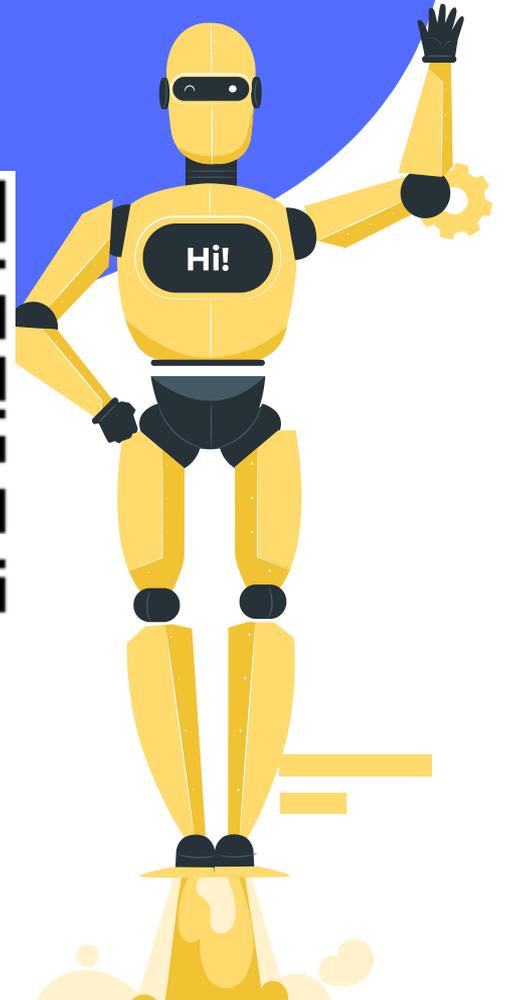


Pre-Activity

- Test our Olympia chatbot and give us feedback (SdMesa.edu)
- Keep your question short and concise
- Share how we can use the data collected from the bot (Scan QR Code and share your ideas in the Padlet)



Olympia Chatbot

Mesa College





The Building of our Chatbot





2016 Career Center Virtual Bot

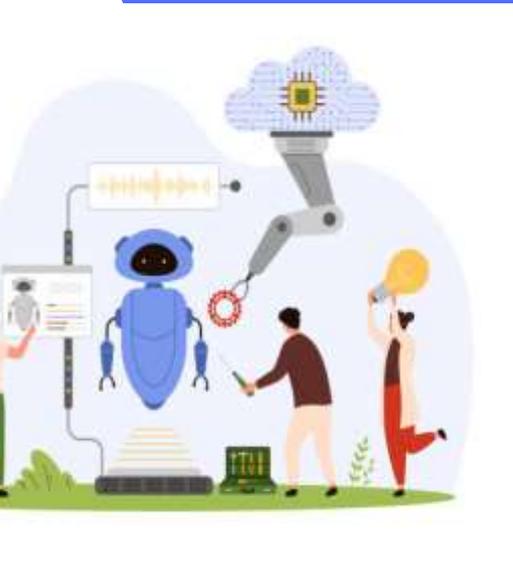


1 virtual bot on TCE sites

2018 Expanded to Student Services (12 bots)



- Admissions
- Counseling
- Financial Aid
- Student Services
- Career Center
- Transfer Center
- Student Affairs
- Assessment
- EOPS
- DSPS
- Outreach
- Veterans



2020 Activated Live Chat



- Overtime Live chat team assembled
- Recruited the help of OA's to serve as live chat agents

2021 Consolidated to 1 bot and added to Mesa Home page



1 main bot to manage and more accessible

How Olympia Supports Our Students

EQUITY

Virtual Bot

Scans our web pages and uses the bot's knowledgebase



Intentionality

Helpful Links

Prescriptive links to guide students to resources

FLEXIBILITY

Live Chat

Chat with a live agent
Monday - Thursday
9:00 am - 3:00 pm

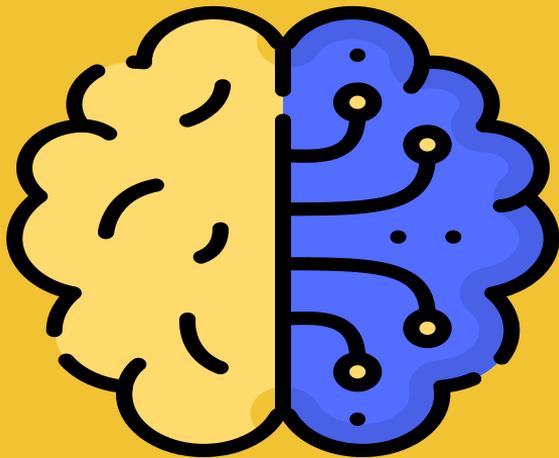


Back-up Support

Email Support

Stump our bot?
We got you!

