

# PAIbot — UNAM's AI Chatbot for Distance-Learning Admissions Support

AI in Education · Good practice · Mexico

Quality score: 27/100

Evidence strength: Observational / pre–post

## Summary

UNAM's Dialogflow chatbot answers admissions questions for its distance-learning bachelor's programme. A peer-reviewed study found conversations rose 52% and correct answers rose from 0.4% to 47.1%, though incorrect answers also rose.

## 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 2026-08-19

[Universidad Nacional Autónoma de México \(UNAM\) — CUAIEED](#) — accessed 2026-08-19

[Peer-reviewed comparative study \(TIES journal\)](#) — accessed 2026-08-19

[Book chapter, Universidad de Guadalajara press](#) — accessed 2026-08-19

---

Cite this — Evidoria. *PAIbot — UNAM's AI Chatbot for Distance-Learning Admissions Support*. Persistent ID: f809e354-4cfd-4117-998c-8bd04422ce67.