

Behavioural Engagement Patterns in Mangosuthu University of Technology's AI Student-Support Chatbot

AI in Education · Good practice · South Africa

Quality score: 33/100

Evidence strength: Observational / pre–post

Summary

A five-month study of Mangosuthu University of Technology's AI-assisted student-support chatbot analysed 1,495 admissions, registration and IT-support interactions, finding 96.8% first-query resolution alongside a 23-hour average first response time and highly uneven use.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-13

[Mangosuthu University of Technology \(Learning and Teaching Development Centre\) with Durban University of Technology](#) — accessed 2026-09-13

[Frontiers in Education article](#) — accessed 2026-09-13

[Crossref metadata record](#) — accessed 2026-09-13

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