**Over 1,800
emails received
and addressed!**



5,326

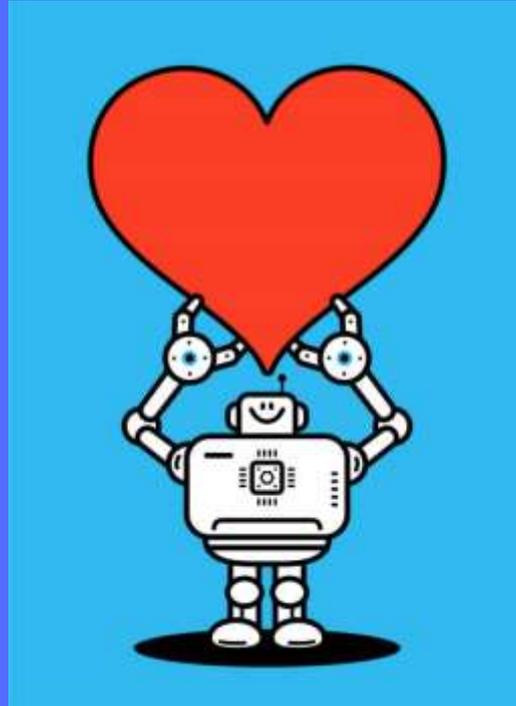
Bot Knowledge Base

20,503

Variants

LIVE CHAT TEAM

Outreach
Ambassadors



Student Services
Departments



Virtual Bot and Live Chat Data

	Virtual Bot	Live Chat	OT Live Chat
2021-22	18,843	1,990	562
2022-23	52,765	2524	480
2023-24	73,888	2549	425

BOT USAGE

Most Chats Per Hour



Most Chats Per Day



Virtual Bot and Live Chat Ratings



	Virtual Bot	Live Chat
2021-22	391 Reviews 1331 Points 3.4/5	335 Reviews 1515 Points 4.5/5
2022-23	329 Reviews 841 Points 2.5/5	462 Reviews 2052 Points 4.44/5
2023-24	198 reviews 597 points 3.01/5	314 reviews 1410 points 4.49/5



Sadie -
Amazing!!!!!!
Very helpful
and informative

Student Testimonials/Feedback

Makayla was very
friendly and helpful!



Shannon gave me such clarity and direction. I was stuck not making a move because I was afraid to make the wrong one, and start off on the wrong foot. Now I feel a bit more confident. thank you truly Shannon.

Charlie was super super helpful and informational. Helped me have a more clear view of what to do and resources available

Yes! Grace was very patient and helpful and tracked down the info and clarified.

Susana - She was so very helpful. I can't thank her enough.

Amy - Very helpful and convenient to chat Live, with a representative. Accurate information given to me to get the results I needed. Thank you.

Leslie answered every question quickly!
She's the best!

Jocelyn - I was having trouble getting through to student health services. She made sure that I got a call back from them to set up an appointment. I appreciated Jocelyn listening to my issue and doing what she could to resolve it. Very satisfied!

Saquon - Guided me to exactly what I was looking for and provided very effective answers! (:

Thank you Anthony for the help! First time applying for Mesa.

Darien was great help. He was very helpful and polite.

Baktash - Very nice and helpful

Amy - Amy is the best, i think I accidentally out one star but I wanted 5! Best service

Charlie was extremely polite and helpful despite having to deal with my urgent Admissions situation and technical difficulties

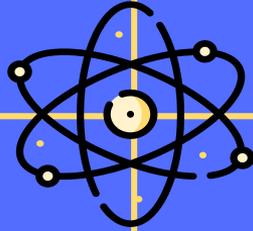
Collaboration

Subject Matter Experts

- OT Live Chat Team helped to program answers in the bot
- New partnership w/ Admissions Team

Shared Knowledge

- Live Chat Team Meeting
- Student Affairs Meetings (Quiz)
- Onboarding tool for new employees



Support

- Live Chat agents (OA's, Student Service Departments, and Student Affairs)

Communication

- Share issues with corresponding departments
- Development of new web pages and resources

Continuous Improvement



REPORTING

- Top 250 questions
- Cluster Analysis (by department/topic)
- Bot usage and Custom Exports



