers their career center, libraries, academic advising, and online preparation resources for students to prepare.
   Consensus: Accurate

<u>Profile 7 Chatbot Career Plan (Consolidated):</u>

College Recommendation:

a) University of Florida: offers strong sports culture, top-ranked sports management program and a variety of sports facilities, average student-to-teacher ratio of 20:1

b) University of Georgia: renowned sports management program and a lively campus atmosphere, diverse range of sports facilities

c) University of Alabama: strong athletics programs and offers a comprehensive sports management curriculum.

Major Recommendation: Bachelor's degree in Sports Management or a closely related field, such as Business Administration with a focus on Sports Management

Internships and Summer Programs: NCAA Internship Program, Professional Sports Teams, Sports Marketing Agencies

Jobs and Career Path: Sports Manager, Athlete Development Specialist, Sports Marketing Coordinator, and Sports Event Planner

<u>Profile 7 Chatbot Responses to Questions:</u>

1. Early action is in early November and regular decision is in early January.
   Consensus: Inaccurate - Applications are reviewed on space-available basis and must be submitted by November 1st, however, early action no longer exists at UF.
2. The Florida acceptance rate is about 34%.

Consensus: Accurate - The UF acceptance rate is about 31%.

3. University of Florida offers financial aid through scholarships, grants, work-study programs, and federal student loan programs.
   Consensus: Accurate
4. University of Florida accepts scores of 3 or higher on AP Statistics, AP Psychology, and AP Government and Politics exams.
   Consensus: Accurate
5. The average student to teacher ratio is 18:1 at University of Florida.
   Consensus: Accurate - The student to teacher ratio is 18:1
6. Florida offers resources for internships in sports management through Gator CareerLink, Career Resource Center, Sports Management Program Advising, and Networking Events.
   Consensus: Accurate
7. University of Florida offers research opportunities through the Undergraduate Research Opportunities Program and Collaborative Research programs. They also have the UF Intramural and Club Sports, the Independent Florida Alligator newspaper, UF Basketball Coaching Association, and the UF Travel Club on campus.
   Consensus: Accurate - UF offers these programs and clubs on campus.
8. UF offers the Global Sport Leadership program, Sport Marketing in the Global Marketplace, and the International Sport Event Management program. The campus size is over 2,000 acres.
   Consensus: Accurate
9. The GRE is required and resources can be found for preparation at the UF Academic Advising Center, UF Libraries, GRE Preparation Courses, and online resources.
   Consensus: Accurate

<u>Profile 8 Chatbot Career Plan (Consolidated):</u>

College Recommendations:

a) Georgetown University: has a vibrant Model UN community and offers access to internships and networking opportunities in the political sphere.

b) Columbia University: highly regarded Political Science program and offers a range of research and internship opportunities, competitive Model UN team.

c) University of Pennsylvania: offers a dynamic campus environment and various resources for students interested in public speaking and debate.

Major Recommendation: Major in Political Science or Political Communication

Internship Recommendations: Congressional Internship, Public Speaking Internship

Summer Program Recommendations: National Student Leadership Conference on Politics and Advocacy, Debate Academy

Job Recommendations: Political Analyst, Speechwriter

Profile 8 Chatbot Responses to Questions:

1. Regular decision is January 10th and the early action is November 1st.
   Consensus: Accurate - The deadlines are accurate.
2. The acceptance rate ranges from 14 to 16 percent at Georgetown University.
   Consensus: Inaccurate - The acceptance rate is about 12% currently.
3. Georgetown University offers need-based financial aid, scholarships, grants, work-study programs, and federal and private loan options.
   Consensus: Accurate
4. Georgetown offers college credit for scores of 4 or 5 on AP Government and Politics, AP English Language and Composition, and AP Psychology.
   Consensus: Accurate
5. The average student to teacher ratio at Georgetown University is about 11:1.
   Consensus: Accurate - The current student to teacher ratio is 11:1.
6. Offers internships through Office of Global education/Walsh School of Foreign Service.
   Consensus: Accurate - Georgetown offers these resources for its students.
7. Georgetown offers research opportunities through the Department of Government. They also have a Model UN Club, Debate Society, Philodemic Society, The Hoya newspaper, and the Georgetown Voice newspaper.
   Consensus: Accurate - Georgetown offers these opportunities and clubs on campus.
8. Georgetown offers study abroad programs including to Doha, Qatar, a semester in Washington D.C., and in London through the Center for Transnational Legal Studies. The campus size is about 104 acres.
   Consensus: Accurate - Georgetown currently offers programs to these places.
9. Georgetown graduate programs require the GRE and offer institutional support, academic advising, writing centers, and test prep courses for its students to prepare.
   Consensus - Accurate

