

LOLA — AI administrative chatbot for student admissions at Universidad de Murcia

AI in Education · Good practice · Spain

Quality score: 33/100

Evidence strength: Cautionary / limited

Summary

NLP chatbot deployed June 2018 at Universidad de Murcia to handle 28,000 annual admissions queries. Achieved 91%+ accuracy across 74,000+ conversations with 25,000 students; freed staff from peak-period overload and provided 24/7 guidance to applicants.

Key dimensions

Dimension	Score
Evidence of learning impact	1/3
Equity & inclusion	1/3
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 2026-06-24

[Universidad de Murcia](#) — accessed 2026-06-24

[Fordham University Law \(independent review\)](#) — accessed 2026-06-24

[AI.Business case study \(independent\)](#) — accessed 2026-06-24

[University of Murcia official press release](#) — accessed 2026-06-24

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