

Facing a Failing Manual E-Ticketing System, Nigeria's National Open University Builds an AI Chatbot for Student Complaints

AI in Education · Good practice · Nigeria

Quality score: 33/100

Evidence strength: Cautionary / limited

Summary

After a survey of NOUN's roughly 500,000 distance-learning students found routine delays in its manual complaint system, researchers built an AI chatbot for student support; among the 579 who responded (29% of those invited), 64% called it extremely helpful.

Key dimensions

Dimension	Score
Evidence of learning impact	1/3
Equity & inclusion	2/3
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 2026-09-06

[National Open University of Nigeria \(NOUN\) & Cardiff Metropolitan University](#) — accessed 2026-09-06

[Computers \(MDPI\), Vol. 14 No. 3, Art. 96 \(2025\)](#) — DOI — accessed 2026-09-06

[Cardiff Metropolitan University research record](#) — accessed 2026-09-06

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