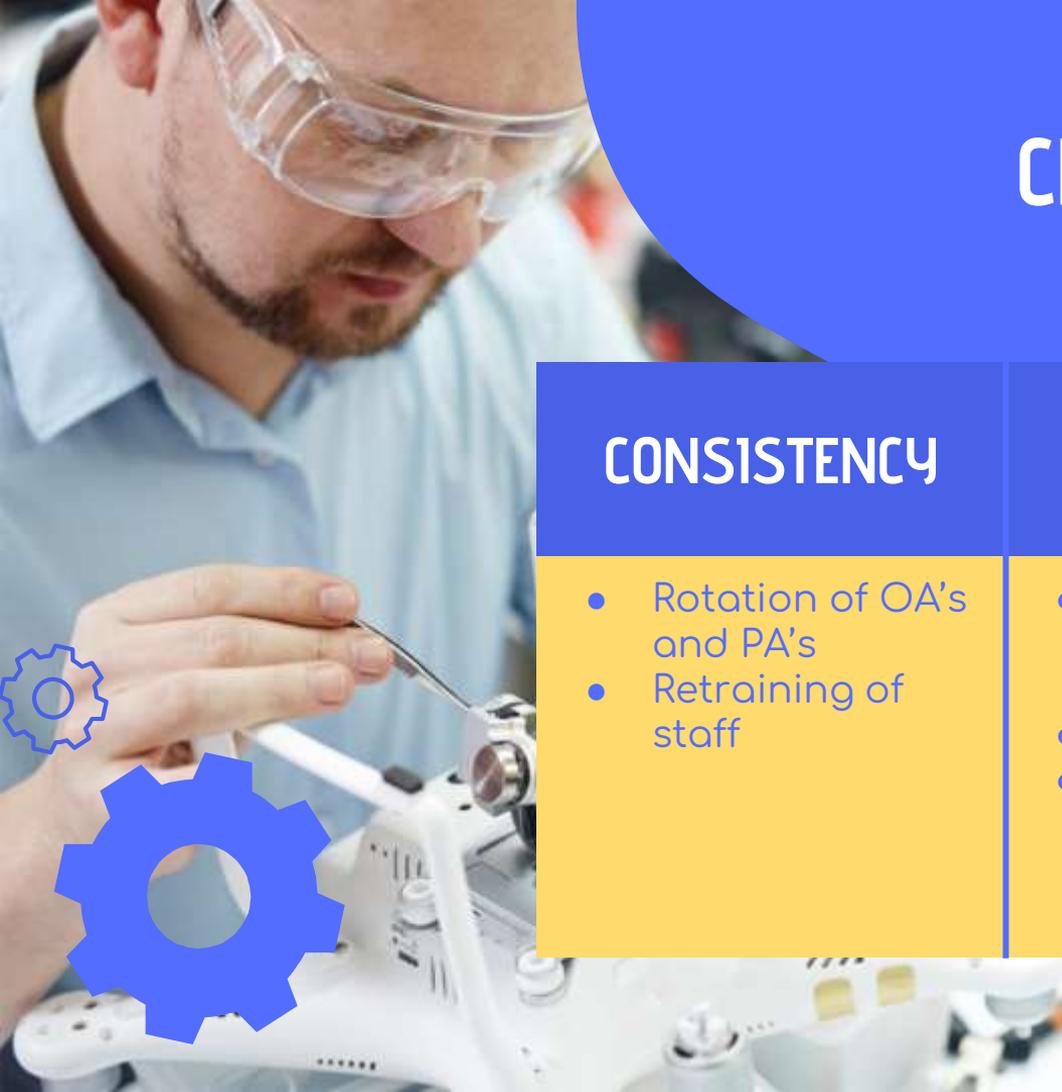
REVIEW CHATS

- Review all chats to ensure answers/Links are correct
- Update Custom Responses



PROACTIVE

- Create new custom responses (New programs/services)
- New sites and resources
- Add FAQ's

A man wearing safety glasses and a light blue shirt is focused on working with a piece of machinery. The background is a solid blue color.

CHALLENGES

CONSISTENCY

- Rotation of OA's and PA's
- Retraining of staff

SUPPORT

- Innovation comes with more work
- Funding
- Ensuring the knowledgebase is updated and current

TECHNOLOGY UPDATES

- Improvements to the technology
- Collaboration w/ vendor

Takeaways



INTENTIONALITY

Create goals and an action plan

Be flexible and adaptable

Making meetings meaningful



COLLABORATE

Create an environment that welcomes new ideas

Ask for feedback

Invite classified professionals to the table

Ask everyone to contribute to the discussion



CONTINUOUS IMPROVEMENT

Collect data

Review/document your process and procedures

Create opportunities for improvement

Examine your web pages

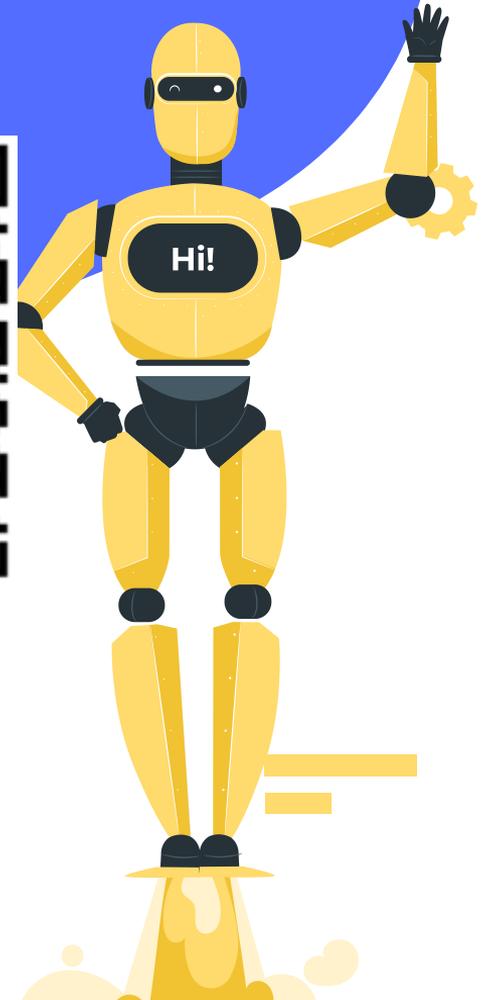


Activity

- Test our Olympia bot and give us feedback (SdMesa.edu)
- Keep your question short and concise
- Share how we can use the data collected from the bot (Scan QR Code and share your ideas in the Padlet)



