

COL–NUS AI Helpdesk Cuts Support Wait Times for Samoa's Online Students

AI in Education · Good practice · Samoa

Quality score: 47/100

Evidence strength: Moderate

Summary

The Commonwealth of Learning and the National University of Samoa piloted a GPT-powered Moodle help desk for routine platform and course-admin queries. In a three-week trial it logged 300+ student messages in a single week, easing pressure on NUS's small ICT-support team.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-31

[Commonwealth of Learning; National University of Samoa](#) — accessed 2026-07-31

[Commonwealth of Learning news release](#) — accessed 2026-07-31

[COL Connections magazine, Vol 28 No 3](#) — accessed 2026-07-31

Cite this — Evidoria. *COL–NUS AI Helpdesk Cuts Support Wait Times for Samoa's Online Students*. Persistent ID: 365c454b-07b6-404c-ae17-ea66ff1767f2.