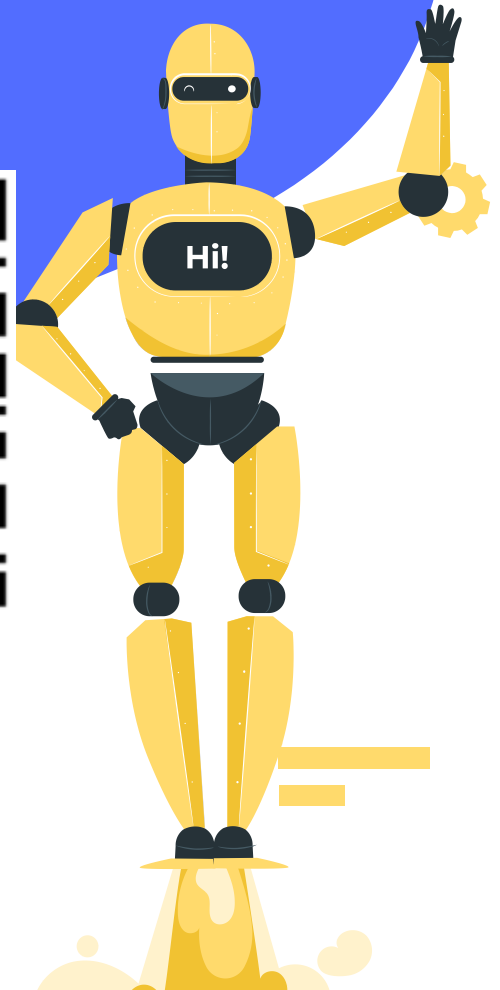


# Pre-Activity

- Test our Olympia chatbot and give us feedback ([SdMesa.edu](https://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



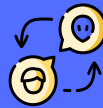
1 virtual bot on  
TCE sites

## 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

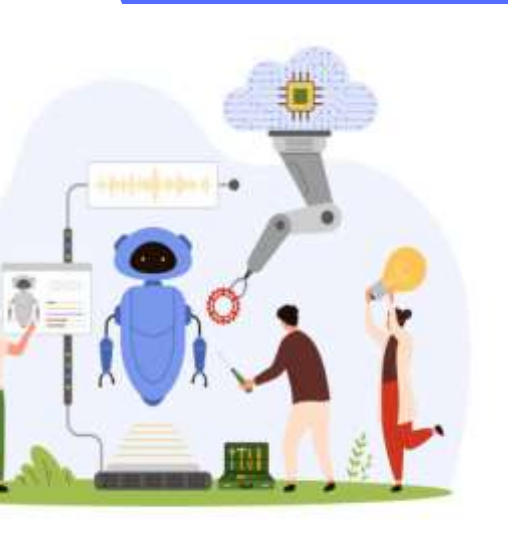


- Overtime Live chat team assembled
- Recruited the help of OA's to serve as live chat agents

## 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



**Back-up  
Support**

## Email Support

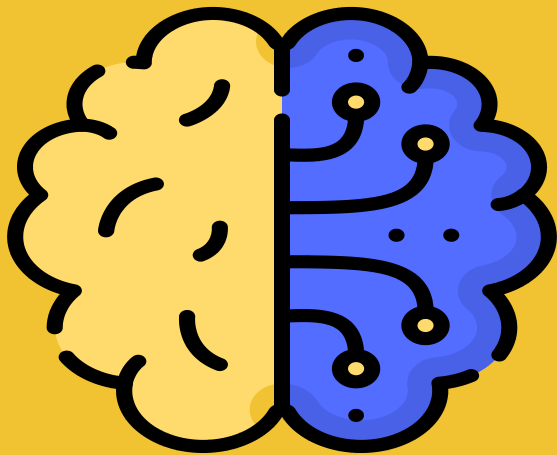
Stump our bot?  
We got you!

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

**FLEXIBILITY**

## Live Chat

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



5,326

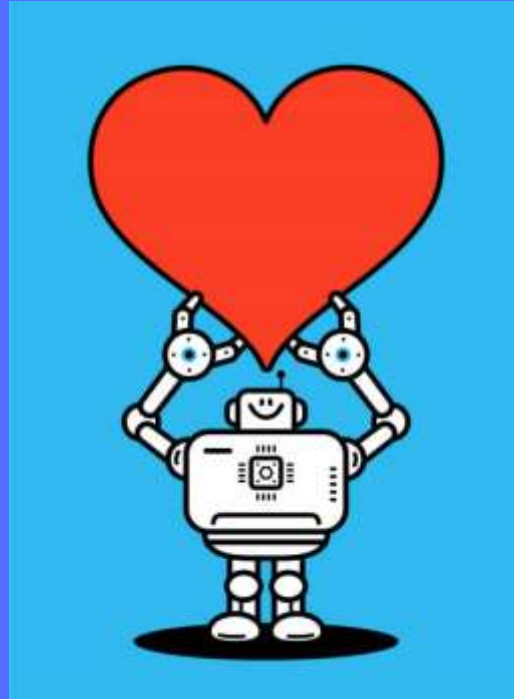
Bot Knowledge Base

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



**2021-22**

**Virtual Bot**

391 Reviews  
1331 Points  
3.4/5

**Live Chat**

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



Makayla was very friendly and helpful!

