

Botsify-Built AI Chatbot Answers Admissions Questions with 91% Accuracy — Princess Nourah Bint Abdulrahman University

AI in Education · Good practice · Saudi Arabia

Quality score: 20/100

Evidence strength: Observational / pre–post

Summary

Researchers at Princess Nourah Bint Abdulrahman University built a Botsify-based chatbot to answer prospective students' admissions questions around the clock, reaching 91% accuracy on a confusion-matrix test and a 76.6 usability score from 22 student testers.

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	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-16

[Princess Nourah Bint Abdulrahman University](#) — accessed 2026-08-16

[IJIET — full paper PDF](#) — accessed 2026-08-16

[Semantic Scholar record](#) — accessed 2026-08-16

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