Reflection as a Peer Advisor

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Previous role:

-Orientation leader

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Challenges students deal with:

- Transition from High School,
- Being away from home
- Staying on top of coursework

Personal experience:

- Delay in communication
- Information hard to find
- Outdated information
- Website: over wordy and difficult to navigate
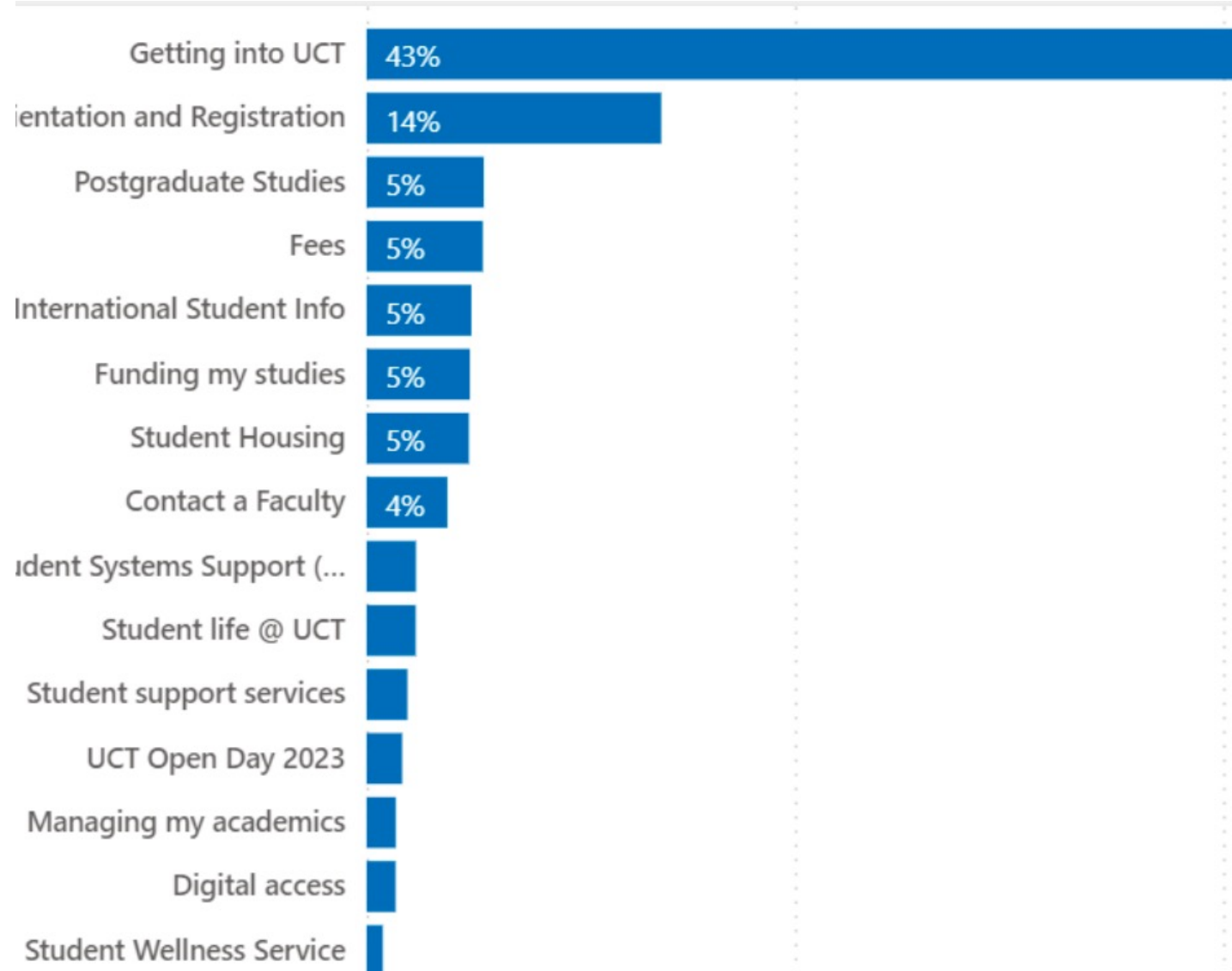- Email: info not provided in real time

The Solution:

- UCT Chatbot

UCT Chatbot

What does the UCT Chatbot do ?