# Student Testimonials/Feedback

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



*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

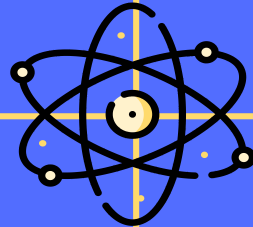
- Live Chat Team Meeting
- Student Affairs Meetings (Quiz)
- Onboarding tool for new employees

## 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 with a beard and safety glasses is working on a white machine, possibly a 3D printer or a CNC machine. He is using a small tool to adjust a part of the machine. 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

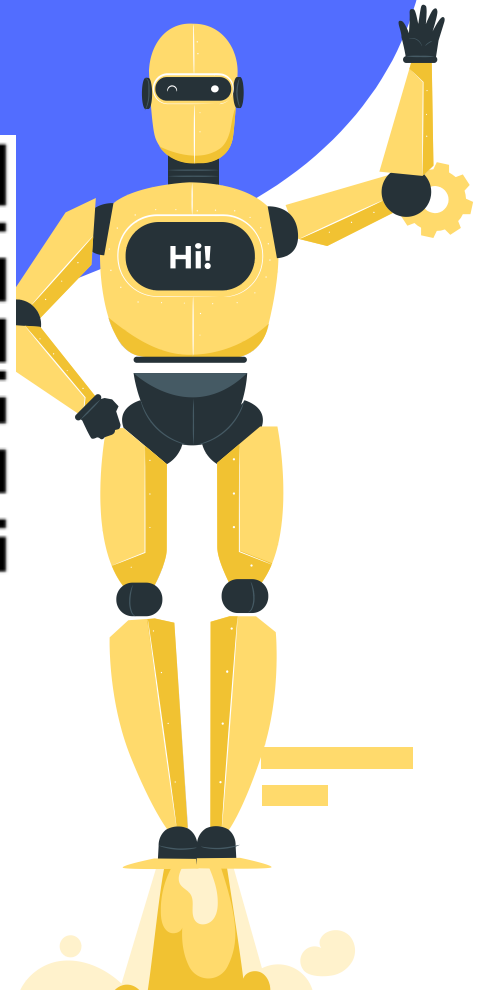


# Activity

- 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?)

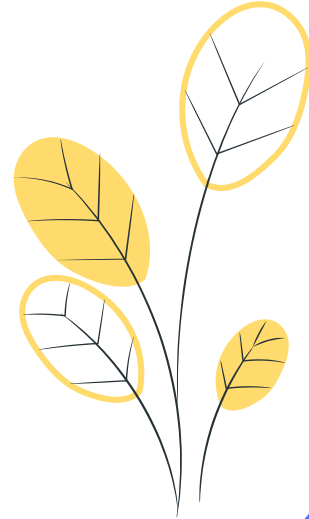
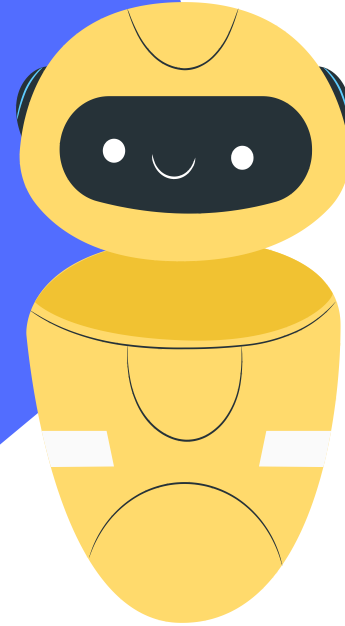