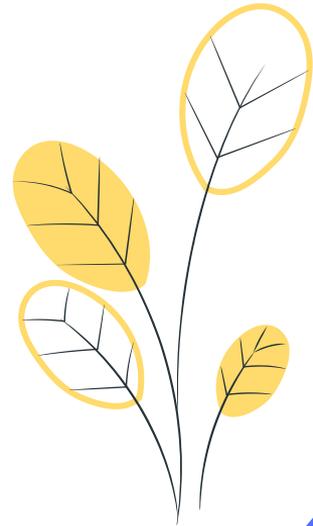
Discussion: What is a project you are currently working on that can benefit from collaboration? (Who you are currently with with? Who is missing? How can they contribute? How do I make the connection/invite them to collaborate?)



THANK YOU

Questions? Feedback? Want to collaborate?

Charlie Lieu
College Technical Analyst
clieu@sdccd.edu
619-388-2527





CONTENTS OF THIS TEMPLATE

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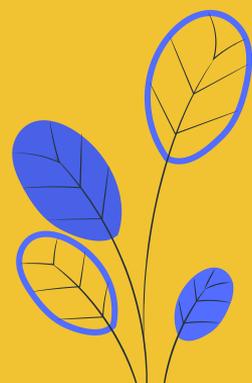
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01

PROBLEM vs SOLUTION

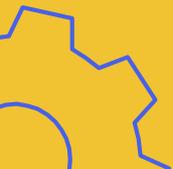
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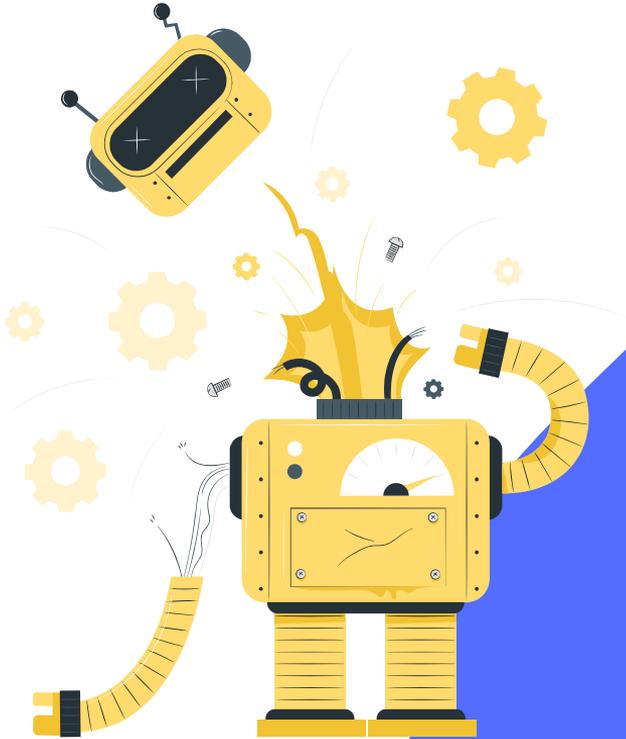




“This is a quote, words full of wisdom that someone important said and can make the reader get inspired.”

—SOMEONE FAMOUS





PROBLEM

Mercury is the closest planet to the Sun
and the smallest one in the Solar System.
it's only a bit larger than the Moon

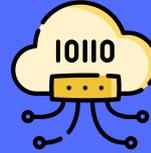


THEM vs US



THEM

Mercury is the closest planet to the Sun and the smallest one in the Solar System—it's only a bit larger than the Moon



US

Venus has a beautiful name and is the second planet from the Sun. It's terribly hot—even hotter than Mercury



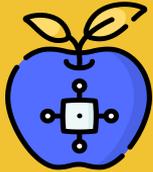
SOLUTION

Jupiter is a gas giant, the biggest planet in the Solar System and the fourth-brightest object in the sky. It was named after a Roman god!