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Types of queries:

Query Type	Percentage
Getting into UCT	43%
Orientation and Registration	14%
Postgraduate Studies	5%
Fees	5%
International Student Info	5%
Funding my studies	5%
Student Housing	5%
Contact a Faculty	4%
Student Systems Support (...	
Student life @ UCT	
Student support services	
UCT Open Day 2023	
Managing my academics	
Digital access	
Student Wellness Service	

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Chatbot data

(Aug 2021 to May 2024)

Total no. of unique users
~ 151, 000

Return Rate
22%

Total no. of messages exchanged
~ 4 million

Average no. of messages per user:
26.3

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Live Chats:

17K
Total Human Handoff

00:03:24
Average Connection Time

Total Human Handoff by Status

declined 1%

timeout
4%
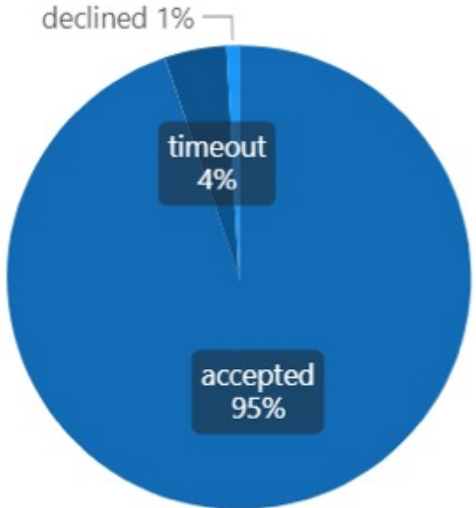
accepted
95%

16K
Total Accepted

747
Total Missed

154

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Help requests:

Help Requests

4940
Total Help Requests

4900
Total Resolved

Resolved Percent

99.19%

0.00%   100.00%

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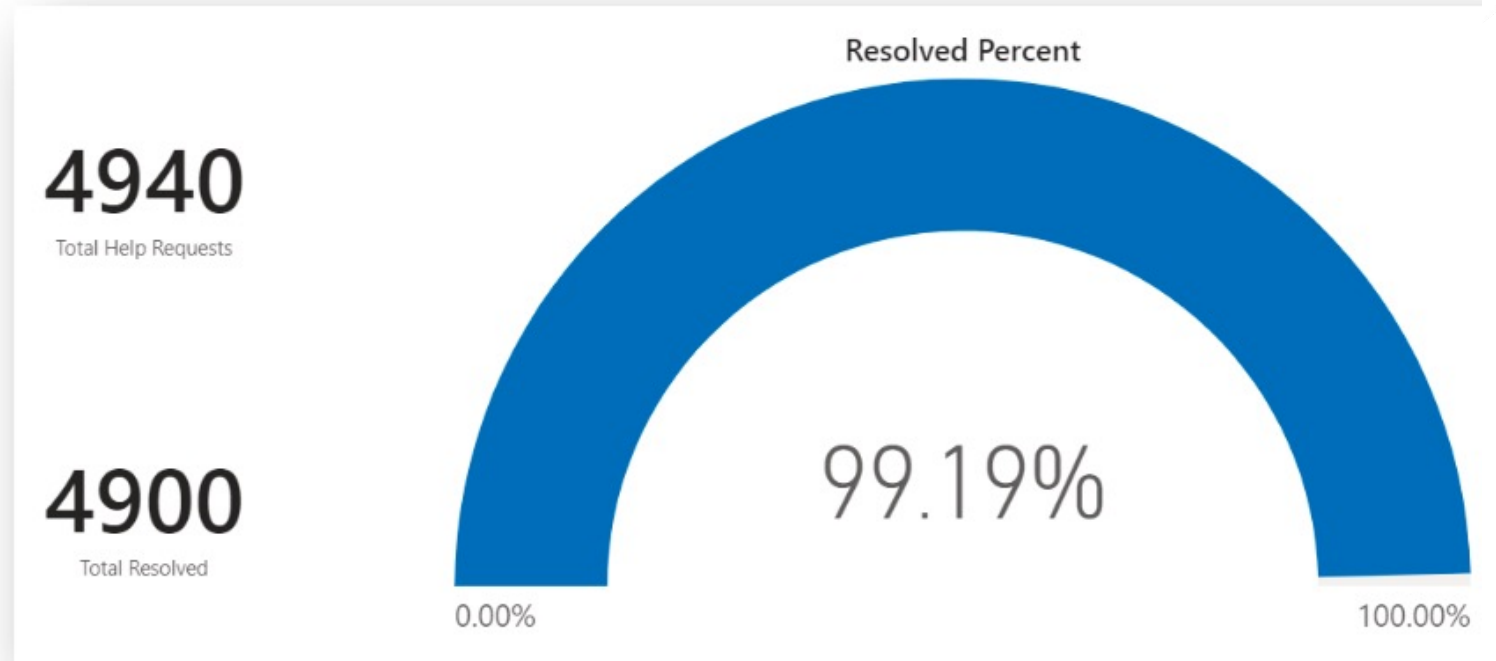
Benefit of peer to peer advising:

- Reduce Formality

- Quicker response time

Summary of data:

- Faculties need to improve information in prospectus

- Better explanations of degree offering

- There is a demand for this project

Problems we face:

- Faculties

- Visibility

- Students

Personal experience:

- Experience

- My goal

Lessons learnt:

- Enhance Student Experience

- Importance of collaboration