

Cara — University of Galway's 24/7 AI Student-Services Chatbot Reaches 98% Query Resolution

AI in Education · Good practice · Ireland

Quality score: 27/100

Evidence strength: Cautionary / limited

Summary

Live since November 2021, University of Galway's Cara chatbot grew from 30,000 queries (91% resolved, by 2023) to 50,000+ a year with 98.75% resolution and 4,167 staff hours saved, per the university and its vendor — though the strongest figures remain self-reported.

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 2026-09-07

[University of Galway, with Galvia \(formerly Chatspace\)](#) — accessed 2026-09-07

[Silicon Republic — Cara launch](#) — accessed 2026-09-07

[Silicon Republic — THE award](#) — accessed 2026-09-07

[University of Galway — Cara](#) — accessed 2026-09-07

[Galvia case study](#) — accessed 2026-09-07

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