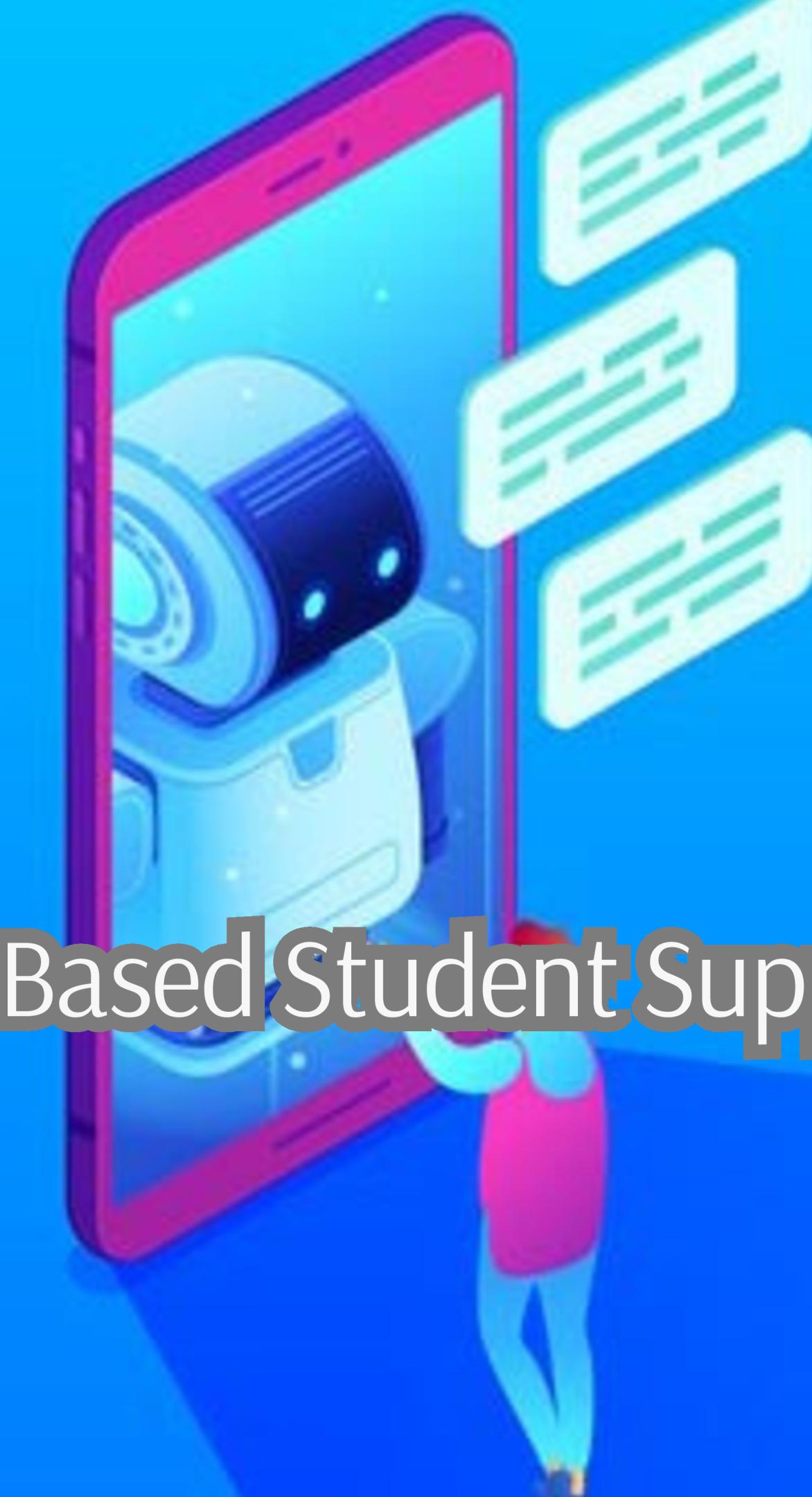


Student Success Chatbot

A Machine Learning-Based Student Support System



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PROJECT INTRODUCTION



Student Success Advisors (SSAs) are currently overwhelmed by low-complexity, high-volume inquiries.



