

KovsieChat — University of the Free State's AI Chatbot Scales Student Support in Bloemfontein

AI in Education · Good practice · South Africa

Quality score: 33/100

Evidence strength: Cautionary / limited

Summary

The University of the Free State grew a COVID-era chatbot into KovsieChat, an AI assistant for admissions, registration and financial-aid queries at its ~45,000-student multi-campus university, easing staff workload during peak enrolment.

Key dimensions

Dimension	Score
Evidence of learning impact	0/3
Equity & inclusion	2/3
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 2026-09-24

[University of the Free State](#) — accessed 2026-09-24

[KovsieChat feature — OFM](#) — accessed 2026-09-24

[Vendor case study — Verge AI](#) — accessed 2026-09-24

[Launch announcement — SIS Global](#) — accessed 2026-09-24

Cite this — Evidoria. *KovsieChat — University of the Free State's AI Chatbot Scales Student Support in Bloemfontein*. Persistent ID: e652529c-4cb0-4196-83b2-362a867572c6.