PRODUCT OVERVIEW



VENUS

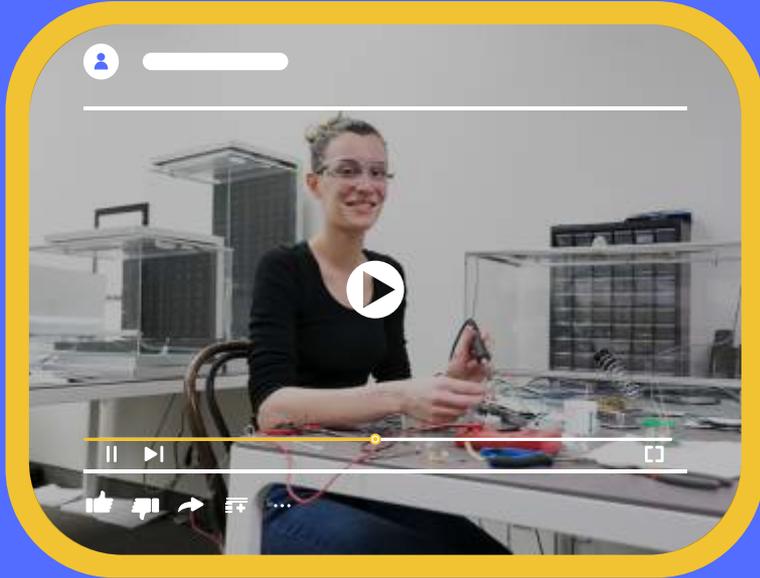
Venus has a beautiful name and is the second planet from the Sun

SATURN

This is the ringed one. It's a gas giant, composed of hydrogen and helium

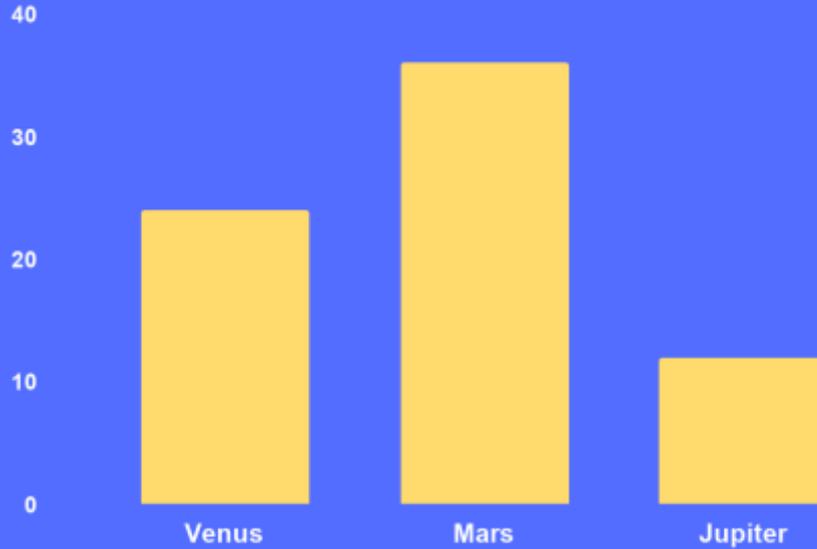


PRODUCT DEMO



Insert your
multimedia
content here

TRACTION



Venus has a beautiful name and is the second planet from the Sun. It's terribly hot—even hotter than Mercury

To modify this graph, click on it, follow the link, change the data and paste the new graph here

REVIEWS



HELENA JAMES

Despite being red, Mars is actually a very cold place. It's full of iron oxide dust

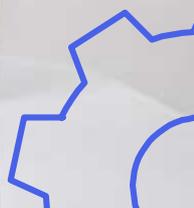


TIMMY JIMMY

Mercury is the closest planet to the Sun and the smallest one in the Solar System



