

MoUJi — University of Johannesburg's Multilingual AI Chatbot for Admissions, Registration and Financial Aid

AI in Education · Good practice · South Africa

Quality score: 53/100

Evidence strength: Descriptive / self-reported

Summary

The University of Johannesburg upgraded its MoUJi chatbot with LLM technology so students can check admission scores, register and get financial-aid help in isiZulu, Afrikaans, Sesotho or English; an earlier version cut peak-season staffing from 120 to 60.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-14

[University of Johannesburg](#) — accessed 2026-08-14

[UJ News — UJ enhances MoUJi \(chatbot\) with multilingual AI to transform student support](#) — accessed 2026-08-14

[ITWeb — UJ introduces African languages to its chatbot](#) — accessed 2026-08-14

[AWS Public Sector Blog \(via aws-news.com\) — How the University of Johannesburg uses AI chatbots to increase student engagement and reduce costs](#) — accessed 2026-08-14

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