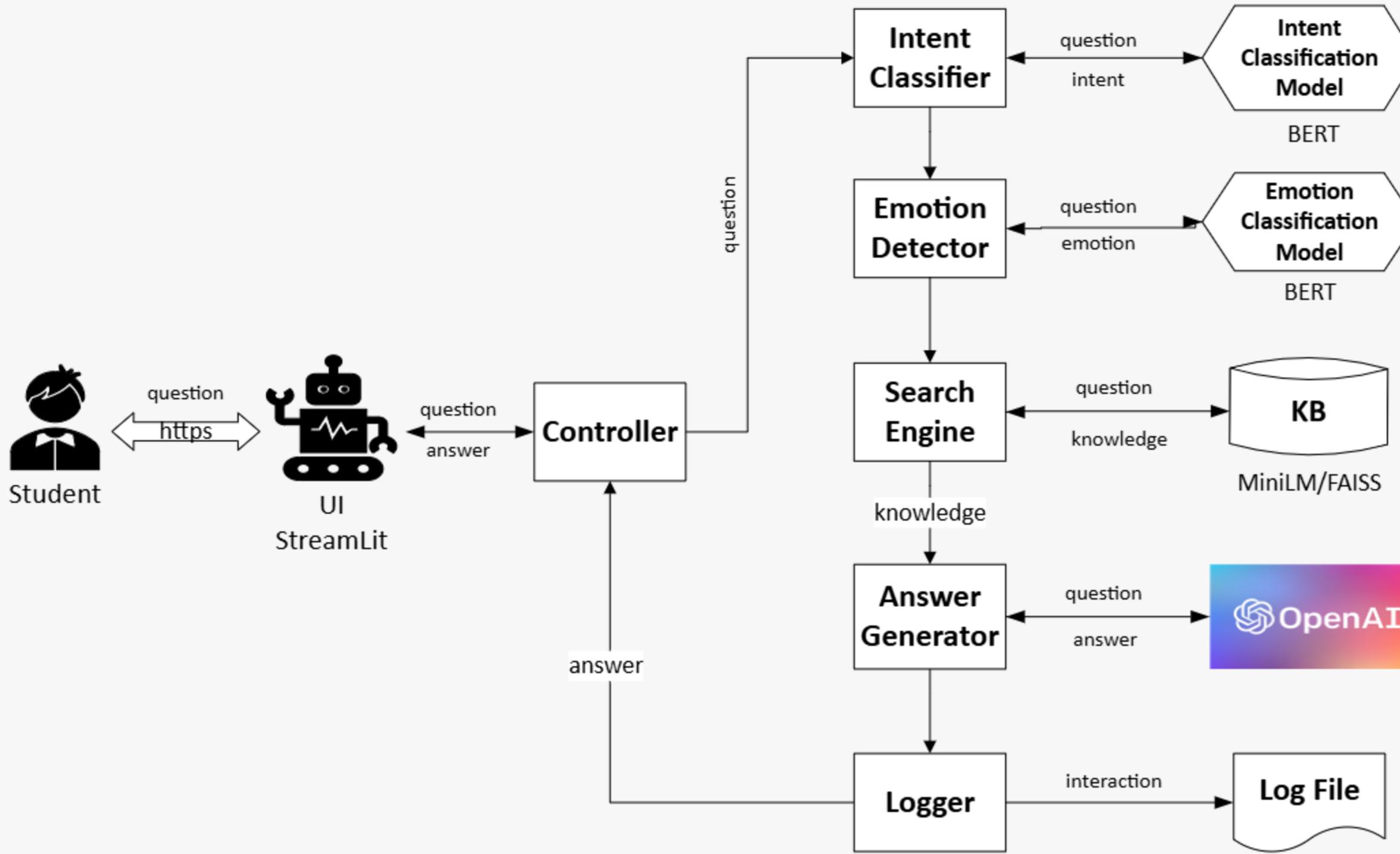
SSA staffing has been reduced, increasing response delays.



Goal: Deploy a scalable chatbot to handle FAQs efficiently.



Fallback mechanism included to escalate complex queries to human advisors.



Architecture Diagram

Our Student Success Advisor System directly addresses real-world educational challenges by



Supporting students with timely, accurate responses to academic and emotional queries.



Flagging distress signals to help institutions provide early interventions.

Social & Economic Relevance

Social & Economic Relevance

- The underlying AI principles, such as intent classification and emotional tone detection, are widely applicable example:
 - Mental health chatbots
 - Smart customer support systems
 - AI-driven tutoring platforms





Our project reflects real-world development standards by integrating key MLOps principles that are widely adopted in industry:



We used Git for version control, enabling seamless collaboration, clear tracking of changes, and structured project management.



We also emphasized continuous improvement and testing, helping us adapt quickly to new features or feedback.

As a result



Reproducible – teams can replicate results and maintain consistency across deployments.



Scalable – suitable for integration into larger educational systems or commercial platforms.



Industry-ready – built with the same discipline expected in enterprise AI development.

Industrial Relevance



Student Support Chatbot

You



Hi, I'm trying to figure out how to pay my tuition fees.



Lulu

Student Success Advisor

You can make a payment through one of three options: 1. Student Portal: You can log in to your Student Portal and go to the "Financial" tab, then select "Program Fees Payment". This option accepts credit card payments. 2. Web Banking: You can use your Mobile Banking App to add College College as a payee and use your Student ID as the account number. 3. Flywire or Convera (international funds): If you're an international student, you can find more information on our website under "International" > "Apply to College" > "Fees and payment" > "Payment options". You can also check your invoice and make a payment by going to the "My Fees" tab in the Student Portal. Please note that online banking payments must be received by the payment due date, and payments received after the stated due date will be assessed a late fee of \$150. Additionally, you may want to consider setting up a Payment Schedule if you're eligible (students in Level 2 or higher can opt into this). This allows for 50% of the fees to be paid by the due date, with the remaining 50% due three days before classes start. A fee applies for opting into this schedule. Let me know if you have any further questions!

Summary & Next Steps



Reduces SSA workload by handling frequent, simple queries.



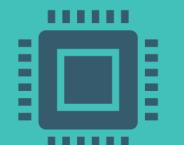
Advanced NLP techniques ensure accurate response matching.



Emotion detection adds a layer of student support.



Logs offer actionable insights into student needs over time.



Next:

Data collection and continuous training
System deployment and integration
Accessibility & Multilingual Support