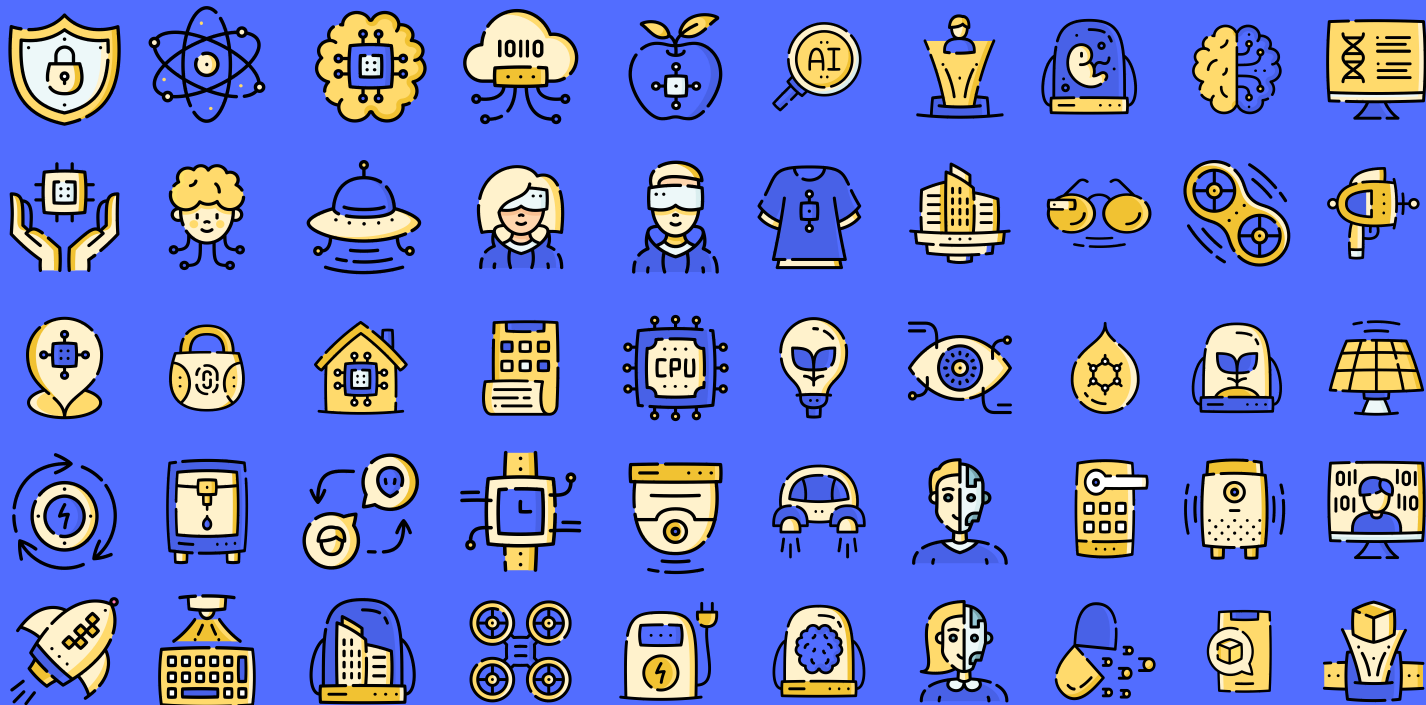
# THANK YOU

Questions? Feedback? Want to collaborate?

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







# CONTENTS OF THIS TEMPLATE

Here's what you'll find in this **Slidesgo** template:

1. A slide structure based on a pitch deck, which you can easily adapt to your needs. For more info on how to edit the template, please visit **Slidesgo School** or read our **FAQs**.
2. An assortment of icons that are suitable for use in the presentation can be found in the **alternative icons slide**.
3. A **thanks slide**, which you must keep so that proper credits for our design are given.
4. A **resources slide**, where you'll find links to all the elements used in the template.
5. **Instructions for use**.
6. Final slides with:
  7. The **fonts and colors** used in the template.
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  10. Sets of **customizable icons** of the following themes: general, business, avatar, creative process, education, help & support, medical, nature, performing arts, SEO & marketing, and teamwork.

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# 01

## PROBLEM vs SOLUTION

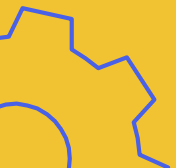
You could enter a subtitle here if you need it

