

# Breakout Session 2: Tell us about your experience with chatbots or other navigation tools or technology. What is something you would recommend based on your experience or ideas? What do you want to do next?

## Breakout Group A

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Mainstay was great for incoming freshmen at collegiate level (asked questions about majors, who advisors would be). Working with students at college level assisted a great deal with enrollment. Really helped during Covid. Kept students interacting when they could have checked out.

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The commands with hashtags have been very effective. Trying to keep things balanced. E.g. #military. Use commands, common questions, summer melt, college next steps, selecting your dorm. Updating them and changing them seasonally

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#commands in our chatbot helps lead students to know what questions might be surrounding priority deadlines, scholarships, different types of aid, and military questions. We had about 5 when we first started but now we have more than double that number <https://askbenji.org/commands>

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make sure to monitor chatbots. Can be a full time job. There is more student interaction. Knocking on doors, talking to people can get people on the bot. Student workers help. Check each day. Pull Q&R reports to check Chatbots answers.

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↩ Individualization piece. A path to ask questions to ask questions you'd never ask. The commands. A great tool.

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↩ send out examples, how to use chatbot. Common questions. Sprinkle them in the nudges. Need to spread out and think about user experience/fatigue

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## Breakout Group B

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↩ Recommendation: change the way AI works for us; instead of set it & forget it, think about it as something that needs to be used consistently; think about how these tools can optimize the way you work

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↩ leverage every tool and opportunity to help students, like the # commands in Benji!

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↩ do next: more opportunities for students to respond!

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↩ recommendation: be intentional with how you train the bot. sometimes that takes a lot of upfront work to learn *how* the process needs to be streamlined and optimized, but it contributes to the proper automation of the bot long-term

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## Breakout Group C

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↩ It is nice to utilize the features of custom contact fields to separate out and delve into the results in more innovative ways. What subgroups are most likely to respond to the messaging and what are the thoughts being shared.

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↩ Provide suggested prompts or sentence stems to support use of the tool

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↩ many tools take too long to get to the answer, or the human

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↩ Some of the nuance and needs expressed by the student in conversations may be missed or underused

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↩ I'm concerned that a bot or technology might be used a barrier when a bot can't help someone.

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↩ Considerations for diversity and equity in responses, data sources, design inherent in AI

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↩ Bot should be an avenue to connect students to humans - get them to engage via the bot, but have them ultimately talk to a human to help

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↩ When receiving reporting from the bot, especially in instances where generative AI is present, is important that citation is present to know where information is drawn from.

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## Breakout Group D

↩ I think one key expectation people have for chatbots is the ability to get an immediate response. So I think it's critical for chatbots going forward to either have a satisfactory plan to redirect the user to another self-help or have enough staff to provide timely responses (chat agent).

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Anonymous 7/31/24 8:12PM

totally agree - timely is important - whether it's a person or resource (depending on capacity)

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⇒ **I don't know what I don't know.**

One of the hardest parts of my interaction with AI has been gaining experience on how to ask what I want to know. So maybe have the it share ideas on what to ask or examples.

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⇒ We touched on this last time, but definitely more personalization so students aren't sifting through information that isn't relevant to them.

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⇒ I think building out the #commands will be really important - choose your own adventure vs asking a question in full language

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⇒ An experience I have repeatedly is being limited by a lack of creativity about use cases and what to ask of chatbots/gen AI technology. I'm often limited by just not really even considering that a thing could be possible with these platform. Surprise: they very often are! This does make it a little disappointing when I run up against a use case that doesn't work (e.g., fuzzy data matching) but I think my use is much more limited by what I can imagine than its capacity, which is really kind of like living in a sci-fi movie.

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