Profile 9 Chatbot Career Plan (Consolidated):

College Recommendations:

a) University of California, Los Angeles (UCLA): strong pre-med program, research opportunities at the Ronald Reagan UCLA Medical Center, have an active pre-med club
b) University of Washington: excellent pre-med program and access to cutting-edge research opportunities, student-to-teacher ratio of 17:1
c) University of California, San Diego (UCSD): strong biology and healthcare programs, close ties to the nearby medical community

Major Recommendations: Biochemistry or Molecular Biology

Internship/Summer Program Recommendations: Research Internship at a Local Hospital

Career Recommendations: Pursuing medicine aligns with your biology/healthcare interests.

Profile 9 Chatbot Responses to Questions:

1. Regular decision is November 30th and there is no early decision or early action.
   Consensus: Accurate - The regular decision deadline is November 30th.
2. The UCLA acceptance rate is about 12%.
   Consensus: Accurate - UCLA acceptance rate is about 11%
3. UCLA offers scholarships through their medical school, grants, federal loan programs, work-study programs, and research and teaching assistantships.
   Consensus: Accurate
4. UCLA awards AP credit for scores of 3 or higher on all AP exams.
   Consensus: Accurate
5. The average student to teacher ratio at UCLA is about 18:1.
   Consensus: Accurate
6. UCLA offers internships for medicine through UCLA Health, David Geffen School of Medicine, Career Center, and Handshake.
   Consensus: Accurate
7. UCLA offers medicine research opportunities through Undergraduate Research Centers, Departmental Research Programs, and Mentored Research Programs. UCLA also has Pre-Medical Student Organizations, Biology Olympiad Student Club, and a tennis team.
   Consensus: Accurate - UCLA offers these opportunities.
8. UCLA offers Travel Study Programs in East Asia, UCEAP, and GLOS for study abroad programs. The campus size is about 419 acres.
   Consensus: Accurate - UCLA has these programs available for students.
9. For medical school admission, students must pass the MCAT exam and can study using pre-health advising, workshops and information sessions, and test-prep resources.
   Consensus: Accurate

Profile 10 Chatbot Career Plan (Consolidated):

College Recommendations:

a) Georgia Institute of Technology: exceptional computer science program, state-of-the-art computer labs and a diverse range of coding and tech clubs.

b) University of Texas at Austin: renowned computer science department, vibrant campus life, and numerous opportunities for internships and research in the technology field.

c) North Carolina State University: strong computer science, 18:1 student-to-teacher ratio

Recommended Major: Computer Science

Summer Programs and Internships: Google CSSI, Microsoft Explore

Jobs and Roles: Software Engineer, App Developer

Profile 10 Chatbot Responses to Questions:

1. Early action is October 15th and regular decision is January 1st.
   Consensus: Inaccurate - Early action is October 16 and regular decision is January 4th.

2. The acceptance rate at Georgia Tech is about 20%, but is lower for computer science.
   Consensus: Accurate - Georgia Tech currently has about a 18% acceptance rate
3. Georgia Tech offers scholarships, grants, work-study programs, and federal loan programs to assist students financially
   Consensus: Accurate
4. Georgia Tech grants college credit for a 4 or 5 on AP Computer Science A to earn credit for CS 1301, 4 or 5 on AP Calculus AB to earn credit for Math 1501, and 4 or 5 on AP Physics 1 to earn credit for PHYS 2211K.
   Consensus: Accurate
5. The average student to teacher ratio at Georgia Tech is about 20:1.
   Consensus: Accurate - Georgia Tech currently has a 21:1 student to teacher ratio.
6. Georgia Tech has internship opportunities that can be found through their Career Center, Co-op Programs, industry connections, and online job boards.
   Consensus: Accurate
7. Georgia Tech offers research opportunities through their College of Computing and School of Computer Science. They also have a Coding Club, GT App Lab, Game Development Club, and Association for Computing Machinery on campus.
   Consensus: Accurate
8. Georgia Tech has exchange programs, faculty-led programs, and global internships. The campus size is about 400 acres.
   Consensus: Not inaccurate, but too vague
9. Entrance exams required for computer science graduate programs are the GRE and TOEFL for international students. They offer resources through their career center, libraries, and website to help students prepare.
   Consensus: Accurate - Georgia Tech offers these resources for its students.