A **PICTURE** IS WORTH
A THOUSAND
WORDS



TARGET

GENDER



34%



66%



AGE

30-40



\$50.00

Average spend
per customer

HOBBIES

MARS



VENUS



JUPITER





333,000.00

earths is the Sun's mass

24h 37m 23s

is Jupiter's rotation period



COMPETITORS



COMPANY 1

Mercury is the closest planet to the Sun

COMPANY 2

Venus is the second planet from the Sun



TIMING



DAY 1

Jupiter is a gas giant and the biggest planet

DAY 2

Venus has a beautiful name, but it's very hot

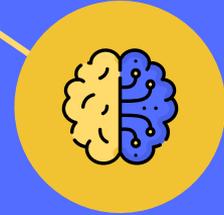


DAY 3

Despite being red, Mars is actually a cold place

DAY 4

Mercury is the closest planet to the Sun



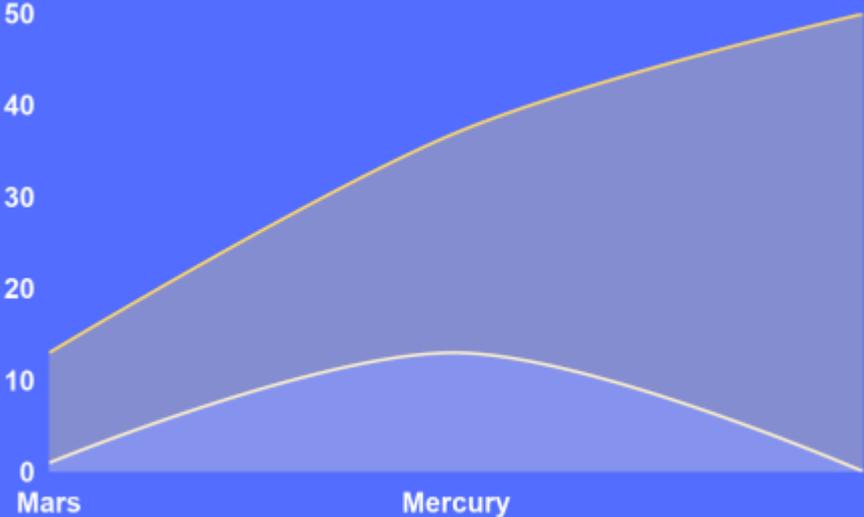
PREDICTED GROWTH

20,000

Expected income
for 2020

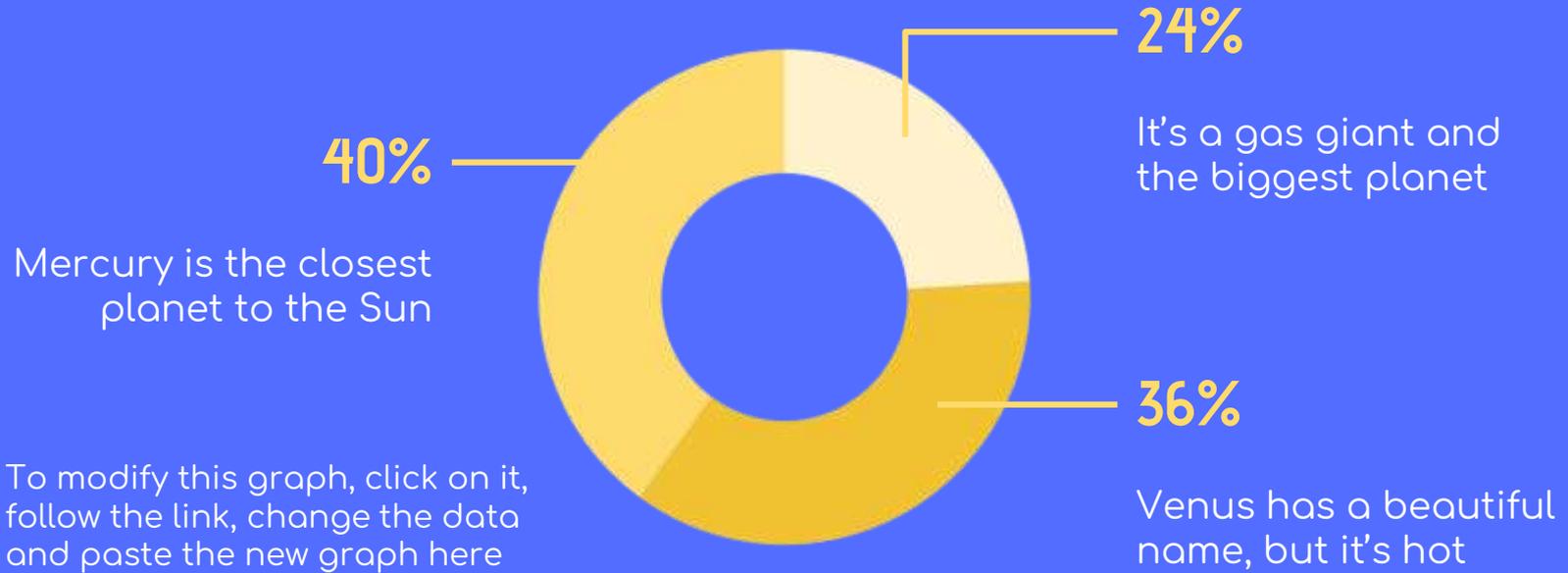
100

New employees
next year



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INVESTMENT



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- Electronics hobby for men.
- Cheerful woman in laboratory technician.
- Flying drone with silver joystick.
- Young business woman looking at camera in office.
- Group of people working on a business plan in an office.
- Woman with arms crossed.

STORIES

- Artificial intelligence.
- Oops! 404 Error with a broken robot.
- Android.
- Drone Delivery.

ICON

- Technology of the Future Icon Pack.



