

OtterBot — Washington State's AI-Assisted FAFSA and Financial-Aid Navigation Chatbot for Low-Income Seniors

AI in Education · Good practice · United States of America

Quality score: 40/100

Evidence strength: Observational / pre–post

Summary

Washington's state financial-aid agency runs a two-way AI texting chatbot that nudges low-income high-school seniors through FAFSA and College Bound Scholarship steps; among students who asked 5+ questions, over 86% graduated high school and over 60% completed the FAFSA in the fi

Key dimensions

Dimension	Score
Evidence of learning impact	1/3
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 2026-08-06

Washington Student Achievement Council (WSAC) — accessed 2026-08-06

Washington Student Achievement Council – OtterBot — accessed 2026-08-06

Harvard ALI Social Impact Review – Using AI to Navigate College and Career — accessed 2026-08-06

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