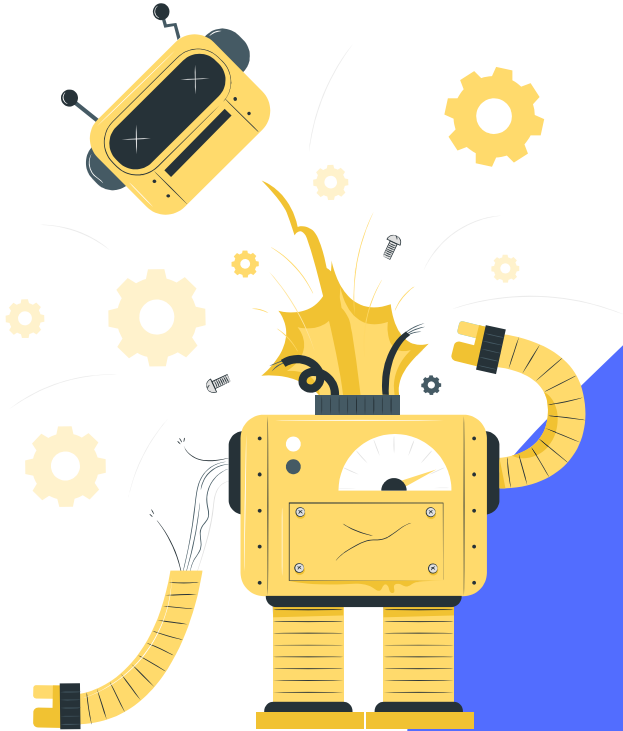




“This is a quote, words full of wisdom  
that someone important said and  
can make the reader get inspired.”

—SOMEONE FAMOUS





# PROBLEM

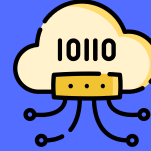
Mercury is the closest planet to the Sun  
and the smallest one in the Solar System.  
it's only a bit larger than the Moon

# 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





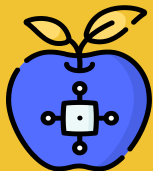
# SOLUTION

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

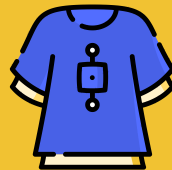


## VENUS

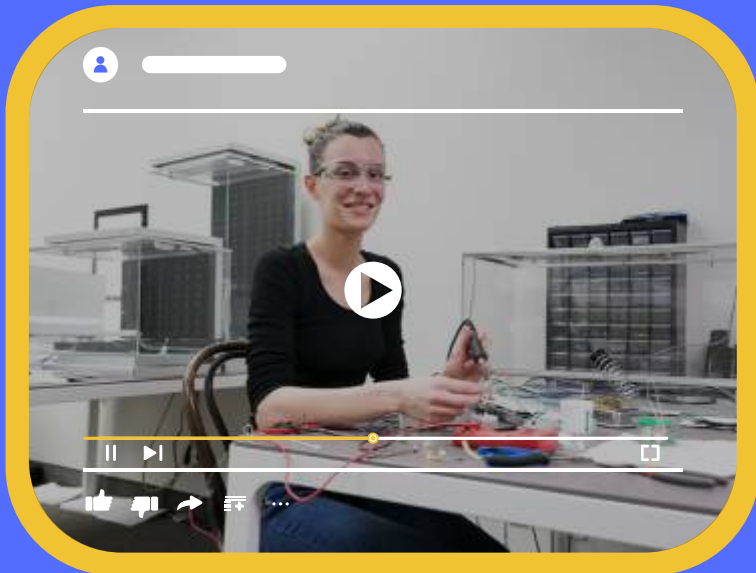
Venus has a beautiful name and is the second planet from the Sun

