

# NEU-Chatbot — National Economics University's AI Admissions Assistant on Facebook, Hanoi

AI in Education · Good practice · Vietnam

Quality score: 27/100

Evidence strength: Observational / pre–post

## Summary

National Economics University in Hanoi built an AI admissions chatbot (Rasa deep-learning intent models, 97.1% test accuracy) for its official Facebook page. Over three months it fielded more than 50,000 student and parent questions and answered 90.3% of them correctly.

## Key dimensions

| Dimension                              | Score |
|----------------------------------------|-------|
| Evidence of learning impact            | 0/3   |
| 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 2026-08-15

[National Economics University \(NEU\)](#) — accessed 2026-08-15

[Computers and Education: Artificial Intelligence, Vol. 2 \(2021\), DOI](#) — accessed 2026-08-15

[LJMU Research Online record](#) — accessed 2026-08-15

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