

Georgia State University 'Pounce' — AI advising chatbot that reduces summer melt and boosts retention

AI in Education · Good practice · United States of America

Quality score: 53/100

Evidence strength: Randomised controlled trial

Summary

Georgia State's AI text-chatbot handled 200 k+ student queries a year; three RCTs (2017–22) found 3 pp gains in summer matriculation and fall re-enrolment, and 5–6 pp more students earning B+ or above in a course. Strongest effects for Pell-eligible and first-generation students.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-06-24

Georgia State University — accessed 2026-06-24

GSU Summer Melt Reduction initiative — accessed 2026-06-24

EdWorkingPaper ai22-564: chatbot & course outcomes — accessed 2026-06-24

GSU classroom chatbot news release (2022) — accessed 2026-06-24

Mainstay GSU case study — accessed 2026-06-24

US Dept of Education \$7.6 M grant (2024) — accessed 2026-06-24

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