## SATURN

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

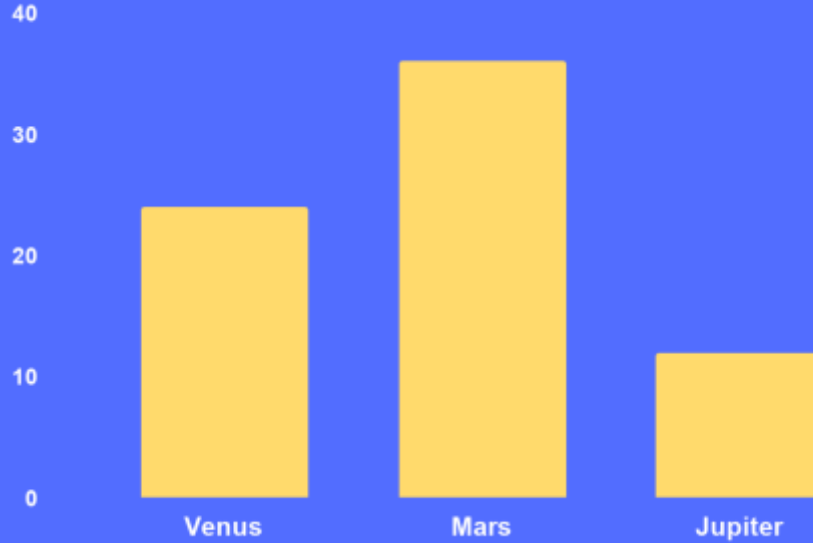


# PRODUCT DEMO



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



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

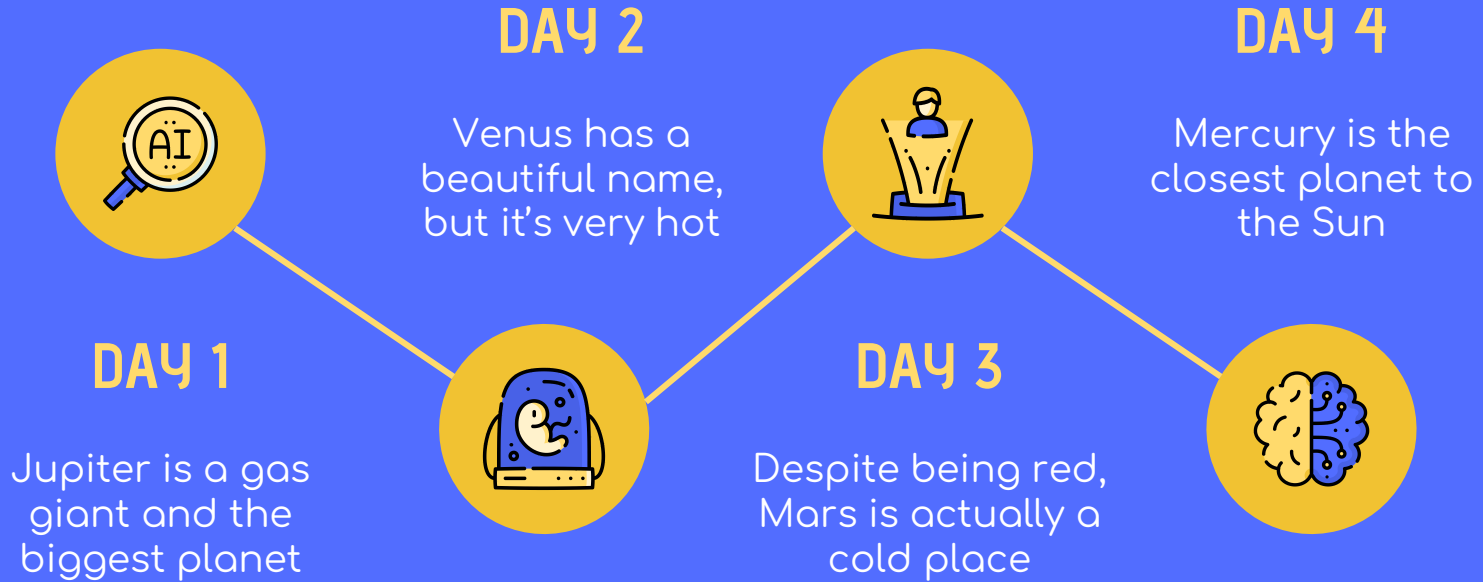
Mercury is the closest planet to the Sun

