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Chatbot Support

Our college recently had twelve online degree programs approved for offering in the fall 2023 semester. I am serving on the Online Programs committee charged with assuring a seamless launch of our new fully online degree programs. My work on the committee has largely been to ensure that students have access to service areas such as Admissions, Advisement, Registrar, Bursar, the Library, and Academic Support Services. Since the pandemic of 2020, we have moved many of our student services to a hybrid format with some online presence. This hybrid format will not adequately serve our online students that will probably never step foot on our campus.

The project I want to work on is the acquisition of a chatbot that will be made available 24-hours a day, 7 days a week to our online students to help them navigate the myriad of student service areas they will need to succeed in their academic careers at Bronx Community College. In order to service online students, we will need to make available all areas of the college at the times that students need to access them.

I am asking our Assistant Vice-President and Chief Information Officer, Luisa Martich, to serve as my mentor on this project. With her technical knowledge, she can guide me through the proposal and procurement process while assuring that the chatbot vendor meets the needs of the students and the institution.