

Charley — Fort Wayne Community Schools' 24/7 AI Chatbot for Family and Enrollment Questions

AI in Education · Good practice · United States of America

Quality score: 27/100

Evidence strength: Cautionary / limited

Summary

Fort Wayne Community Schools' AI chatbot 'Charley' answers parent questions on enrollment, transport and policy 24/7 in English and Spanish, resolving about 80% of queries and scoring 9.6/10 on family satisfaction in its first month.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-28

[Fort Wayne Community Schools \(K12 Insight / Onflo "Let's Talk! Assistant"\)](#) — accessed 2026-09-28

[Onflo \(K12 Insight\): How AI-powered chatbots change the game for K-12 customer service](#) — accessed 2026-09-28

[Global EdTech: K12 Insight release AI Chatbot Let's Talk!](#) — accessed 2026-09-28

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