## COMPANY 2

Venus is the second planet from the Sun



# TIMING



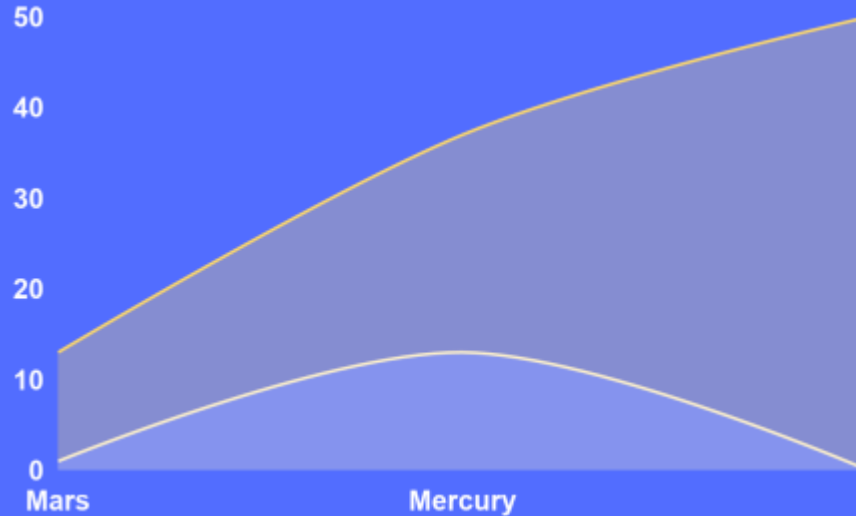
# PREDICTED GROWTH

**20,000**

Expected income  
for 2020

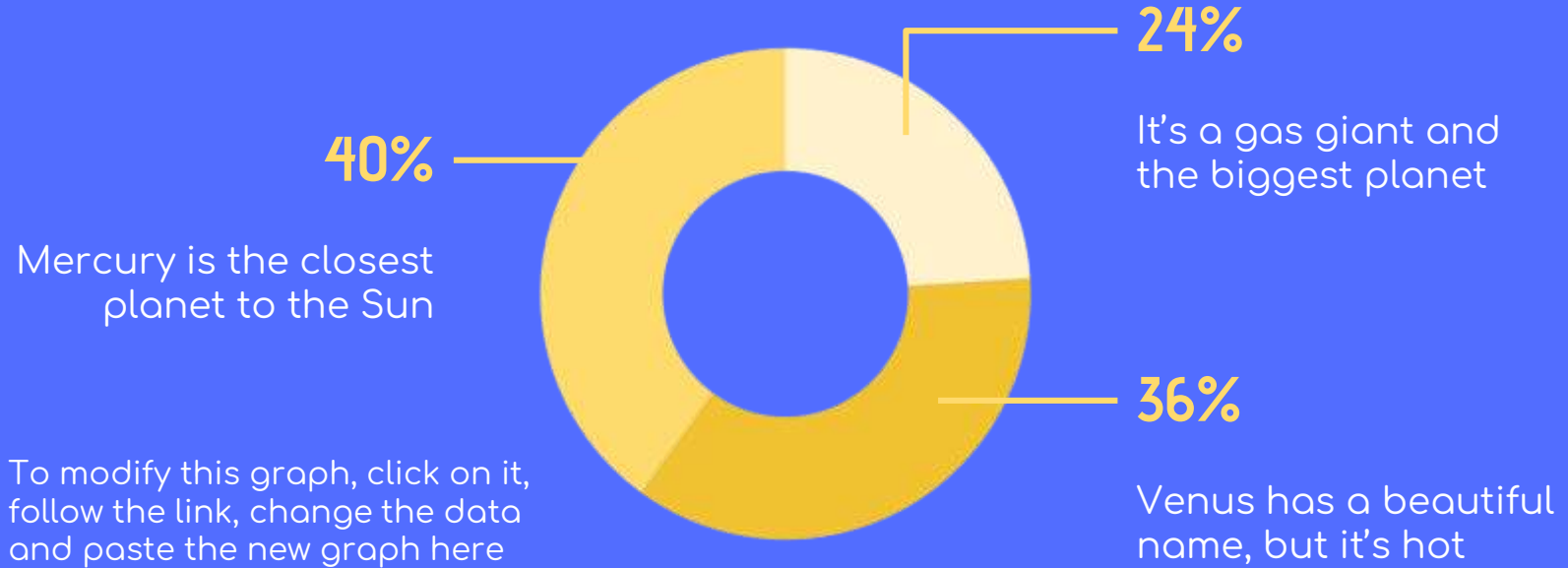
**100**

New employees  
next year



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

# INVESTMENT



# RESOURCES

Did you like the resources on this template? Get them for free at our other websites.

## PHOTOS

- 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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## **Comfortaa**

(<https://fonts.google.com/specimen/Comfortaa+Regular400>)

