

ChatGPT-Based Virtual Admissions Office — Three Peruvian Public Universities Automate Applicant Support

AI in Education · Good practice · Peru

Quality score: 27/100

Evidence strength: Cautionary / limited

Summary

Researchers at three Peruvian public universities built the first ChatGPT-based virtual admissions-office assistant, cutting response time to under two minutes (92% accuracy) and lifting Net Promoter Score from 25 to 70 across students, parents and applicants.

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 2026-08-23

[Universidad Nacional Mayor de San Marcos](#) — accessed 2026-08-23

[IIETA journal paper](#) — accessed 2026-08-23

[UNPRG institutional repository record](#) — accessed 2026-08-23

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