

Georgia's Ministry of Education Chatbot and Teams-Based 'New School Model' Digital Administration Platform

AI in Education · Good practice · Georgia

Quality score: 47/100

Evidence strength: Moderate

Summary

Georgia's Ministry built a Teams-based national school-administration and distance-learning platform, with a chatbot answering 1,177 users; the wider platform's daily active users grew from 750 to nearly 300,000 within three months during the COVID-19 rollout.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-18

[Ministry of Education, Science, Culture and Sport of Georgia \(with Microsoft\)](#) — accessed 2026-07-18

[Microsoft News: Georgia digital learning platform](#) — accessed 2026-07-18

[Ministry of Education of Georgia: chatbot usage](#) — accessed 2026-07-18

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