#526dff

#4861e7

#f1c232

#ffda6c

#fff2cc



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Cuate

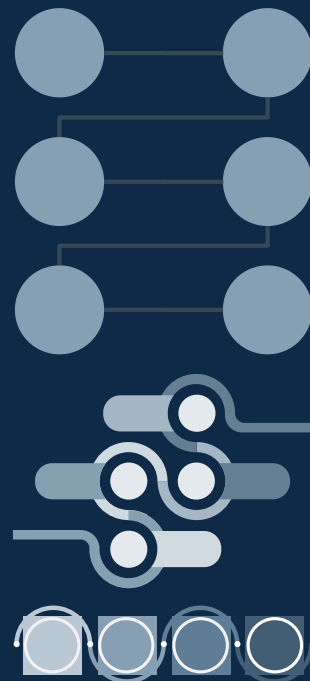
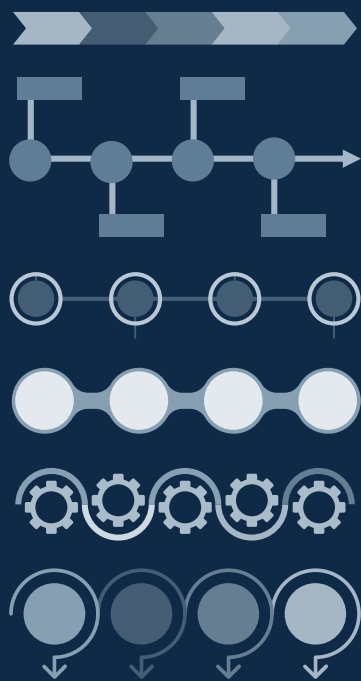
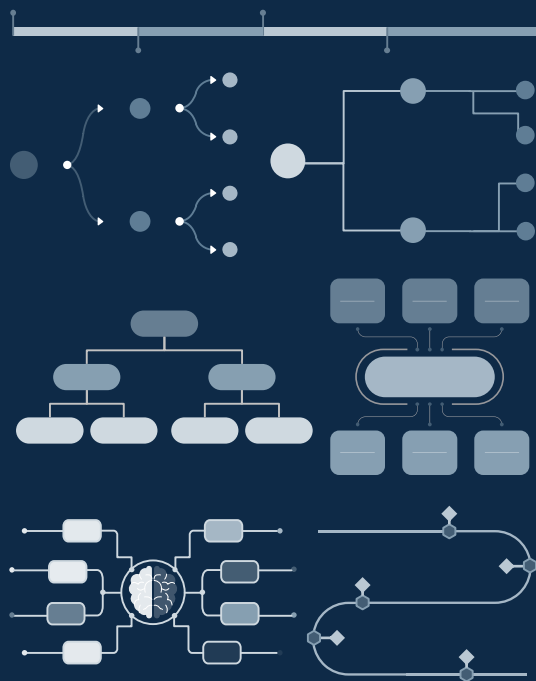
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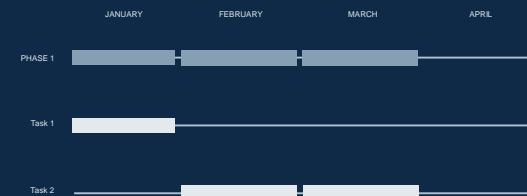
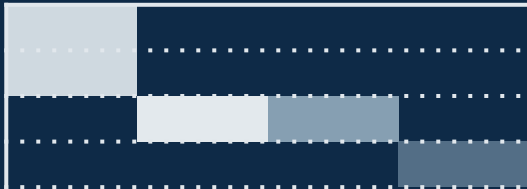
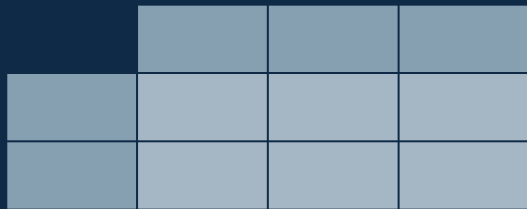
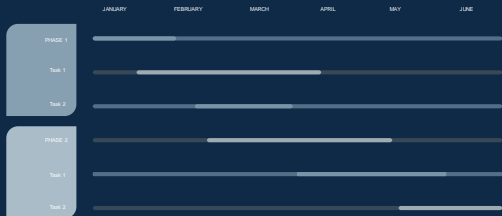
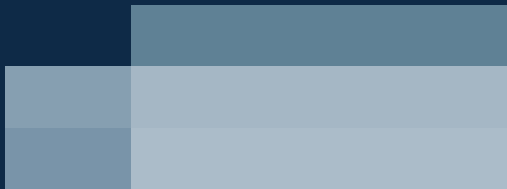
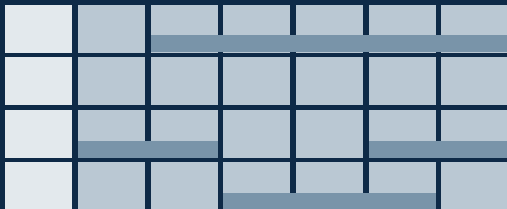
