

Beacon — Staffordshire University's In-House AI Chatbot for Student Administration and Support

AI in Education · Good practice · United Kingdom

Quality score: 27/100

Evidence strength: Descriptive / self-reported

Summary

Staffordshire University built Beacon, reportedly the UK's first student-facing university chatbot, in-house in 2019. It answers roughly 400 FAQs on timetables, tutors and campus life, had fielded over 6,000 student questions within weeks of launch, and flags disengaged students

Key dimensions

Dimension	Score
Evidence of learning impact	0/3
Equity & inclusion	1/3
Transparency, ethics & data protection	1/3
Teacher capability & pedagogy	0/3
Scalability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-09

[Staffordshire University](#) — accessed 2026-08-09

[Inside Higher Ed](#) — accessed 2026-08-09

[CIO](#) — accessed 2026-08-09

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