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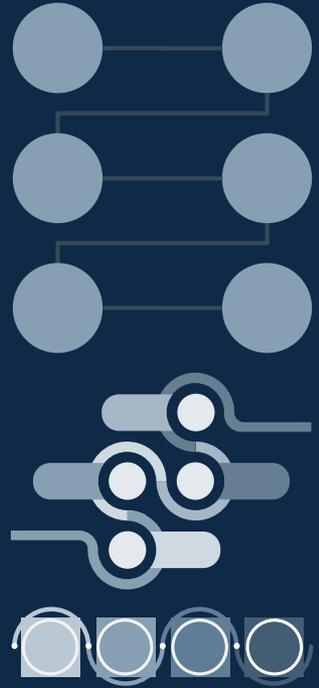
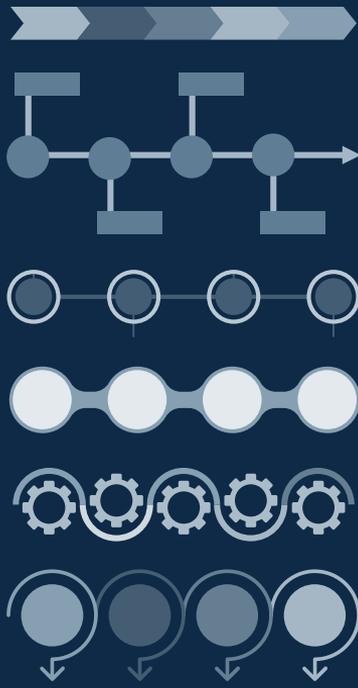
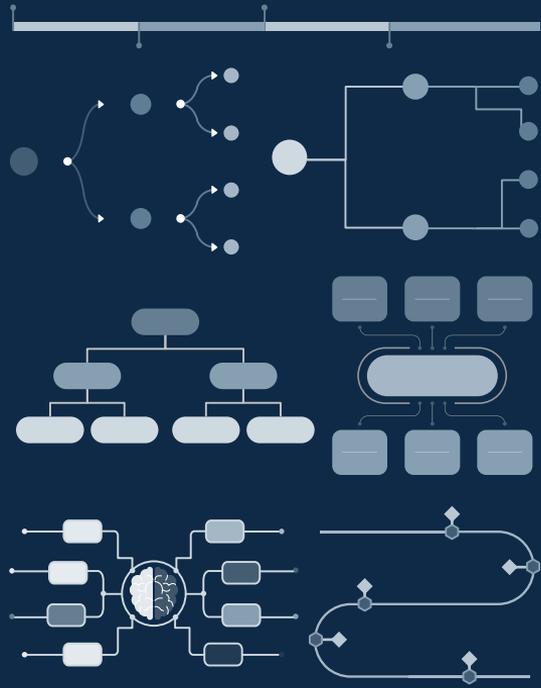
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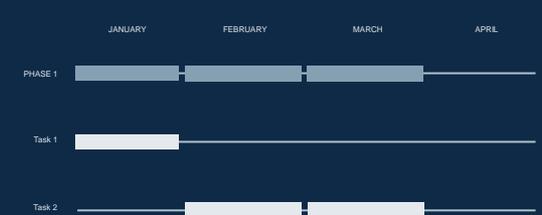
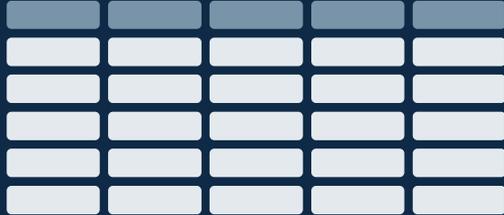
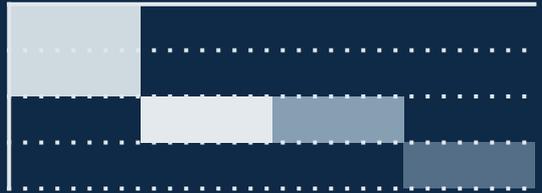
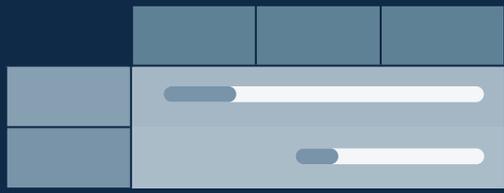
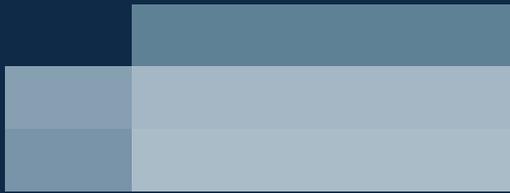
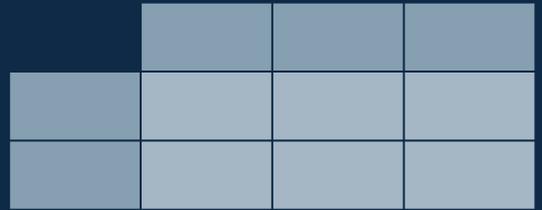
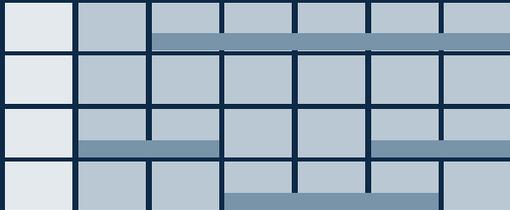
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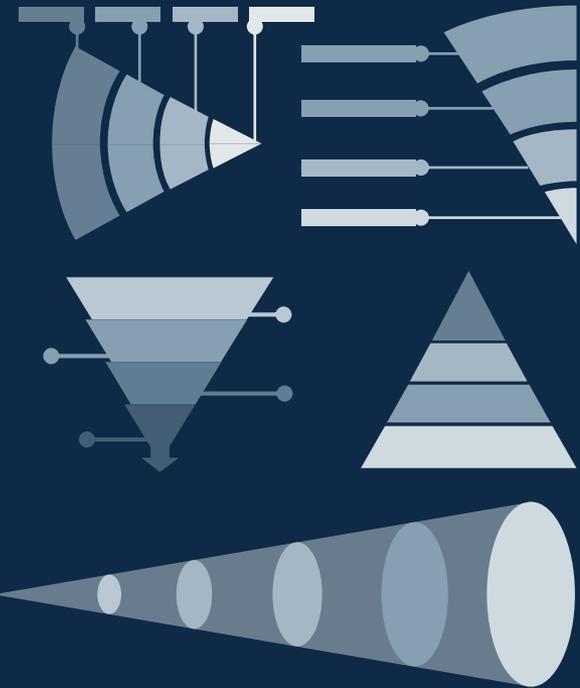
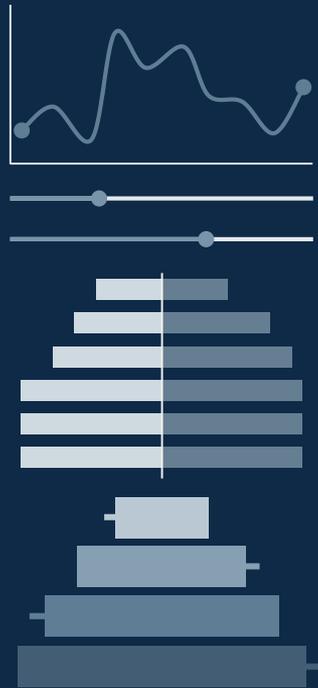
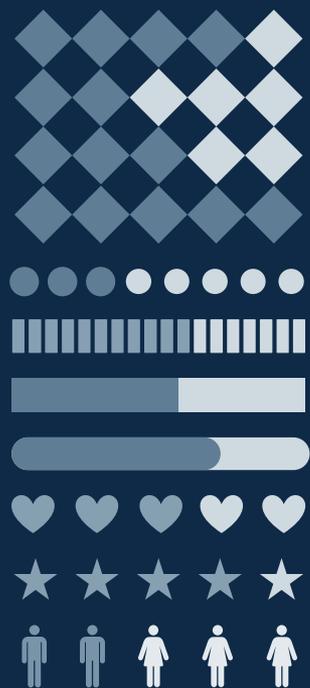
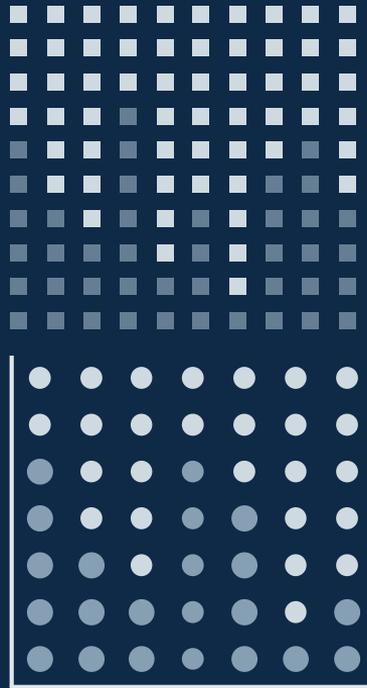