Response Accuracy Analysis

College Application Deadlines: 40% accuracy in chatbot responses
Acceptance Rates: 60% accuracy in chatbot responses
Financial Aid Options: 100% accuracy in chatbot responses
AP Classes and College Credits: 90% accuracy in chatbot responses
College Majors and Student-to-Teacher Ratios: 80% accuracy in chatbot responses
Internship Opportunities: 100% accuracy in chatbot responses
Research Opportunities and Clubs: 90% accuracy in chatbot responses
Study Abroad Programs and Campus Size: 80% accuracy in chatbot responses
Entrance Exams for Graduate School: 100% accuracy in chatbot responses

Overall, the research findings indicate that the chatbot's strengths lie in providing reliable information on financial aid, internships, research opportunities, and entrance exams for graduate school. However, it demonstrated room for improvement in delivering accurate responses

concerning college application deadlines, acceptance rates, college majors, and student-to-teacher ratios.

The research findings revealed that the chatbot's accuracy varied across different sections of the college and career planning process. Notably, the chatbot seemed to exhibit higher accuracy in areas where information tends to remain relatively stable from year to year. For instance, it displayed impeccable accuracy when providing information about financial aid options, internship opportunities, research opportunities, and entrance exams for graduate school.

Conversely, the chatbot demonstrated room for improvement in sections where information may vary annually, such as college application deadlines, acceptance rates, college majors, and student-to-teacher ratios. As these aspects often depend on specific academic years, they require continuous updates and may be more challenging for the chatbot to maintain up-to-date accuracy.

Potential Bias Analysis

1. Historical Data Bias: The chatbot's recommendations appear to be influenced by historical data and the prominence of certain academic programs or industries. Fields with well-established programs and clearer career trajectories, such as Computer Science and Environmental Science, receive more comprehensive recommendations. In contrast, emerging or less traditional career paths, like Music Production or Sports Management, may not receive the same level of personalized guidance.
2. Regional Bias: The chatbot's accuracy in identifying suitable colleges seems to be influenced by the prominence of specific institutions in certain regions. For example, West Coast-based students frequently receive recommendations for universities like Stanford and University of California campuses.
3. Limited Representation of Emerging Fields: The chatbot's plans may prioritize fields that have a well-established presence in the education landscape, potentially leading to the underrepresentation of emerging or less traditional career paths. This limitation could prevent students from discovering new and innovative career opportunities that align with their interests and talents.
4. Bias in College Prestige: The chatbot's recommendations appear to favor prestigious and well-known colleges, such as Ivy League institutions, leading to potential overlooking of other equally suitable and reputable colleges. This bias may inadvertently reinforce the notion that certain institutions are inherently superior, while others are less desirable.
5. Limited Representation of Underrepresented Fields and Demographics: The chatbot demonstrated varying accuracy across different sections, particularly in underrepresented career paths, diverse ethnicities, socio-economic status, college preferences, and equitable access to internship opportunities. This bias may stem from the chatbot's reliance on data sources that prioritize conventional professions and lack cultural awareness, resulting in generic advice for students from diverse backgrounds.