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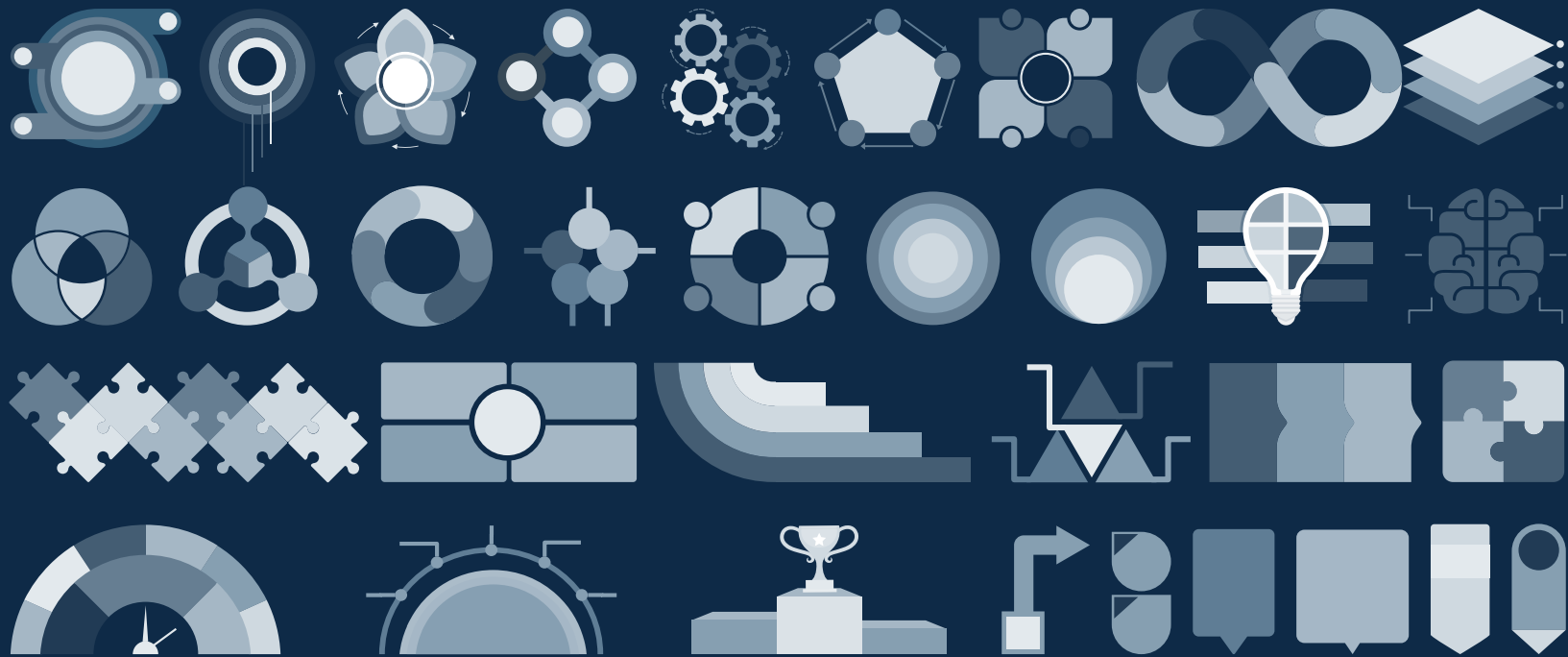
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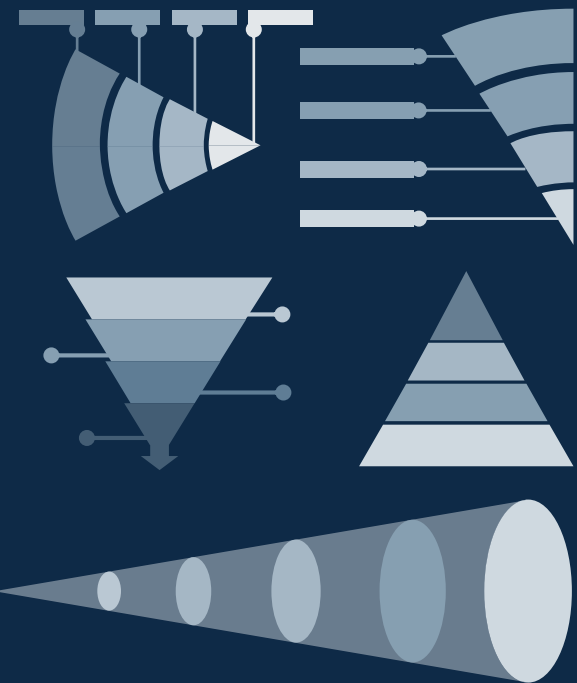
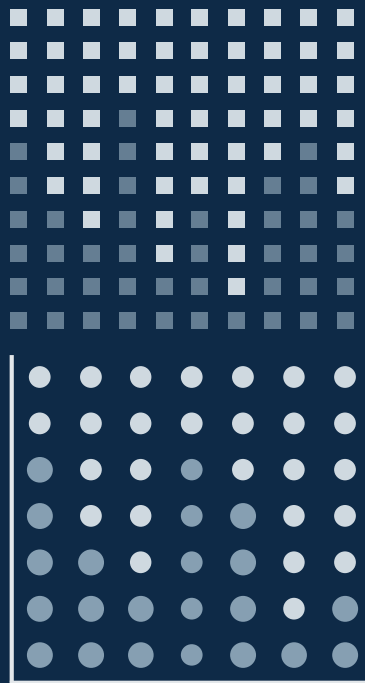












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## Educational Icons



## Medical Icons



## Business Icons



## Teamwork Icons



## Help & Support Icons



## Avatar Icons



# Creative Process Icons



# Performing Arts Icons



# Nature Icons



# SEO & Marketing Icons