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Medical Icons



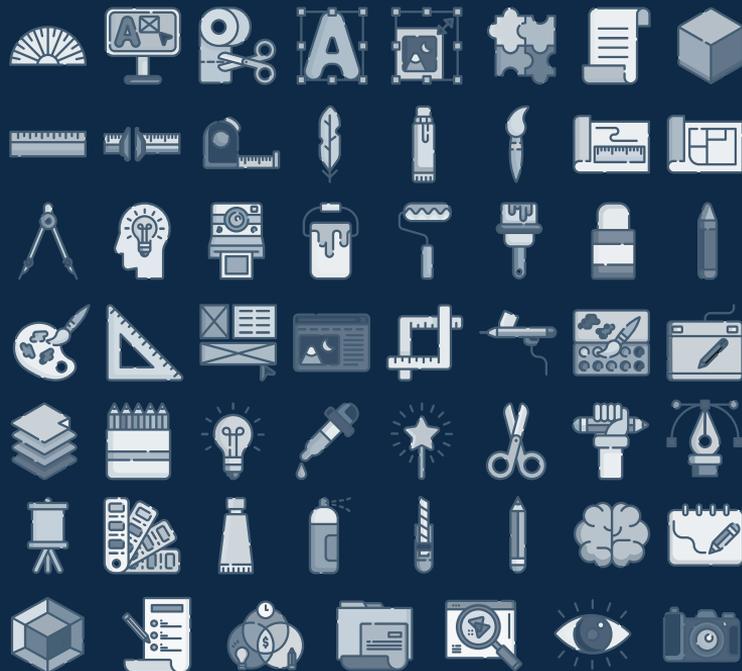
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Teamwork Icons



Creative Process Icons



Performing Arts Icons



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