Identified Risks and Limitations

1. Limited Representation of Underrepresented Fields and Demographics: The chatbot showed varying accuracy in offering guidance for underrepresented career paths and students from diverse ethnic backgrounds. The lack of comprehensive data on these fields and demographics within the chatbot's database could lead to generic advice and overlook valuable opportunities for students with unique aspirations and cultural values. This limitation could result in the chatbot favoring more conventional career paths and overlooking the specific needs of underrepresented groups.
2. Age and Year-Specific Information: The chatbot's accuracy in providing up-to-date information on college application deadlines, acceptance rates, and entrance exams may be affected by its reliance on static data sources. As such, the chatbot's recommendations might not fully account for year-to-year changes in college admissions and testing requirements, potentially leading to outdated or inaccurate information.
3. Socio-economic Considerations: The chatbot's ability to address the financial aspects of college, such as financial aid options and scholarships, may be limited. It might not adequately consider the diverse socio-economic statuses of the students, potentially leading to inequitable guidance and overlooking financial aid opportunities that are critical for students from low-income backgrounds.
4. Bias in College Preferences: The chatbot's accuracy in providing tailored college recommendations based on preferences, such as campus size and student-to-teacher ratio, showed variations. It might not adequately account for the diverse preferences of students, potentially leading to recommendations that do not fully align with the desired college experience.

Recommendations

To address the limited representation of underrepresented fields and demographics bias, the chatbot's database should be expanded with comprehensive data that encompasses a broader range of career paths and diverse student backgrounds.

To address the limitation of age and year-specific information, the chatbot should integrate real-time data updates to ensure the accuracy of college application deadlines, acceptance rates, and entrance exam requirements. This can be achieved by accessing reliable and up-to-date data sources that continuously monitor changes in admission criteria and college-related information.

To provide more equitable advice, the chatbot should consider the socio-economic status of students when offering financial aid options and scholarship opportunities. Integrating socio-economic data into the decision-making process will ensure that the chatbot tailors recommendations to the unique financial needs of each student.

To ensure more accurate and diverse college preferences, the chatbot should broaden its criteria for recommending colleges based on campus size, student-to-teacher ratio, and other

preferences. It should consider a wider range of colleges that align with individual student preferences to avoid over-representing certain institutions.

To address potential biases and limitations, the chatbot should display disclaimers before providing recommendations, explicitly stating that the suggestions are generated by an AI-powered chatbot and may not be exhaustive or completely accurate. This will set clear expectations for users and encourage them to verify information from additional sources.

Improvement to Code Implementation

I can implement a user feedback loop that allows students to provide feedback on the accuracy and usefulness of the chatbot's recommendations. This feedback can be used to refine the chatbot's performance and address any areas of concern or bias that users may identify. To ensure real-time data updates, I can integrate APIs that provide access to the latest college admission information, internship opportunities, and career trends. Regularly updating these APIs will enable the chatbot to stay current with changes in the college and job market.

Conclusion

In this research study, I developed a chatbot designed to provide college and career advice based on user input, aiming to assist students in their decision-making process for their future endeavors. By entering diverse sets of demographic and statistical information for ten sample students, I tested the accuracy of the chatbot's responses across various college and career planning aspects. The results showed varying levels of accuracy for different sections, with the chatbot demonstrating higher precision in areas where information remains relatively stable year to year, such as financial aid options and internship opportunities.

During the assessment, several potential biases were detected in the chatbot's recommendations. These biases could be attributed to the underlying training data, which might not adequately represent the broad spectrum of individual experiences and opportunities. Furthermore, the chatbot's recommendations might inadvertently reflect certain societal stereotypes or preferences, possibly leading to suboptimal advice for some users.

Identified risks and limitations encompass the chatbot's reliance on static data sources, which might not account for real-time updates in college admissions or financial aid policies. Additionally, while efforts were made to incorporate diverse student profiles, the potential for inherent biases in the data could still influence the chatbot's suggestions.

To enhance the chatbot's accuracy, incorporating real-time data updates and continuously updating the training data with a more comprehensive and diverse dataset is recommended. Implementing disclaimers to highlight that the chatbot's recommendations are based on historical data and might not account for real-time changes can also help mitigate potential biases.

Improvements in the code implementation should focus on refining the model's training process, optimizing responses, and fostering adaptability to accommodate users from various backgrounds. Regular feedback and input from users can be solicited to enhance the chatbot's understanding of individual preferences and requirements.

In conclusion, this research serves as a preliminary step in utilizing AI-powered chatbots to assist students in their college and career decision-making process. While the chatbot demonstrates potential in offering helpful advice, it is essential to remain vigilant about potential biases and continuously improve the model to ensure accurate, fair, and personalized recommendations. Through ongoing development and user feedback, AI-driven college and career advisors can evolve into valuable tools, empowering students with personalized guidance and support as they navigate their future paths.

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